

## **AVON AND SOMERSET POLICE AND CRIME PANEL**

### **COMMISSIONER'S UPDATE REPORT**

**4 FEBRUARY 2021**

The following briefing provides an update for Panel Members on key activities since the last Panel meeting on 8 December 2020. This report reflects the position as at 20 January 2021.

#### **Oversight of the Constabulary Response to COVID**

COVID 19 and related oversight, scrutiny, community engagement and reassurance and partnership work has remained a key focus of the PCC over the last few months. There have been a number of key issues, legislative and guidance changes and local partnership forums. In particular, the PCC and DPCC have continued to hold regular Facebook Live events with the Chief Constable to help explain the changes and to put local people's views to the police, carried out regular media interviews to explain the latest position, ensured that local people's views about the regulations, enforcement and particular issues are fed back to the Constabulary and attended high level internal and partner meetings including COVID 19 Local Engagement Boards.

The Constabulary have dedicated media communications to ensure changes in legislations are highlighted to the public and what actions the force is taking on those who breach the legislation.

The Constabulary has set up a dedicated response to Covid-19 Breaches in the form of Operation Hydrogen, which is supported by Operations Hawthorn and Hazel when necessary in relation to unlicensed music events and large protests or gatherings. The investigation in to the large rave in South Gloucestershire on 31st October 2020 is ongoing, with further FPNs to be issued; Anti-Covid protests in Bristol saw 14 arrests made and FPNs issued and the disruption of a rave planned in Fishponds 2 weeks ago where tickets were issued to those trying to attend and the organisers arrested.

Op Hydrogen runs 7 days a week covering the whole force. The Op supports the local Neighbourhood Policing Team, ensuring there are additional patrols in areas of concern, persistent breaches or high infections rates. They also work in conjunction with the Local Authorities where required, including joint visits to premises, patrols of shopping areas with high foot fall and supporting the Council Marshals. Op Hydrogen provides on average an additional dedicated 650 hrs of patrol by officers across the force. Over the last 8 weeks Op Hydrogen have attend 1200 Storm logs issued 91 FPN and 209 warnings this includes over 5 £1000 fines issued to those responsible for licenced premises breaching restrictions.

The Constabulary is working closely with Universities to ensure students abide by the legislation and breaches are dealt with jointly to prevent further incidents.

The Constabulary has engaged with all the large vaccinations centres and provide reassurance to those attending and those working at the locations.

#### **Crime Demand Context**

Covid restrictions have changed a number of times over the last few months. Prior to Christmas Day areas of Avon and Somerset were either in Tier 2 or Tier 3. Tier 4 was introduced on 19th December

2020. Rules were relaxed for Christmas Day; and from Boxing Day areas were either in Tier 3 or Tier 4. National lockdown commenced 6th January 2021 with schools and non-essential businesses closing – and a ‘stay at home’ directive.

November and December continued to follow that reducing trend. The reduction in overall demand is primarily related to lower levels of Crime; and Transport demand. Demand relating to Public safety and ASB have remained at similar levels to previous years as people report Covid breaches during the lockdown and tiered restrictions.

Between 14th December and 10th January the only area of crime which saw an increase compared to the same period last year was the number of Cyber/Online Offence, crime demand fell below the seasonably expected level and a steady downward trajectory in demand has been recorded.

There were 8,036 recorded crimes over the last month. This is a decrease from the same period as last year when there was 9,969 crimes recorded.

Over the last 3 month there has been an overall reduction in crime of 13.2% and over the last 12 months the reduction is 8.4%

Calls for service to the Constabulary have steadily reduced compared to the same period last year.

Over the past 4 weeks currently 3.1% (191) staff are off sick which has increased by 63 since the last report (48 suspected Covid; 83 confirmed). 2,290 (36.6%) staff are staying at home. 223 staff are staying at home due to possible COVID exposure (25 off sick).

**DEMAND SUMMARY OF KEY POINTS:**

1. Demand has continued to be below the seasonably expected level, largely due to the national Tier levels being introduced and National Lockdown 3 as of January 6th 2021. However, it has not fallen to the extent that it did in March / April (during the 1st national lockdown), largely due to the less stringent measures in force.

2. Demand may continue to reduce in some areas due to Lockdown 3 being imposed until at least 22nd February 2021. The current legislation is in place until 31st March 2021. With the national vaccination program under way it is unclear when the government will start easing Lockdown restrictions and this may again be a tiered system and be location specific depending on the infection rates and NHS capacity.

**COVID19 Fines and enforcement (as of 19th January 2021)**

There have been a total of 928 FPNs issued for breach of Covid regulations and 866 Warnings.

The breakdown by LA area and by Age is:

Local Authority	FPNs	Age	FPNs
Bristol	361	18-24	400
Somerset	272	25-34	258
South Glos	162	35-44	130
North Somerset	65	45-54	86
BANES	26	55-65	32
Awaiting location	42	65+	16
		other	8

## Call Handling

In 2020 the Constabulary received nearly 954,000 calls with over 237,000 of them being 999 calls and over 716,000 101 calls; this compares to 975,000 in 2019.

Across the year the 999 abandonment rate was 0.04%; which equates to only 95 abandoned calls for the whole year. This improved on the already outstanding performance from the previous year which was 0.11%. It is also worth emphasising that all of these 95 calls counted as abandoned were due to technical reasons rather than the performance of the call handling team.

The 101 abandonment rate for the year was 3.4% which is still safely below the 5% benchmark the Constabulary aim for and an improvement on 3.5% in 2019. The median answer time for a 101 call was 52 seconds.

## Enquiry Office Update from ASP:

### Open Enquiry Offices

- We have 4 locations open – The Bridewell, Patchway, Bridgwater and Yeovil
- They remain open on their existing published hours of Monday to Friday 0800-2000 and Saturday/Sunday 0900-1700
- They are resourced to deal with the current demand but also to allow for social distancing requirements of Covid. Typically, this will be:
  - 3 staff on duty at any one time during the week (4 at The Bridewell)
  - 2 staff on duty at the weekends (3 at The Bridewell)
- Footfall information for all Enquiry Offices forcewide:
  - Typically 374 per day before the pandemic
  - During the first lockdown in March 2020, this was 60/70 per day in the very early days and rose steadily during that time (we had only 4 locations open)
  - For this current lockdown the footfall is higher at 104 per day – we are monitoring this closely

### Factors that impact decisions:

- Compliance with government guidelines in relation to staff and public safety (ie stay at home, unless you cannot)
- Footfall demand
- Transactions that can only be carried out face to face, eg RSO registration, court and police bail and seized vehicle transactions
- Rotation and resilience of staffing resources – limiting the amount of time they are at work and the number of places they work from will ensure we have resilience should we have an outbreak of Covid in any one location/team

### Review of position:

- The Constabulary are geared up to open further Enquiry Offices both from a Covid compliance and staffing perspective and could achieve this at very short notice, if required, if:
  - The footfall demand requires this – we are also listening to staff feedback
  - The government restrictions/advice changes
  - When the full lockdown ends

- It would be the intention to open all Enquiry Office locations at the end of this full lockdown (currently expected to be mid-February, I believe)

## ASC Staff Survey Follow up work

### Work done to date

The Chief Officer Group and Directorate heads were given access to a high level version of the results app on 6<sup>th</sup> November 2020 to start looking at the results.

An infographic was shared with the whole constabulary, providing high level results from the survey and outlining that we would move to a 'turning results into action' phase in the new year. This year, the infographic showed the survey themes through the force values and also highlighted the recent People Management CIPD Award that was received in September 2020 for the innovative use of the Qlik app to analyse the annual survey data.

Two further versions of the results app were made available on 13 November. This year all Qlik users have been given a more detailed version than last year to enable more transparency and analysis at different levels. The full results, including verbatim comments, were shared with superintendent level and above to review results for their departments.

The high level results were shared at the Health and Wellbeing board in November and the inclusion and diversity analysis was presented at the I&D board in December.

### Ongoing

Directorates and departments are working with their Improvement Consultants and HR Business Partners to analyse the data for their areas and put in place targeted improvements specific to their areas. The Organisational Development Team are meeting with each leadership team to discuss this year's approach, their results and guide further improvement. Reports are also being prepared for each Directorate Head on the bullying and harassment results for their departments and any important outliers from the survey. This will highlight any themes where each department's results are distinct from the force average, giving specific areas for each department to target. Examples of this include the IT department's results within learning and development being 12.4% lower than the Force average and Operational Support's results for leadership, managing change and improvement, being 6.1% lower than the Force average. This will enable a targeted approach to the organisation's lowest scoring themes. Directorate Heads will report back on improvements made and in progress to the People Committee mid-year.

The results are also being presented and discussed at the Chief's Roadshows in January and February 2021, where feedback will be gathered and reported back to the People Committee.

The Organisational Development Team will support staff networks on the results for different demographics and appropriate action. The results will inform wellbeing, employee engagement and inclusion and diversity work across the Constabulary.

Work has already commenced on a 'prefer not to say' campaign, to explore the reasons people choose not to report their personal characteristics and encourage individuals to do so. The People Survey highlighted that those who marked that they preferred not to say were the least engaged, least happy

and least likely to agree with the inclusive value statements. They were also more likely to have been bullied or harassed in the last 12 months. This campaign, in conjunction with the staff networks, will explore issues of confidentiality and confidence, as well as focus on working to promote that everyone should feel they can be themselves at work through information and stories on how this data has made a difference. The aim is to reduce the number of people in the organisation who report they would prefer not to say their protected characteristics and become more inclusive, allowing people to be their authentic self at work.

The survey highlighted the numbers who felt they had experienced bullying, harassment or discrimination. Work has commenced on capturing more data from those who leave the organisation so that a comparison of data with the survey results can be drawn. This will also reduce the gaps in the employee lifecycle experience. The aim is to identify further areas of focus for improvement, while also creating and fostering advocates for the organisation long after they have left.

How well poor performance is dealt with across the organisation was highlighted through the questions in relation to individuals' managers, as well as the verbatim comments. The new leadership academy, launching soon, will aim to address some of the necessary change in this area.

Further areas of focus include reasonable adjustments, as disabled respondents generally scored lower than the force average across many areas. A new workplace adjustments guide and workshops are being developed with a more inclusive focus on listening, supporting and enabling.

## **Evaluation**

The questions and questionnaire will be reviewed to ensure they continue to be appropriate, fit for purpose and provide insight in the required areas.

The work from the resultant projects will be communicated across the organisation as 'you said, we did' feedback from the survey. They will all be evaluated separately against their intended aims, as well as in the survey results for 2021.

## **Local Resilience Forum**

Local authorities have put in place Local Outbreak Plans and Local Engagement Boards which are all attended by the PCC or DPCC.

## **Governance and Scrutiny**

### **Deputy Police and Crime Commissioner Update:**

The Deputy PCC has spent approximately half of his time on Covid related work attending Local Engagement Boards across the area and liaising with senior police officers and other key partners on issues such as testing, vaccination, support to hospitals and other health colleagues and joined up communications. The DPCC continues to deputise for the PCC at a range of key stakeholder meetings as required including chairing the Local Criminal Justice Board, meeting with local leaders and staff associations. The lockdown since November has impacted on community engagement but as far as possible we have continued engagement activity online including meeting with the Somerset Youth Parliament and service providers and as well as attending Constabulary Advisory groups and the PCC's Scrutiny of Police Powers meeting. The DPCC has also attended a number of community meetings and gold Groups around operational issues and incidents. The important work in relation to Violence Reduction continues and is set out in more detail below. The DPCC virtually visited all of the 5 Violence

Reduction Units across the area in the last few months of last year and shared best practice and will chair the Avon and Somerset Strategic Violence Reduction Unit in February. The DPCC is also leading for the PCC on Avon and Somerset Reducing Reoffending work and attended the kick off Ready for Release Steering Group and also is chairing a series of meetings in each top tier local authority area to discuss implementation of the local and national Integrated Offender Management Reviews.

### Engagement: Precept consultation with public

At the start of December we launched an online survey to complement our previous only precept consultation delivery method of the telephone survey.

Preliminary results, which were analysed on Wednesday January 20th, show:

I do not wish to pay any increase	474	38.0%
2% increase of 38p (for a Band D home)	146	11.7%
5% increase of 95p (for a Band D home)	158	12.7%
6.6% increase of £1.25 (for a Band D home)	433	34.7%
Don't know	38	3.0%
	1249	

- **Overall the survey shows a majority of participants are in favour of some sort of increase with a total of 59.1% in favour of either the top increase of £1.25 (6.6%) per month for a Band D home, an increase of 95p (5%) per Band D home or willing to pay an increase of 38p (2%) for a Band D Home**
- **However, the results are very polarised. While there is a large swathe of respondents (34.7%) willing to pay the top increase of 6.6%, there is also a large number of those surveyed (38%) who do not wish to pay any increase at all.**

The telephone survey results from the first two quarters which canvass circa 3000 residents over four quarters show 17% favour a freeze but the majority of respondents support precept increasing with 51% favouring the highest increase.

During these unusual and difficult times legitimacy is key and we want to focus on testing additional consultation tactics to help us learn how we can improve representation of public views through consultation delivery. Because of the extraordinary circumstances presented by the pandemic, and the adverse impact on people's employment and financial stability, we wanted to increase the volume of our consultation responses and ensure we get a better representative spread of responses across households in varying socio-economic situations. Therefore, we decided that in addition to the online precept survey and the telephone survey we would select a sample of 12,800 Avon and Somerset addresses from across all deciles within the Indices of Multiple Deprivation (IoMD) to send a pre-paid self-addressed paper version of our survey.

The survey is due to close on Tuesday January 26th. A late paper will be prepared and submitted to the panel including the final results from the telephone survey, any returns of paper surveys we receive,

combined with the online survey results. The late paper will include a full analysis of the demographic indicators and geographical spread of the respondents via all three methods of delivery.

### **Violence Reduction Unit's (VRU)**

For a full report on the VRU delivery over the last year please review Exempt Annex A. Please note this is a draft version of a mandatory report to be submitted to the Home Office in due course, therefore please do not share beyond the use of the panel.

Although to be formally communicated by the Home Office, we have been notified that a £35million funding envelope will be made available to the national Violence Reduction Unit network. This is in line with the previous funding and so we expect to receive the same or similar local allocation (circa £1.16million) for 2021/22. There will still be a 'bidding' process in order to access the funding, we have no indication of the timescale for this. This early notification is significant in being able to maintain momentum of the local VRU's as well as aid with planning for the next year.

There has also been an informal notification of further Covid related funding to support the 3<sup>rd</sup> sector working with the VRU agenda. It is anticipated that we should receive around £68,000 to allocate locally. Local VRU'S are in communication with their partners and establishing who is most in need for small grant funding. The money will need to be spent by March 21.

### **Reducing Reoffending**

Since the last Panel meeting Kirsty Stokes joined the OPCC as a new Senior Commissioning and Policy Officer on 1st December and will have a focus on reducing reoffending.

We received two very competent bids for the Drive project (being piloted in South Gloucestershire) and the successful bidder is Cranstoun who are already delivering a Drive project in Worcestershire. Drive is a Domestic Abuse perpetrator scheme which has previously been trialled in South Wales and reported significant results.

Another key project of the Resolve Board – Court Up, which will support and work with women as they attend Bristol Magistrates Court – has also recently gone out to tender with a closing date of 4th January 2021. We have received 3 bids which will all go through an evaluation process scheduled to identify a provider by the end of January.

The Programme Manager for the Ready for Release programme in Bristol prison, Laura Dornan started in post on 1st December and Kirsty Stokes will be sitting on the steering group for that project.

As requested by the Resolve board in November further meetings have been scheduled at a local authority level to consider the options for the review of Integrated Offender Management (IOM). The first is on 6th January with the final taking place on 10th February. These meetings will allow us to discuss the local needs for IOM and the appetite of each Local Authority to adapt the model to meet their individual requirements.

### **Lammy Review**

One of the challenges of the Lammy work has been securing all relevant data from Criminal Justice partners. This issue was escalated at the Local Criminal Justice Board and progress is being made but there will undoubtedly be findings on this in the final report. The work stream workshops continue and the team are on track to produce their report by the end of March for consultation. The Independent Chair of the Lammy work is happy to attend the Panel to update on the work.

## HMICFRS

Since last reported there have been no new responses published but two new publications requiring a response:

Pre-charge bail and released under investigation: striking a balance

Safe to share? Liberty and Southall Black Sisters' super-complaint on policing and immigration status – it should be noted the usual statutory duty does not apply to this as it was published under complaints legislation not inspection legislation

## Police and Crime Board

Agendas and minutes of the Police and Crime Board are published at the following link:

<https://www.avonandsomerset-pcc.gov.uk/reports-publications/police-crime-board-reports/>

### Key Decisions

There have been two formal decisions since the December Panel meeting.

- Creation of an Investigative Professional Development Unit (IPDU); a new team within the Learning Department.
- The installation of the new telematics devices within both operational and unmarked vehicles.

All decision notices and accompanying documents are published at the following link:

<https://www.avonandsomerset-pcc.gov.uk/reports-publications/decisions-log/>

## PCC Election 2021 Dates

22<sup>nd</sup> March – Notice of election (Purdah commences)

23<sup>rd</sup> March – nominations of candidacy can be accepted

8<sup>th</sup> April – deadline for candidate nominations

9<sup>th</sup> April – PARO confirms candidates

6<sup>th</sup> May – Election day

7<sup>th</sup> May – Election result

14<sup>th</sup> May – New PCC commences term

### **DPCC legal guidance:**

Until 2017 Deputy Police and Crime Commissioners, were required to stand down before they lodged their nominations as a candidate, if they were standing for elections as a PCC (see S65 (1)(e)(i) of the Police Reform and Social Responsibility Act 2011).

However, the Policing and Crime Act 2017 changed this requirement, as S122 of that Act makes it clear that S65 (1)(e)(i) of the PRSRA does not prevent a deputy police and crime commissioner from being elected as a PCC at an ordinary election of police and crime commissioners.

Therefore, the requirement for a Deputy Police and Crime Commissioner to stand down from that role if they are seeking election as the PCC no longer applies and they can continue to serve as the Deputy throughout the PCC election period.



## **Criminal Justice**

The local criminal justice board have now moved to meeting once a month, chaired by the PCC. The courts remain open and now have all measures in place to reduce risks to court users and staff, with juror reluctance being monitored. Key worker child care arrangement difficulties are being worked through with all agencies to ensure the CJS can still run efficiently. The Nightingale court will be running PTPH to support release of court room capacity. Bristol MC will also be increasing their use of CVP.

Both the Lighthouse Safeguarding Unit and a number of external victim services are continuing to be under severe pressure with a lengthened support requirement given to each victim due to the delays in backlog. LSU are receiving a higher than usual number of queries in relation to court attendance due to uncertainty amongst victims and witnesses requirement to attend court. Further communications to go out to victims is currently being scoped. A victim and witness governance group are currently reviewing the new Victims code as a multi-agency and working with the Force communications team to engage with victims about their rights as well as developing our engagement on the OPCC website.

The OOCB panel met in December to review a sample of DA cases, the panel recognised progress of the quality of DA cases. A full report of the findings will be published shortly.

## **Independent Residents' Panel**

The Independent Residents' Panel (IRP) scrutinise completed cases of complaints made by members of the public against Avon and Somerset Police. The panel is chaired and run by volunteers and they meet on a quarterly basis. The last meeting was the 2<sup>nd</sup> December 2020. This session was held virtually as a result of lockdown measures. Using digital solutions the Panel were able to scrutinise and review public complaints relating to 'Abuse of Police Powers'. This theme was supported by a training/learning input from a representative from Avon and Somerset PSD Counter Corruption Unit and an input from a representative of the Independent Office for Police Conduct which focused on how each organisation educate, identify and investigate breaches of standards of professional behaviour. Abuse of police powers covers a broad range of complaints with varied themes such as the unlawful accessing of police data to officers engaging in relationships with vulnerable victims.

They reviewed approximately 24 complaints in total. The report for this meeting is due to be published in over the coming weeks.

The next meeting is scheduled for the 3<sup>rd</sup> March 2021 and the theme is yet to be confirmed

The panel's findings are shared with Professional Standards for comment and published as a public report.

The Panel's reports are published on the PCC's website at:

<https://www.avonandsomerset-pcc.gov.uk/reports-publications/independent-residents-panel-reports/>

## **Reviews of complaints**

Due to the start date of the new complaints legislation, 2020 was a partial year for complaint review statistics. 121 reviews were received, of which 19% were upheld, 62% not upheld and 17% were void, (for instance sent to the wrong body or out of time). These figures are the highest in the region, just above D&C, although the percentage upheld / not upheld is comparable. The figures reflect a period when PSD staff were handling all complaints, so the move to return some complaints to operational

managers may see upheld reviews increase, as local managers may lack experience of the complaints process. This will be monitored. The review process has proved valuable in identifying dissatisfaction themes. Key to service improvement has been the engagement of PSD management, who have provided unrestricted access to information and rapid response to feedback. Information from other forces suggests that such relationships elsewhere are less productive.

### Scrutiny of the Use of Police Powers Panel

Collated member feedback from the last Panel meeting on 10<sup>th</sup> December 2020 (reviewing cases in the theme of disproportionality in Stop and Search and Taser deployment and complaints mentioning **Taser and Stop Search resulted in a report highlighting positive points:** Officers' good, calm, courteous manner and dignity, care and compassion for people irrespective of aggression and abuse received. Officers friendly and give clear feedback to young people; Good decision making by Officers; First aid delivery; Good de-escalation techniques by Officers; and Body Worn Video (BWV) switched on early and narrative given before arriving at the location.

**Members' concerns include:** Taser seemingly deployed as a first option rather than as a last resort, querying necessity and proportionality; Very few Stop and Search cases reviewed have a positive outcome, suggesting that more intelligence is required; Stop and Search Grounds queried, e.g. for a smell of cannabis alone; Not all Stop and Search aspects are explained by Officers; The detail and accuracy of suspects' descriptions is queried; BWV switched on late into the incident; The necessity for handcuffing is queried; Officers not having a Stop Search receipt Pad; and Personal details asked from persons Stopped and Searched.

The 4<sup>th</sup> review of Covid-19 regulation cases (20 body worn videos reviewed for 17 cases) also resulted in a report of member feedback. Members' Covid-19 positive feedback includes: Very good engagement, explaining and encouragement by Officers with people; proportionate responses and enforcement of Fixed Penalty Notices; Calm, relaxed and empathetic engagement; and Courtesy and de-escalation examples. Member concerns include: Officers being uncertain of the current regulations; and Officer terse demeanour.

Panel reports, when authorised, are published on the PCC's website at:

<https://www.avonandsomerset-pcc.gov.uk/reports-publications/scrutiny-police-powers-panel-reports/>

### Independent Custody Visiting Scheme

Independent Custody Visitors (ICVs) continued with a mix of weekly onsite and remote visits at each of the 3 Custody Units. Since 7 December 2020 and during January 2021, due to the higher risk of Covid-19 and prior to vaccination rollout, all ICVs are carrying out remote visits (i.e. phone calls to detainees and Custody Record reviews). Virtual Remand Hearings are now (from mid Jan 2021) only for Detainees tested positive for Covid-19 and median detention time in custody is 12.83 hrs in quarter 3 (slightly lower Q2). During October to December 2020 (Quarter 3), the total number of detained people (DPs) through custody was 4165 (Q3 2019 was 4657). At the time of the 36 ICV visits in Q3 there were a total of 288 detained persons (DPs) in custody and ICVs visited 95 DPs, checking each person's Rights, Entitlements and welfare. ICVs also reviewed 78 Custody Records.

ICVs are reporting positive findings including: Suspected Covid-19 detainees in a separate cell corridor, deep cleaning, social distancing, PPE, including masks, gloves, aprons and goggles; Custody staff shift change-over briefings are remote/online, to avoid inter-team contact; Withdrawal from virtual courts to increase staff resources; excellent examples of staff welfare management of detainees, including with mental ill health. Also, ICVs have passed on their compliments to Detention Officers and Custody

Sergeants for the high quality of running the units as well as facilitating the ICV visits. This thanks is very well received by Custody staff, especially during the pandemic and working to the Covid-19 updated standard operational processes.

ICV findings of concern include: Some minimum staffing level shifts and some unit closures due to reduced staffing and a water leak.

ICVs welcome the [consultation White Paper on reforming the Mental Health Act](#) and the APCC response.

### Contacts/Complaints Oversight

The OPCC Contacts Team receive a weekly average of 296 contacts (email and telephone calls) internally and externally per week. These contacts vary from members of the public seeking to invite the PCC to events, enquiries about funding and more complex matters such as complaints or community issues. Of this correspondence a proportion (approx. 50 – 17%) result in a case being created in the OPCC case management system and case work being required.

Month	2020	2019	-/+
November	179	231	-52
December	131	188	-57

The OPCC average handling time for this period increase to an average of 6 days from 2.9 days which is indicative of the impact of COVID 19 on the Contacts Team as well as increased demand in other portfolio areas. There was an improvement of -1.3 days for December.

Another variant that is identified is the increase in cases considered ‘High and Medium’ (these are cases that are higher complexity, risk, public impact or organisational reputation. Cases of this nature require more senior and in depth handling and therefore will have impact on handling times.

Month	High 2020	High 2019	Med 2020	Med 2019
November	12% (+5%)	7%	62% (+13%)	49%
December	12% (+7%)	5%	57% (+5%)	52%

Themes remained varied for this period but we received 30 contacts relating to ideas or innovations and 7 relating to budget matters. We received 41 complaints (various in nature and appropriate authorities), 2 compliments and the majority of the correspondence received related to operational matters at 134.

Data also includes monitoring of complaints which is a statutory function for the PCC. Since Sept 2019 (when records started), the PCC has monitored 186 police complaints. The team continue to check complaints handling regularly to support timely resolution and compliance with the IOPC Statutory Guidance 2020.

### Meeting with UK Finance 14/12/2020

UK Finance is an amalgamation of a number of trade associations looking at banking matters with different focus that all came together to form one trade association. It represents 250-300 members which are financial institutions and comprises of many different divisions from Economic Crime, Payments, Cards etc and work includes policy as well as focusing on protection.

There is a new initiative through Engagement Cyber Resilience Centres that reflect the ROCU's acts as the link in for the protect officers (being trialled in the South West led by Devon and Cornwall Police).

UK Finance can assist with communications campaigns in terms of consistency - local forces are doing different things but reiterating collaborative messaging across multiple agencies nationally helps to ensure consistency e.g Take 5, Don't be fooled.

The UK Economic Crime Strategic Communications Steering Group has an enormous amount of communication going out nationally. Regional officers work with the area leads to share media collateral. It is about empowering people to make good decisions and seek advice to check out authenticity. Encourage people to contact organisations such as HMRC, DVLA to seek whether they are genuine.

The Banking protocol bolt on for online banking is already live in ASC.

**Estates:** An update report is attached as Annex B.

**Contact Officer** – Mark Simmonds, Interim Chief Executive

**Avon and Somerset Police and Crime Panel  
Estates Summary – January 2021**

<b>Site</b>	<b>Status</b>	<b>Timescale</b>
Williton	Occupation of new premises at West Somerset House expected. Re-marketing old police station (earlier offer withdrawn)	Late February 2021 Winter 2020/21
Kenneth Steel House, Bristol	Phased refurbishment programme	Work completed Autumn 2020
Yeovil	Design phase for new police station on existing site expected to complete Final cost certainty approval Construction programme due to commence	Winter 2020/21 Spring 2021 Summer 2021
Minehead	Options re-appraisal continues.	Winter 2020/21
Trinity Road, Bristol	Contracts exchanged with preferred bidder Planning application finalisation and submission Proposed re-development to commence	September 2020 End Jan 2021  2021/22 (subject to planning)
Broadbury Road, Bristol	Options appraisal continues to include potential for sharing with partners.	2020/21
Wells	Project expected to complete Occupation of new premises at the Fire Station expected Completion of sale of old police station	Winter 2020/21  End March 2021 End March 2021
Street	Refurbishment complete Offer accepted on surplus buildings. Disposal expected	2020/21
Somerton	Options appraisal. Refurbishment costs/business case to be informed by condition survey	2020/21
Chard	Options appraisal continues for new police station. Proposed disposal subject to business case	2021/22 2022/23
Burnham	Options appraisal continues	2021/22
Bath (Lewis House)	Revised Head of Terms in progress for police enquiry office with separate office space where officers will be stationed. Design development and sign-off with BaNES.	February 2021  February 2021
Weston Super Mare (Town Hall – Police Enquiry Office)	Construction expected to complete. Occupation expected	March 2021 April 2021