



**Date: Wednesday 22 September 2021**

**Time: 12.00 pm**

**Venue: The John Meikle Room, The Deane House, Belvedere Road,  
Taunton TA1 1HE**

**Membership:-**

Bath & North East Somerset

Bath & North East Somerset

Bristol City Council

Bristol City Council

Bristol City Council

Independent Member

Independent Member

Independent Member

Mendip District Council

North Somerset Council

North Somerset Council

Sedgemoor District Council

Somerset County Council

South Gloucestershire Council

South Gloucestershire Council

South Somerset District Council

Somerset West and Taunton Council

Alastair Singleton

Andy Wait

Asher Craig

Jonathan Hucker

Lisa Stone

Richard Brown

Gary Davies

Julie Knight

Heather Shearer (Chair)

Peter Crew

Richard Westwood (Vice-Chair)

Janet Keen

Josh Williams

Frank Owusu-Antwi

Pat Trull

Nicola Clark

Chris Booth

**Contact Officer:**

**Patricia Jones**

Governance Specialist

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Agenda published: 14<sup>th</sup> September 2021

Somerset County Council

County Hall, Taunton

TA1 4DY

**Are you considering how your conversation today and the actions you propose to take contribute towards making Somerset Carbon Neutral by 2030?**



**RNID typetalk**

Agenda  
Public Information Sheet

Guidance about procedures at the meeting follows the agenda. This meeting will be open to the public and press, subject to the passing of any resolution under Section 100A (4) of the Local Government Act 1972. This agenda and the attached reports and background papers are available on request prior to the meeting in large print, Braille, audio tape & disc and can be translated into different languages. They can also be accessed via the council's website on [www.somerset.gov.uk/agendasandpapers](http://www.somerset.gov.uk/agendasandpapers)

**\*\* Public Guidance notes contained in agenda annexe \*\***

1        **Apologies for Absence**

2        **Public Question Time**

**Members of the public who reside or work in the Avon and Somerset Force area may submit a statement or petition or ask a maximum of two questions at a Panel meeting.**

Statements or questions should be e-mailed to [Democraticservices@somerset.gov.uk](mailto:Democraticservices@somerset.gov.uk), or sent to the Democratic Services Team, County Hall Taunton TA1 4DY (marked for the attention of Patricia Jones). Statements must be received no later than 12.00 noon on the working day prior to the meeting. For the purposes of this meeting, your statement should be submitted by **noon on 21<sup>st</sup> September 2021**. Questions must be received no later than 3 clear working days before the meeting on **16<sup>th</sup> September 2021**.

3        **Declarations of Interest**

The Statutory Register of Member's Interests can be inspected by contacting Patricia Jones in the Democratic Services Team on Tel: 07855 284506 or [PLjones@somerset.gov.uk](mailto:PLjones@somerset.gov.uk).

4        **Minutes from the meetings held on 24th June 2021 at 10.30am and 11.00am.**  
(Pages 7 - 18)

To confirm as a correct record.

5        **Matters Arising**

6        **Chairs Business**

7        **Use of Force App demonstration and consideration of data around use of powers and minority communities**

8        **Assurance Report - Cyber Crime (Detective Superintendent Mike Buck ASC)**  
(Pages 19 - 36)

9        **Commissioner's Update Report** (Pages 37 - 72)

**Exclusion of the Press and Public**

Recommended – that under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the consideration of Item 9, Appendix 1 on the grounds that it involves the likely disclosure of Exempt information as defined in Part 1, paragraph 7 of Schedule 12A to the Act.

Reason: Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

10       **Performance Summary** (Pages 73 - 94)

**Exclusion of the press and public**

Recommended – that under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the consideration of Appendix 4 to this report on the grounds that it involves the likely disclosure of Exempt information as defined in Part 1 of Schedule 12A to the Act.

Reason: Information relating to the financial or business affairs of any particular person (including the authority holding that information).

11       **Work Programme** (Pages 95 - 98)

12       **Standing Complaints Report** (Pages 99 - 104)

13       **Date of Next Meeting**

- 26<sup>th</sup> October 2021 at 10.30am (Confirmatory Hearing)
- 26<sup>th</sup> October 2021 at 12 noon.

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# Avon & Somerset Police and Crime Panel

## Public Information Sheet

### Inspection of Papers/Register of Member Interests

You can find papers for all our meetings on our website at [www.somerset.gov.uk](http://www.somerset.gov.uk)

Please contact Patricia Jones, Governance Specialist on telephone: 07855 284506 if you wish to inspect the papers or the Statutory Register of Member's Interests.

### Public Question Time

Members of the public may make a written statement to most meetings, provided that: the statement is received by the Democratic Services Team no later than **12.00 noon on the working day before the meeting**; and the statement is about a matter the Panel has responsibility for.

Statements should be e-mailed to [PLJones@somerset.gov.uk](mailto:PLJones@somerset.gov.uk) or sent to Somerset County Council, Democratic Services Team, County Hall, Taunton, TA1 4DY.

Any statement submitted should be no longer than one side of A4 paper. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

Questions must be received no later than 3 clear working days before the meeting.

**By participating in Public Question Time business, we will assume that you have consented to your name and the details of your submission being recorded in the papers circulated to the committee. This information will also be made available at the meeting to which it relates and placed in the official minute book as a public record.**

**We will try to remove personal information such as contact details. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Statements will not be posted on the council's website.**

- Public Question Time is normally one of the first items on the agenda. If a statement concerns a specific item on the agenda, it may be taken just before the item concerned.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- You may direct any questions or comments through the Chair. You may not take direct part in the debate.
- Your time allocation may have to be strictly limited if there are a lot of submissions before the meeting.
- You do not have to speak or even attend the meeting at which your submission is being taken. However, if you do not present it, then it will not be read out. It will nevertheless be noted by Members.

### Emergency Evacuation Procedure

In the event of a fire alarm sounding, you are requested to leave the building via the nearest available signposted emergency exit and make your way to one of the assembly points around the building. Officers and councillors will be on hand to assist.

### Excluding the Press and Public

Occasionally, there will be items on the agenda that cannot be debated in public for legal reasons and these will be highlighted on the agenda as appropriate. In these circumstances, the public and press will be asked to leave the room and the Panel will go into Private Session.

### Recording of Meetings

Somerset County Council supports the principles of openness and transparency. It allows filming, recording and taking photographs at its meetings that are open to the public providing it is done in a non-disruptive manner. Members of the public may use Facebook and Twitter or other forms of social media to report on proceedings and a designated area will be provided for anyone who wishing to film part or all of the proceedings. No filming or recording will take place when the press and public are excluded for that part of the meeting. As a matter of courtesy to the public, anyone wishing to film or record proceedings is asked to provide reasonable notice to the clerk so that the Chair can inform those present at the start of the meeting.

We would ask that, as far as possible, members of the public are not filmed unless they are playing an active role such as speaking within a meeting and there may be occasions when speaking members of the public request not to be filmed.



## Minutes of the Police and Crime Panel

10.30am 24<sup>th</sup> June 2021

Somerset County Cricket Ground.

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### **Present:**

#### **Local Authority and Independent Member Representatives:**

Heather Shearer (Mendip Council, Chair) Richard Westwood (North Somerset Council, Vice Chair), Richard Brown (Independent Member), Nicola Clark (South Somerset District Council), Peter Crew (North Somerset Council), Asher Craig (Bristol City Council), Gary Davies (Independent Member), Janet Keen (Sedgemoor District Council), Julie Knight (Independent Member), Franklin Owusu-Antwi (South Gloucestershire Council), Lisa Stone (Bristol City Council), Pat Trull (South Gloucestershire Council), Andy Wait (Bath and North East Somerset Council).

#### **Host Authority Support Staff:**

Jamie Jackson – Service Manager Democratic Services  
Andrew Randell - Senior Democratic Services Officer  
Pippa Triffitt – Democratic Services Apprentice

#### **Police and Crime Commissioner and Support Staff:**

Mark Shelford - Police and Crime Commissioner  
Sarah Crew – Temporary Chief Constable  
Sally Fox – Interim Chief Executive Officer  
Paul Butler – Interim Chief Finance Officer  
Ben Valentine – Strategic Planning and Performance Officer

### **1. Apologies for absence**

Apologies were received from Councillors Booth, Hucker, Singleton and Williams.

## **2. Panel Membership**

The Panel noted the membership as set out on the agenda frontsheet.

## **3. Independent Members – Ratification of Appointments**

The Panel ratified the appointments of Julie Knight and Gary Davies following the selection process held by the Panel on 25<sup>th</sup> May 2021.

## **4. Declarations of Interest**

There were no additional declarations of interest.

## **5. Confirmatory Hearing – Temporary Chief Constable**

The Commissioner introduced the report which provided an overview of the decision process that was undertaken in response to the resignation of the current Chief Constable with effect from 1<sup>st</sup> July 2021.

It was noted that by virtue of the Police Reform and Social Responsibility Act 2011, the Commissioner must appoint a Chief Constable. A recruitment process would begin imminently and the appointment of an independent consultancy would ensure transparency and secure a highly talented candidate pool. It was anticipated that there would be a gap of at least 6 months before the preferred candidate for Chief Constable could be confirmed by the Panel.

In the interim, the Commissioner proposed that Deputy Chief Constable Sarah Crew should assume the responsibilities of Temporary Chief Constable until such time as the role is filled substantively.

The Panel noted that this decision would enable the continuation of strategic leadership, operational stability and business continuity for Avon and Somerset Police in the interim between the departure of Chief Constable Marsh and the appointment of a substantive Chief Constable.

Whilst there was no requirement to hold a formal appointment process, it was considered best practice to seek the views of the Panel as part of the appointment and the Panel was notified accordingly by the Commissioner on 4<sup>th</sup> June 2021. On the 6<sup>th</sup> June 2021, the Panel Chair confirmed his support of the proposal. Agreement was subsequently reached that a confirmatory hearing should be held based on the duration of the appointment, transparency and public confidence.

The attention of the Panel was drawn to the role profile which defined the experience, skills and behavioural qualities and competencies required to meet the demands of the role and for effective performance.



During the debate and considerations, the following comments and questions were raised by the Panel:-

- Sarah Crew was asked if the exploitation by gangs operating illegal county lines activities of pupils excluded from schools remained a concern. She advised that intelligence gathering was essential and part of the prevent strategy to protect both vulnerable children and adults. Sharing data with other agencies was key to ensure prevention and early intervention. The feasibility of inviting education representatives to a future meeting would be considered.
- The Panel asked for Sarah Crew's views on whether a stronger role could be played by Community Policing as part of the community engagement strategy to ensure the framework is able to reach out further to all communities.
- The Panel requested information relating to the Constabulary's use of tasers, including any data held on taser deployment and its use on different ethnic groups. Sarah Crew offered to provide a demonstration of the taser app including data around use of powers and minority communities.
- The Panel asked for assurance that progressive mental health training for officers would be provided and that staff would be encouraged to ensure members of the community with mental health needs or learning disabilities were not detained in custody and were diverted to the appropriate services.

The Chair thanked Sarah Crew for her attendance at the Confirmatory Hearing.

**RESOLVED - that following full and comprehensive discussion and on being put to the vote, the Panel unanimously agreed to endorse the Commissioner's decision to appoint Sarah Crew to the position of Temporary Chief Constable.**

**Action -**

- (1) It was agreed that the Constabulary would provide a demonstration of the taser app to a future meeting including data around use of powers and minority communities.**
- (2) Consideration would be given to inviting an education representative to a future Panel Meeting.**

## **6. Date of next Meeting**

The next meeting was scheduled for 11am, 24<sup>th</sup> June 2021

(The meeting ended at 10.50)

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# Avon and Somerset Police and Crime Panel

Hosted by Somerset County Council Democratic Services



## Minutes of the Police and Crime Panel

11:00am 24<sup>th</sup> June 2021

Somerset County Cricket Ground

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### **Present:**

#### **Local Authority and Independent Member Representatives:**

Heather Shearer (Mendip Council, Chair) Richard Westwood (North Somerset Council, Vice Chair), Richard Brown (Independent Member), Nicola Clark (South Somerset District Council), Peter Crew (North Somerset Council), Asher Craig (Bristol City Council), Gary Davies (Independent Member), Janet Keen (Sedgemoor District Council), Julie Knight (Independent Member), Franklin Owusu-Antwi (South Gloucestershire Council), Lisa Stone (Bristol City Council), Pat Trull (South Gloucestershire Council), Andy Wait (Bath and North East Somerset Council).

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Jamie Jackson – Service Manager Democratic Services  
Andrew Randell - Senior Democratic Services Officer  
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#### **Police and Crime Commissioner and Support Staff:**

Mark Shelford – Police and Crime Commissioner  
Sarah Crew – Temporary Chief Constable  
Sally Fox – Interim Chief Executive Officer  
Paul Butler – Interim Chief Finance Officer  
Ben Valentine – Strategic Planning and Performance Officer

### **1. Apologies for absence**

Apologies were received from Councillors Booth, Hucker, Singleton and Williams.

## 2. Public Question Time

The following questions were received in advance of the meeting from Hugo Pettitt who was present at the meeting:

1. The Chief Constable recently described a mental-health crisis in Avon and Somerset with officers responding to more than 100 incidents every day. Many officers feel ill-equipped to respond to these extremely complex incidents and some members of the public feel the Police should not be involved in responding to mental-health incidents.

What are the views of the Panel and PCC on the role of the Police in this national mental-health crisis? What plans does the PCC have to help support the constabulary in best responding to this crisis?

2. Policing has been heavily criticised and scrutinised nationally in the past year - the policing of protests and vigils, stop and search powers, and reports of serious misconduct and abuses of position. The public also seem more concerned in questioning the role of policing than ever before. For example, the recent 'Kill the Bill' protests and disorder seem to indicate a growing dissatisfaction with policing from the public.

Is the PCC and Panel concerned about the public's trust in and satisfaction with policing?

3. Over a year after the death of George Floyd, what are the PCC's and scrutiny Panel's reflections on how this event has shaped policing in Avon and Somerset? What have the Police done to improve its relationships with Avon and Somerset's BAME communities?

How many complaints to the constabulary from the past year relate to racial discrimination and how many of these are upheld? What are the PCCs plans to improve racial diversity within the force?

4. Now that a Police officer has accepted responsibility for the death of Sarah Everard, there is a growing public concern about Police violence against women. The majority of Police officers would never contemplate this inexcusable behaviour, yet Her Majesty's Inspectorate recently said forces still need to do more to detect and root out officers abusing their position for a sexual purpose, saying abuse of position is devastating for victims, and "fundamentally betrays the trust that communities and individuals place in the Police".

What are the PCC's plans to make sure the force prioritises this important issue? How does the PCC plan to reassure the public now this trust has been damaged?

The following responses were provided by the Police and Crime Commissioner:-

Mental Health support was important to ensure officers as first responders could provide the appropriate response to those in need of Mental Health care.

There were concerns around the levels of public trust, satisfaction and the general strength of feeling around the public opinion of policing. The Police and Crime Plan would provide clarity on how delivery is measured and the metrics of success.

There was a recognised need to improve relationships in minority communities and how the Police and Crime Panel can scrutinise the handling of complaints.

Time would be spent to ensure that there was engagement with the public, officers would be provided support to investigate abuse of powers, with further inclusivity in recruitment encouraged to align the values of Avon and Somerset Police with employees.

*(Sarah Crew left the meeting at this point).*

### **3. Declarations of Interest**

There were no new Declarations of Interest.

### **4. Minutes from the meetings held on 19th February 2021, 11th March 2021 and 31st March 2021.**

**Resolved – that the Minutes of the meetings held on 19th February 2021, 11th March 2021 and 31st March 2021 be confirmed as a correct record and signed by the Chair.**

### **5. Chair's Business**

Richard Brown thanked Panel members for their support over his tenure as Chair of the Panel.

### **6. Appointment of Chair**

Proposed by Richard Brown and seconded by Councillor Westwood, Councillor Heather Shearer was duly appointed as the Chair for the 2021/22 Municipal Year.

### **7. Appointment of Vice-Chair**

Proposed by Councillor Shearer and seconded by Councillor Craig, Councillor Richard Westwood was duly appointed as the Vice-Chair for the 2021/22 Municipal Year.

### **8. Work Programme Report**

The report was introduced and presented by the Service Manager, Governance and Scrutiny.

The Panel was invited to consider and approve the draft Work Programme for 2021/2022.

The Panel noted that the Work Programme must take into account:-

- the Panel's statutory functions and responsibilities
- the Commissioner's priorities as defined in his Police and Crime Plan
- the views of Panel Members

Below is a summary of the ensuing discussion:-

- It was questioned if the public were involved in developing the Police and Crime Plan and noted that a Police and Crime Needs Assessment had been undertaken prior to the election. This would form the basis of the Police and Crime Plan which would be shared with the Panel as a statutory consultee.
- There would be a 12-week consultation with all stakeholders in order to develop the Police and Crime Plan; following this the objectives would need to be broken down to form a tangible delivery plan.
- The consultation would aim to capture as many views as possible from communities and set out regular analysis through the period, alongside engaging with comments on those affected by those offending.
- There was discussion in relation to the scrutiny topic Integrated Offender Management, scheduled for consideration by the Panel on 9<sup>th</sup> December 2021. This would establish the nature of the relationship between offenders with long custodial sentences and the rehabilitation they receive from the probation service and the support package in place for offenders following long sentences.
- Engaging children at risk to prevent young offending using Education provision across Local Authorities was encouraged by the Panel to ensure all that could be done to focus on support and prevention.
- The Panel asked how the constabulary was working to engage with children who had been excluded from school and were vulnerable to exploitation. The OPCC would endeavour to clarify and provide a response after the meeting.
- Julie Knight raised a query about the 999 (55) service for Domestic Abuse. A response would be provided following the meeting.
- In advance of a future item in relation to the Panel's scrutiny of the Integrated Offender Management, the Panel was encouraged to provide suggestions in relation to specifics they would like to be covered as part of the consideration of the item.
- A date for the Serious Violence scrutiny deep dive next year would be circulated in the near future.

The Panel agreed the work programme for 2021/22.

**Action:-**

**(1) The OPCC would endeavour to clarify and provide a response after the meeting on how the Constabulary was working to engage with children who had been excluded from school and were vulnerable to exploitation.**

**(2) The OPCC to confirm if the 999 (55) service for Domestic Abuse is still operating.**

### **(3) Serious Violence Scrutiny deep dive – date to be agreed by the Panel.**

## **9. PCC Annual Report**

The Police and Crime Commissioner introduced the report which reviewed the progress made between 1st April 2020 and 31st March 2021 by the former Police and Crime Commissioner carrying out the responsibilities and overseeing delivery against the Police and Crime Plan 2019-22.

The following points were raised by Panel Members:-

- Panel members continued to have concerns about successful outcomes from Operation Remedy and these were acknowledged by the Commissioner.
- Greater support for new recruits was needed especially for those looking to apply plus an increased level of support and training. Panel members urged the PCC to ensure greater support for new recruits during the recruitment process and during employment and training.
- Engaging with children at an early age to engage issues at school was important, ensuring opportunities were not missed to provide more positive outcomes. Understanding and ensuring how all agencies work together to achieve the best outcomes in crime prevention was a driving ambition.
- The improvements and objectives had not yet been set by the new Chief Constable, this would be worked through as part of the Police and Crime plan and accountabilities would be set out in the plan.
- Continued work around the area of prevention of crime would be considered by the Police and Crime Plan Programme Board.
- It was questioned if the underfunding of Avon and Somerset Police in comparison to other areas was likely to be addressed by the Government in the near future. The damping effect of the current formula was acknowledged but there was general agreement that more work should be done to push hard to achieve fair funding.
- Feedback from the Panel was invited before the Annual Report was finalised.

## **10. Panel Annual Report 2020/21**

The report was introduced by the Service Manager, Governance and Scrutiny who invited members to review the report and highlight any amendments or additions they wished to make to the content.

Following the consideration of the report there were no comments or questions from Panel Members and the report was duly agreed.

## 11. Commissioner's Update

The Police and Crime Commissioner introduced the report, providing an update for Panel Members on key activities since the last Panel meeting on 11<sup>th</sup> March 2021. The report reflected the position as of the 4<sup>th</sup> June 2021 around the following areas:-

- Scrutiny
- Communications and Engagement
- Commissioning and Partnerships
- Scrutiny Panels
- Contacts and conduct
- Governance
- The Police and Crime Plan.

Below is a summary of the discussion that followed:-

- Future performance reporting criteria was discussed. The Commissioner advised that the OPCC would be required to report on performance criteria set by the government. Panel members asked that crime prevention measures be included to ensure offenders could be referred to relevant bodies to improve outcomes and opportunities following prison sentences.
- The Commissioner advised that he would welcome feedback from the Panel as to how to make the performance reports more effective.
- Panel members reported the public's concerns around the lack of local Police stations and the centralisation of key facilities in regional hubs. The Commissioner assured Panel members that he would be bringing forward an Infrastructure and Estates Strategy and this would include technology-enabled opportunities to improve both Estates and Services.
- It was requested that future updates included the PCC Review and succession planning. (current standing updates are Estates, Recruitment and Fire Governance)
- The Commissioner reported that the Government was looking to extend the remit of all PCCs to include Fire governance. The Commissioner advised that he had applied to join both Fire Authorities and was awaiting their responses.
- It was reported that a recent Violence Reduction Unit bid had been successful, with a grant of £1.16 million awarded. The main grant had been confirmed with news around additional funding expected on 25<sup>th</sup> June 2021.
- Questioning took place around the summer staffing contingency plan. The effect of the contingency plan was that Neighbourhood Teams were depleted of officers who had been diverted to Patrols. This would be reviewed and reported back to the Panel.
- Councillor Craig requested to continue in the role as the Panel's Link Member for the development of the Police and Crime Plan.
- The impact of bringing in so many new officers through Operation Uplift and the challenges this poses to training was discussed. Panel members sought assurance that key issues such as diversity and inclusion, and effective use of data would be a priority in future training schedules.



- The Commissioner advised the Panel that “buddy” schemes were being introduced to support successful recruitment and the Constabulary’s aims to increase representation within the force.
- Addressing workforce representation, while existing levels are still below target remained a shared concern, which would be raised at the Police and Crime Board as well as tasking ASC leads to consider alternative methods and best practice from other forces.
- Recruitment exercises around the posts of CEO and DPCC were now live with the CC and CFO to follow. Communications in relation to the confirmation hearings and work to support the Panel was ongoing with this wherever possible.

**Action:-**

- (1) Future reports to include any updates on the Home Office PCC Review and succession planning.**
- (2) The impact of the contingency plan on Neighbourhood Teams – a further update to be brought back in due course.**

## **12. Complaints Monitoring Report**

The OPCC Interim Chief Executive Officer introduced the item.

The report provided members of the Panel with oversight of all complaints made against the Avon and Somerset Police and Crime Commissioner and Deputy Police and Crime Commissioner.

It was noted that there had been 9 new complaints since the last Panel meeting, 8 of which related to the former Commissioner Sue Mountstevens. 7 of these had been resolved locally through means of explanation and one remained outstanding. There had been 1 complaint against Commissioner Mark Shelford which was submitted prior to his successful appointment in post as the Commissioner

The Panel reviewed and noted the complaints report.

## **13. Date of next Meeting**

The next meeting was scheduled for 10.30am, 22<sup>nd</sup> September 2021

(The meeting ended at 13:40)

Chair

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Item 6b

# **Cyber Assurance Report**

## **May 2021**

**D/Supt Deryck Rees**

**Dr Kirstie Cogram**



## **Contents**

### **For CMB Meeting**

**Introduction**

**Definitions of Cyber Crime**

**Demand**

**Capability and capacity**

**Performance**

**Recommendations, Risks and Opportunities**

### **For Reference / Extra Insight Material**

**The Cyber Team – In Detail**

**Force Learning Offer for Cyber**

**Training and CPD Commitments of Cyber Team**

**Cyber-dependent crime process chart**

**Spotlight – Case Studies**

**Spotlight – Examples of tagged Cyber Crime per function**

**Spotlight – Cryptocurrency Investigations**



## Introduction

This assurance reports reflects the subject and scope agreed between the OPCC and Constabulary in March 2022.

It is recognised across policing and government that cybercrime is a significant threat to the UK and policing is struggling to keep pace with the resulting increasing demand and complexity of cybercrime.

At a strategic level, cybercrime is recognised by the NPCC and Association of Police & Crime Commissioners as a specialist capability. In October 2017 Chief Constables' Council agreed that every force should have their own dedicated cybercrime unit tackling cyber dependent crime. National funding was identified to help achieve this.

Avon and Somerset is in a good place. We have used the funding to build and invest in our Cyber-dependent crime capability through high quality training and application of those skills in an area of policing which is not well known, but it is vital for public and business confidence. We have our own team delivering against the National Cyber Security Strategy and Serious Organised Crime Strategy. They also assist the force to meet the responsibilities under the Strategic Policing Requirement to be able to respond to major cyber incidents and undertake complex digital investigations.

Cyber Crime is wider than one team and this assurance report looks at the wider landscape.

It sets out some ideas how as a force we are / will contribute to the "Tackle Cyber Crime" national outcome and local priority setting.

Within this report we have added some extra commentary on some capabilities and we have in an appendix, summarised the training offer in this area and some case studies which will provide added insight and are designed to contextualise some of the demand and issues in this report.

It is hoped this document can be used as a reference document beyond the governance meeting hence it is split into parts and lengthier than a normal assurance report.

## Definition of Cyber Crime

How Cyber Crime is defined is vital. It is the starting point of how we start to discuss and assure. Cybercrime is an umbrella term used to describe two closely linked but distinct ranges of criminal activity:

**Cyber-dependent crimes (CDC)** - crimes that can be committed only through the use of Information and Communications Technology ('ICT') devices, where the devices are both the tool for committing the crime and the target of the crime (e.g. developing and propagating malware for financial gain, hacking to steal, damage, distort or destroy data and/or network or activity).

Cyber-dependent crimes fall broadly into two main categories:

- Illicit intrusions into computer networks, such as hacking; and
- The disruption or downgrading of computer functionality and network space, such as malware and Denial of Service (DOS) or Distributed Denial of Service (DDOS) attacks. This includes Viruses, worms, Trojans, Spyware and ransomware.



**Cyber-enabled crimes (CEC)** – are traditional crimes which can be increased in scale or reach by the use of computers, computer networks or other forms of ICT (such as cyber-enabled fraud and data theft). Cyber enabled crimes cover the following categories:

- Economic related cybercrime, including fraud and intellectual property crime (piracy, counterfeiting and forgery)
- Online marketplaces for illegal items
- Malicious and offensive communications, including communications sent via social media, Cyber bullying/trolling, Virtual mobbing
- Offences that specifically target individuals, such as: Disclosing private sexual images without consent, Cyber stalking and harassment, Coercion and control, Sextortion
- Child sexual offences and indecent images of children, including Child sexual abuse, Online grooming, Prohibited and indecent images of children
- Extreme pornography obscene publications and prohibited images

Whilst cyber enabled crime is the greater volume of crime, cyber dependent crime often requires greater technical skill and tools, as well as have more damaging impact such as that experienced during the WannaCry attack that affected the NHS phone system (see case study). Consequently, it requires more specialist skills and capabilities to investigate it.

**Digital Footprint:** There is also a third category of investigation to consider and that is digital footprint where a crime that is not a cybercrime has a digital element. For example, Murder, drug supply, RASSO, OCGs. Most, if not all investigations have a digital element that will often require specialist knowledge to progress the evidential capture and investigation.

## Demand

Measuring “Cybercrime” in totality is challenging for all forces. There is no one single measure which provides clear insight across this thematic. Some time ago, as a force, we moved to measuring “Cyber Crime” by way of tagging a Storm Call Card (Call for Service) at first point of contact and this automatically populates within the Niche Crime Report. This measure is showing over a 120% increase on previous expected seasonal levels and this rise has been sustained over the last few years.

On average 34 crimes are tagged in this way every day. Looking at the previous 7 days crimes which are being actively investigated (from the 20<sup>th</sup> May 2021), over 70% of these crimes are Malicious Communications and Harassment. Specific call scripting in the communication centre for those call types and blackmail offences mean that this is driving the recording. All of these crimes are investigated in the main, by teams in the Response Directorate, either through attendance or at desktop in the Incident Assessment Unit.

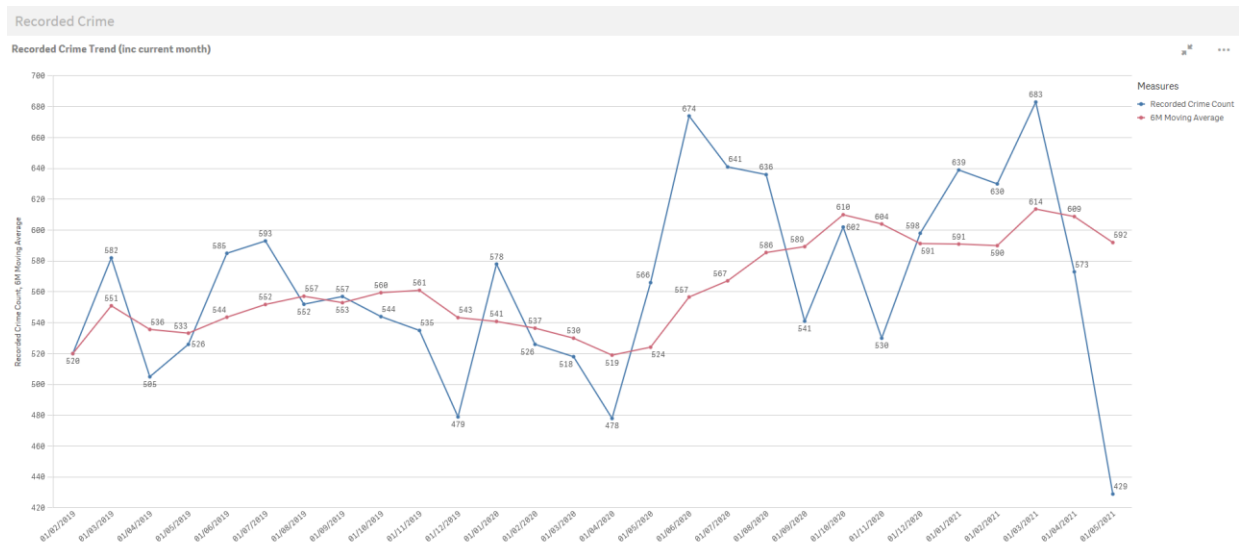
This illustrates the day to day, business as normal but growing demand on front line staff of Cyber-enabled crimes. In most cases, this involves social media platforms and threats e.g. Instagram and Facebook. These range in severity and some are domestic abuse. This measure is useful for showing the demand on front line staff but is only part of the picture. It does not show complexity or the demand from crimes that have a digital footprint.



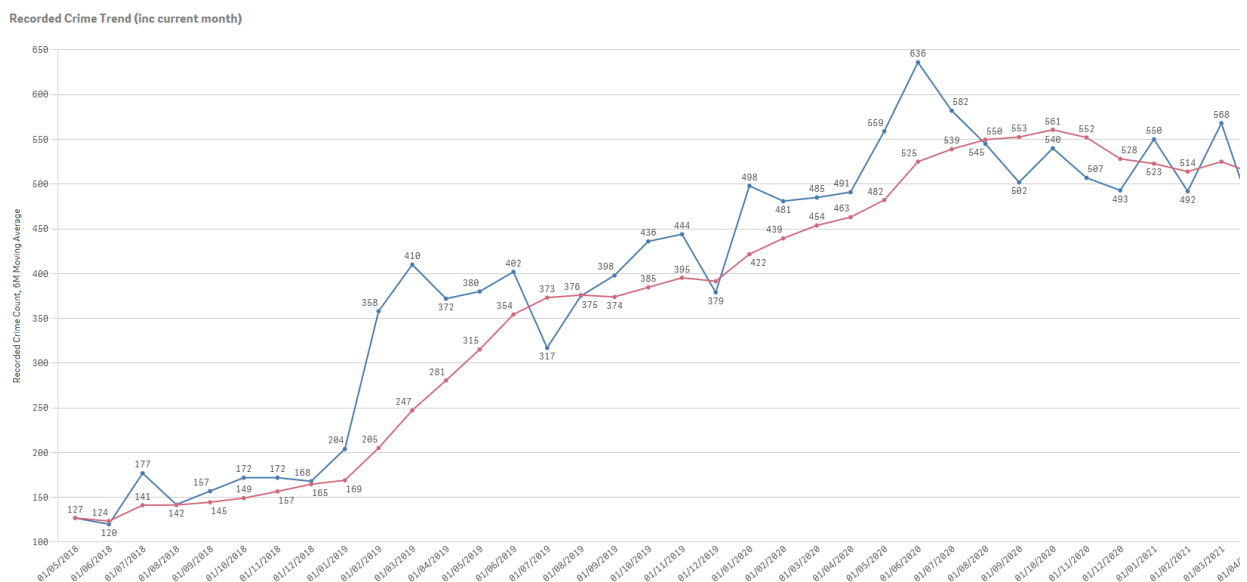
In respect of crimes with a digital footprint, it has been shown from research and assurance that RASSO cases in almost every case have a “cyber” element in relation to digital devices and digital media. Of 631 Rapes under investigation, 4 have been tagged as “cyber” which reinforces that the current force measure should be seen as only part of the demand and part of the narrative.

The below graph illustrates this point - the corresponding and interconnected growth in recording of Malicious Communications and the rise in this measure of Cyber-enabled crime.

### Malicious Communication Crime Volumes



### Total Recorded Crime with Cyber Tag added



An indication of demand growing in “Digital Footprint” investigation is that the Digital Forensic Unit has seen the highest number of submissions for mobile phones in March and April 2022 since before May 2019 - 117 and 97 mobile phones respectively. The pandemic is part of this picture, but it is a key piece of insight. The current average examination of a mobile phone by South West Forensics for Avon and Somerset takes 9 weeks to be completed.

### **Demand - Cyber-dependent crime (CDC)**

Demand from Cyber-Dependent Crime is measured nationally. It is one of the recommendations of this report that we seek better ways to track and measure this internally.

The national picture has seen a 15.2% increase in cyber dependent crime with estimates of losses calculated nationally as having increased from £5.4m to £9.6m in the past year. Nationally, there is still significant under reporting – The Crime Survey of England and Wales found that only 4% of victims of computer misuse crime reported the offence to the Police or Action Fraud. The main reasons cited for this are: Too trivial, private matter or not worth reporting. Organisations are underrepresented with only 9.6% of reports coming from organisations. 45% Cybercrime reports nationally are reports of the hacking of social media and e-mail.

Double extortion ransomware attacks continued to rise (where data is stolen as well as files encrypted which results in a ransom to decrypt the files and a ransom not to release the data) and Cyber enabled fraud accounted for 80% of all fraud (slight decrease of 4 – 5 % on last year).

The local picture of demand is mostly informed by the **NFIB Cyber Crime National Dashboard**. The latest data shows ASC had 854 reports in the last 12 months. These were broken down -

- 415 – Hacking of Social Media and Email
- 228 – Computer Virus / Malware / Spyware
- 112 – Hacking personal
- 82 – Hacking Extortion
- 9 – Hacking Sever

Force data and national data do not currently align. The regional cyber coordinator in the ROCU (Regional Organised Crime unit) is working to clarify some of these issues with the City of London Police and NFIB. Our data shows that during the same period, the Cyber Team received **332** reports of CDC from Action Fraud. This was an increase of **48.2%** over the period April 2019 to March 2020 (**224**) but is clearly less than 854 reports recorded nationally. Not all reports are disseminated to forces and work is ongoing to understand this more. If all were disseminated the impact on the team would be significant.

The national process is that the NFIB “weekly list” is shared with Cyber Teams nationally for all CDC, this is reviewed and investigated as appropriate. The Cyber Team currently have 60 incidents under active investigation.

Future Demand – It is predicted and reported nationally that demand will continue to grow in this area of policing. In relation to CDC, complexity and sophistication will continue to increase.





There is no doubt that in meeting challenges and our aspirations in crime investigation e.g. RASSO, the focus and need for the highest quality digital strategies to inform crime investigations and obtain the very best outcomes is a demand which will grow across the investigative landscape.

## Capacity and Capability

### Force Cyber Crime Team

Avon and Somerset Cyber Team is responsible for investigating all Cyber-dependent crime. Local delivery is provided across PURSUE, PROTECT, PREPARE and PREVENT (4 P's).

The team responds to the national need to “focus is on an improved victim experience, an effective investigative response, targeted local cybercrime prevention messaging and work to identify and divert young people vulnerable to going down a path to cybercrime. Forces will also work with businesses and organisations to help them develop effective incident response plans and test them. The Force Cyber Crime Units will also be centres of excellence and guidance to the wider force helping mainstream cyber skills and knowledge into other areas of policing.” - This is the mission of the Cyber Team.

In February 2021, the NPCC (National Police Chiefs Council) published a paper entitled “Force Cyber Crime Units NPCC Minimum Capability Standard.”

This is a key document which outlines and defines the roles, training, and national performance reporting requirements for force cyber teams.

The role of the Cyber Team is to:

- Investigate 100% of **all** cyber dependant crime (CDC) disseminated the forces
- Provide 100% of **all** CDC victims with specialist advice
- Provide support to cyber enabled crime (CEC) investigations held by others

**Funding:** In order to support forces to develop and maintain the required capability at the local level, The Cabinet Office’s National Cyber Security Programme fund allocated resources to support the initial build during 2018 and 2019. Force cybercrime units were eligible to bid for grants to assist them in the development and maintenance of capabilities in terms of developing the infrastructure including accommodation, vehicles, hardware, software, licencing and training. Some staff costs were supported, but any staff paid for through the grants had to be match funded by the force.

This funding was due to cease on 31.03.2021 and to ensure that we continued to have this capability and to ensure it is on a sustainable financial footing, the force has funded the posts permanently through the Uplift programme.

The team investigates, educates and informs, mentors, works with Specials and Volunteers, and carries out specialised functions such as [redacted]. They conduct evidential scene visits for murder and high harm incidents and are tactical advisors for Crypto Currency investigations including seizure and storage.

### Cyber Protect

The Cyber Team has two Cyber Protect (CP) Officers whose role it is to:



- Deliver cybercrime prevention advice to businesses and the public. The CP officers have the specialist knowledge and credibility to advise businesses and individuals how to protect themselves and respond to incidents to recover to business as usual as quickly as possible
- Help organisations build resilience to respond to cyber incidents.
- Force Single Point of Contact to develop staff understanding and capability.
- Undertake local campaigns in response to local threats

The opportunity here is to really support business's be resilient to attack in the context of a Covid bounce back as the country economically recovers.

We need to amplify further our messaging through both the constabulary, but also through the OPCC and showcase how this protect strand, by effectively targeting vulnerable victims, supports them from being victims again.

### Digital Media Advisors (DMAs)

Capability has been enhanced by the recruitment of Police Staff funded by the Precept. In the financial year 2020/21, the Cyber Team has recruited and mentored nine DMAs. The role, provided as part of the PCC's precept funding was to:

- enhance the skills and abilities within the core Investigation teams in the context of complex crimes with a digital foot print and Cyber-Enabled Crime within the CID.
- bring about more timely investigations where digital evidence was key with high quality investigative strategies and adding practical value to other investigators with their enhanced knowledge.

These staff will be part of the main 4 CID teams with two based on each team, north and south of the force. Recruitment was completed by March 2021 and the staff are at different stages of development. 5 are embedded with their teams after mentoring and in force training, 3 are being mentored and 1 is in force training. All will be a minimum of PIP1 Investigators – 4 already are.

Initial feedback is very positive, but the capability needs to embed and mature.

On sergeant said in a feedback survey -

*"They work in line with our shifts which is invaluable, they have a real passion for the job. They are available for regular chats for knowledge sharing in the office which benefits the team for cybercrime knowledge & in turn DMA gains knowledge from other non-cybercrime investigative opportunities."*

This investment is subject to ongoing force benefits tracking and future assurance.

### Cyber Specials Cyber Volunteers (CSCV)

In September 2019, the Cyber Team identified the need to enhance capabilities, and sought to do so by identifying and working with volunteers from within our communities with specialist skills gained from outside policing. This resulted in the creation of the **Cyber Specials Cyber Volunteers (CSCV) programme**. The recruitment of specials and volunteers with specialist cyber skills aligns cyber capacity



and capability with operational benefits and helps to build cyber skills by accessing specialist expertise not readily available to policing.

The CSCV program covers two specific areas:

- **Cyber Specials** – volunteers already giving up their time to policing as Special Constables, who take on additional work by supporting the Cyber Team with their technical expertise ('Specialist Specials'). This support can either be in a technical supporting role or assisting at scenes and warrants utilising their powers as a constable.
- **Cyber Volunteers** – Members of the public who apply directly following recruitment drives that are seeking specialists from within the digital and cyber world. These skilled people will help us keep up more with industry through their specialist skills

The background and skills possessed by the cadre of volunteer specialists is of direct benefit to the Cyber Team work, such as network analysts, systems developers, programmers and software engineers.

The NPCC Force Cyber Crime Units, Minimum Capability Standards state that to meet the minimum standard, each force is expected to recruit and utilise Cyber and Digital Specials and Volunteers to support the work across all 4P's and to promote the integration of CSCV into mainstream policing.

Avon & Somerset have an agreed volunteer role profile and have recruited 5 x Cyber specials from our existing Special Constabulary and have also recruited three Volunteers who commenced in post just this month. Processes are currently being implemented to ensure that cyber skills are captured when new Special Constables join the Constabulary.

In the future, the national cyber project team aims to deliver a National CSCV database which will allow the coordination and tasking of skilled cyber experts to provide support to local operational demands and enhance the national cyber response.

### The ROCU

The relationship between the ROCU and ASC is a strong and positive one in relation to Cyber dependent Crime. The ROCU at a regional level has a small but higher level of technical capability than forces. [redacted]. Forces meet regularly with all stakeholders across the region in this field and there is a Strategic Steering group for the region chaired by a chief officer.

## Performance

This section focuses on the performance of the Cyber Team. In order to qualify for national funding since 2018 the team has to meet the two 100% targets of –

- Investigate 100% of **all** cyber dependant crime (CDC) disseminated the forces
- Provide 100% of **all** CDC victims with specialist advice

Quarterly reporting is undertaken at the regional level (5 Forces) which feeds the national picture. Avon and Somerset have consistently met these requirements.

Bringing offenders to justice in the traditional sense is challenging regarding CDC. To put this into sharp focus, not one suspect across all 5 regional forces was charged with a Cyber-Dependent crime in Quarter



3 of 2021. The main reason for this is that most often the offenders are based and operate from an overseas jurisdiction. ASC was the only force to have one suspect convicted of a CDC in this quarter. There is very little difference in reporting of outcomes across all SW forces. This data is shared with forces.

In Quarter 3 ASC received 76 cases, all victims are contacted and offered advice and support as well as the investigation reviewed for investigative opportunities. One of the national KPI's is to stop victims becoming repeat victims – the Protect Strand. The Cyber Protect role is essential to this. In respect of this the following KPIs are reported on to the Home Office.

**KPI 2: 100% of victims who report to Action Fraud will receive advice to prevent them becoming repeat victims (PROTECT).** This target is achieved each quarter.

KPI 7: Victims who receive PROTECT advice intend to change their behaviour as a result

KPI 8: Increased number of activities / engagements / campaigns to be run in partnership

KPI 9: Increased number of volunteers supporting the Cyber PROTECT network

KPI 10: Increased number partnerships aimed at increasing our cyber capabilities

KPI 11: All materials delivered by law enforcement to follow national government-approved advice

Within this strand, the team in Quarter 3 reported reaching 361 individuals including targeted audiences through e.g. schools or working with the CSE prevention officer within Topaz – the force's disruption team for CCE (Children Criminal Exploitation) and CSE (Children Sexual Exploitation.)

The team provide support and guidance to the wider organisation in relation to Cyber-enabled crime and this is hard to fully quantify but is wide ranging and vast – see case studies.

To aid further improvement, a greater understanding of outcomes for all investigations is planned through Qlik visualisation which is in the production pipeline (along with Fraud outcomes). A further piece of assurance in relation to CDC crime disseminated to the force is underway supported by a Business Analyst and is looking at demand flow and timeliness which will inform a planned dip sample of investigative standards.

An addition to NICHE which reflects the College of Policing DMI Strategy template is due by end of June 2021. This has been designed to add value and quality to investigations by formalising the Cyber Teams' contribution to live investigations and it will also be a performance and qualitative measure to assure against in the future. An additional benefit of using a template such as this is that the template can be incorporated in the Investigation Management Document (IMD) that is now a required part of any case file submission.

The lead has been asked to look at further improvements in the relationship between the Cyber Protect role, Neighbourhood Teams and wider crime reduction and problem solving assets for the highest risk and most vulnerable victims to improve our service further.

A regional and local gap is analytical work to show trends and repeat victims which can be responded to more effectively in an evidence based way.



It has been recognised that even stronger links / understanding with corporate communications is needed and these meetings are planned to ensure national and local Cyber campaigns are maximised.

## **Recommendations / Risks / Opportunities**

### **Recommendations**

Until now, ASC have reported extensive outcomes outwardly and nationally and a new local performance framework / dashboard is to be designed over the next 6 months which will focus on Investigations, prevention, education, disruptions and reducing repeat victimisation. Visualized through Qlik, this will inform national reporting, local priorities and impact. The support of Performance and Insight is required and will incorporate the existing benefits tracking (The same request is relevant to Fraud.)

A task and finish group will be established to review the way the force measures “Cyber Crime” to ensure that we continue to maximise our insight in this area in context of demand. With a focus on Cyber dependent crime volume and trends, we can ensure we are matching demand to capability going forward.

The national direction is clearly in the future to quality assure CDC Investigations in the context of minimum standards. ASC plan to be ahead of this and suggest that this is added to assurance cycle in the next 18 months.

It is planned to assure the Digital Media Advisor role in relation to added value and contribution. It is suggested that this is fully reviewed when all of the DMA’s are at full capability.

The Regional Cyber Group has sought clarification from South West Forensics in relation to the SLA regarding digital scene visits based on a number of occasions where scene visits were not able to be supported by the SW Forensics DFU. Clarity is needed on this capability for the region as this impacts on and stretches force Cyber Team capacity. ASC should have clarity on this capability and it be fully publicised across investigative teams.

Assurance should take place with front line officers in context of the growing demands of cyber enabled “volume” crime. This should be to confirm that they have the skills and knowledge to investigate and handle digital devices and evidence at pace but also to ensure training is continuously informed through such ongoing engagement.

### **Risks**

[redacted]

### **Opportunities**

This piece of assurance has highlighted the breadth of the Cyber Team footprint across training and CPD. The recruitment and delivery of the Digital Media Advisors and mentoring by the team has been excellent. The team have recruited volunteers and Special Constables and now need to work with them in relation to workload, contribution and development.



The funding of a post to coordinate Cyber Specials and Volunteers ends in September - and is vacant due to the post holder taking a new opportunity and in the context of temporary funding was not filled. Are their opportunities to mainstream this and enhance this role as below?

The Cyber Team training and CPD footprint is now arguably getting too extensive. The Uplift, in particular but not exclusively our ambitions around RASSO and the need for quality digital strategies and investigations is an opportunity to reflect on how we will deliver upskilling and training in this area. A realignment of the team is perhaps needed and wider discussion is recommended.

One proposal for example is to look at the requirements of coordination of not just specials and volunteers but a wider coordination role of mentoring and upskilling of DMA's as these skills are perhaps grown in context of Uplift. This reports seeks permission to continue engagement with stakeholders in this conversation and to come back with inclusive proposals working with other streams.

Ethnicity and gender data within nationally reported CDC crime is very limited, a review of local records show this is not recorded nationally in around 50% of cases. This will be discussed regionally in order to influence the national team. Further analytical work is required to understand victim and offender profiles in rich detail. A Problem Profile of Cyber Crime would be welcomed.

## **The Cyber Team – In Detail Staffing**

The Cyber Team forms part of the Complex Crime Unit in the Investigations Directorate (CID).

### **Staffing**

1 x Complex Crime Unit Manager (DCI equivalent) who also has responsibility for Fraud and Financial Investigation, including Asset Recovery.

1 x Detective Inspector – also has responsibility for Fraud and Financial Investigation including Asset Recovery

2 x Detective Sergeants

3 x Detective Constables

5 x Digital Media Investigators (Police Staff, 4.65 FTE)

2 x Cyber protect Officers (Police Staff)

0.5 Scale 4 Investigative Support (Police Staff)

3 x Cyber Crime Support volunteers

## **Digital/Cyber training for ASC (mainstream)**

**PIP 1** – 5 week course for Police Staff Investigators in MCIT, DIT, Remedy, ICAT and investigations.



- ¾ of a day Cyber landscape training covering [redacted]. They also receive information around how the internet works, IP + MAC addresses and the relevance to investigations. Approximately 9 x PIP 1 courses ran in the last year, 8/9 officers per course approx. - 73 officers in total.

### Desk Top investigators

- ¾ of a day training covering the same topics as the above PIP 1 course. 8 officers per course, approx 7 courses in the last year - 56 officers

### Intelligence /Open Source training – 2 days for intel staff [redacted].

- [redacted] COVID has meant that this has not been delivered over the last year until April 2021 when a course was held for 9 attendees.

**PIP2** – formally the ICIDP (CID Course) - 4 week course with an additional 2 weeks interview course and 4 day Cyber course. As part of the PIP 2 portfolio, officers must attend the 4 day digital course – Evidencing Digital Investigations

[redacted]

4 courses have been held in the last year (32 students) and due to Covid restrictions there are now approximately 100 officers waiting for training. The college of Police publish stated objectives for the PIP1 and PIP 2 training and in force, ASD add practical elements to our courses to assist our officers going forward. Records are not held that demonstrate the number of staff that are trained to this level, however the course has been running for 8-9 years. There are 700 staff trained to use the OSB (Open Source Browser) and therefore a minimum of 700 staff are currently trained to the level of this training.

**PCDA** officers complete the COP curriculum which includes digital policing and basic i3 awareness and additionally the Cyber Team provide a 4 hour input in year 2 for which the learning objectives are;

- Understand how criminals engage in cyber dependent crime (CDC)
- Impact of cyber dependent crime on individuals and businesses
- Digital investigative opportunities available for CDC and cyber enabled crime (CEC)
- Identify specialists within the police who can assist in the recovery of digital data
- How to obtain information from a service provider

**NCALT** The COP have recently produced an NCALT package called Op Modify (consists of 11 modules) to address gaps in knowledge / awareness and training. Consideration will be given to mandating this training for all operational staff.



**CYBER TOOLS APP** A Cyber Tools App (National Policing App) is in the process of being rolled out to all staff work devices so that staff have practical digital and cybercrime advice readily available. This will improve general knowledge across the force.

## Training and CPD Commitments of Cyber Team

Recognising their enhanced capabilities, the Cyber Team regularly provide training and continual professional development (CPD) to internal stakeholders.

The training provided covers material specific to the group receiving the training but will include an overview of the Cyber Team and digital investigative opportunities for all such as Internet of Things (IoT), Wi-Fi surveys, Radio Frequency Propagation Survey (RFPS), telematics, router examinations and social media to name but a few.

The following have received inputs over the last twelve months:

- PCDA (year two) – 360 students each year, for the next three years
- SSAIDP
- Evidencing Digital Investigations (previously MCCT)
- Scene Liaison Officers
- Child Death
- Patrol/DIT CPD
- Designated Investigator (PIP1)
- OST CPD
- PIP 2
- Investigations CPD
- PC>DC
- Offender Managers CPD
- ISM (previously DI and DS course)
- Op Topaz CPD
- Intel Investigators
- Op Ruby CPD





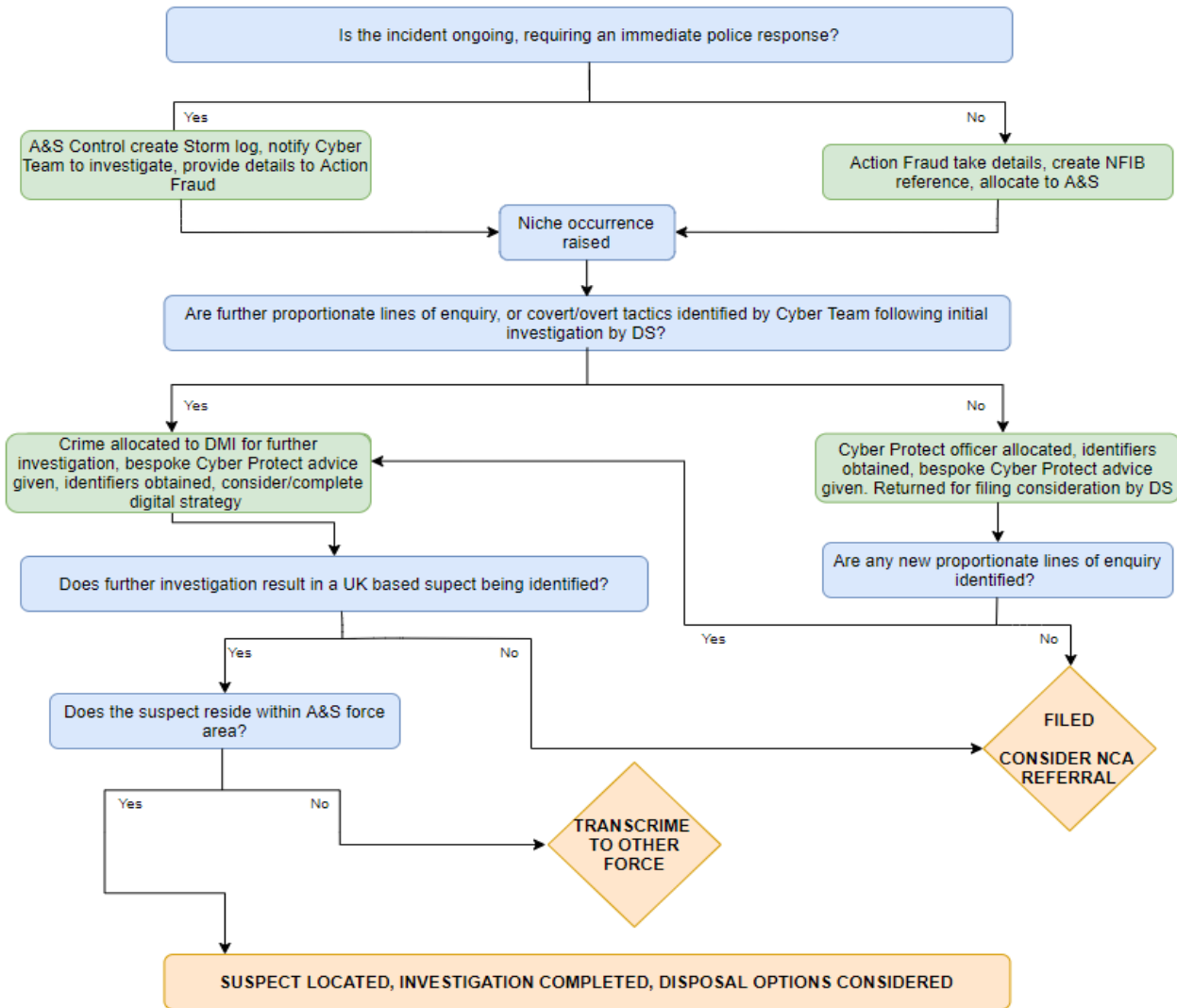
The Cyber Team will continue to provide inputs to other departments, with Remedy, IAU and Bluestone due to receive inputs in the coming months.

In addition to our internal stakeholder engagement, our DMI's and Cyber Protect officers also provide training and advice to external stakeholders. These have included the following:

- Bristol Social Services
- Schools
- BBC Radio Bristol
- UWEcyber School
- Financial Institutions
- Voluntary sector fostering and adoption agencies
- South Gloucestershire Social Services
- Colleges
- BBC Radio Somerset
- Chamber of Commerce
- Small and Medium sized Enterprises (SME's)



# Cyber-dependent Crime – from Report to Disposal – Force Process





## Spot Light - Cyber Team Case Studies

[redacted]



## Campaigns

A local spike in reported crime linked to online child safety was identified (IIOC / Grooming / Sexting / Sextortion). The CP officers worked with other force departments to target parents to address a clear lack of awareness and understanding of technology and the risks this poses for their children daily. The CP officers hosted a series of webinars that were oversubscribed every time.

Following these webinars, the content was recorded into four videos which were uploaded to the ASC Cyber Protect YouTube Chanel to provide free easy access to parents that will keep them and their children safe online. These inputs were also recorded with sign language utilising one of our own PCSO's translation skills. This is an area that will continue to be expanded due to its scalability.

## Prevent

Where appropriate individuals are referred to the ROCU Cyber PREVENT team for intervention if they are deemed to be at risk of committing cybercrime or have started to do so.

There are also develop developing regional Cyber Prevent Intervention panels that bring together the police alongside the private and voluntary sector delivering meaningful diversionary activities for vulnerable young people.

## Disruption

'Niche 'Outcome 22' states; 'Diversionary, Educational, or interventional activity, not in the public interest to proceed'. 'Disruption' reporting is used nationally as the baseline method of calculating the impact of Forces in combatting serious and organised crime (SOC). *A disruption may be achieved by any activity covered by Pursue, Prevent, Protect or Prepare and will have involved some form of intervention which has resulted in a positive output or outcome against a threat*

The Cyber Team created a process to capture this data in Q4 2020/21 and will therefore use these to contribute to the overall HO returns from ASC. Disruption examples to date include: serving Cease & Desist notices for NCA Op Beguileful targets; providing specific tailored Cyber Protect advice (in conjunction with material from the NCSC) to SME's in relation to nationally recognised ransomware



strains and identifying and referring two young individuals subjects to the RCCU for Prevent intervention programmes .



## Spot Light - Cryptocurrency Investigations

Cryptocurrencies are a form of digital or virtual currency that have become increasingly popular since Bitcoin, the first cryptocurrency launched in 2009. The system was set up to be a cross border payment that was peer to peer with no third party involvement or centralised legal oversight (such as a bank). In general, the identities of account holders are said to be 'pseudo-anonymous'. Whilst Bitcoin is the most widely known cryptocurrency, there are estimated to be in excess of 2500 actively traded different coins.

Fifteen members of the Cyber Team, Financial Investigation Unit and Fraud Team have undertaken cryptocurrency training from the NCA accredited provider CSI Tech. The trainees included SIOs and investigators who are now able to undertake the role of cryptocurrency tactical advisor to assist the force in dealing with the wide range of investigations that now encounter cryptocurrency. The split across the teams ensures that we are able to competently investigate cryptocurrency as well as be able to seize, store and confiscate those assets where appropriate. Seizure is particularly complex as the asset doesn't 'physically' exist.

[redacted]

The Cyber Team have investigated and assisted with numerous cryptocurrency investigations and seizures (this is an increasing area of work), including the following:

[redacted]



## AVON AND SOMERSET POLICE AND CRIME PANEL

### COMMISSIONER'S UPDATE REPORT

22 SEPTEMBER 2021

The following briefing provides an update for Panel Members on key activities since the last Panel meeting on 24 June 2021. This report reflects the position as at 10 September 2021.

#### 1. SCRUTINY

##### COVID -19

##### Wellbeing of officers and staff

Avon and Somerset Police are committed to creating a safe, healthy workplace where the mental health and physical health of all their staff and officers are valued equally. ASC wish to raise mental health awareness and tackle stigma throughout the organisation.

The pandemic has highlighted the importance of supporting their staff and officers in these challenging times, on their own mental health and that of their colleagues and to empower and encourage them to come forward and access timely support when needed.

In recognition of this ASC have improved, updated and introduced different types and levels of Mental Health resources and support for staff and officers in the form of:-

- **Improved, easily accessible and visible guidance and resources to support people struggling with mental health.** This is ongoing and includes work such as updating the intranet and re-configuring the pages to reflect the [Blue Light Framework](#)<sup>[1]</sup> which ASC have signed up to; promoting Oscar Kilo with bespoke programmes during Covid for Personal Resilience training; introduced Mental Health First aiders in key areas ie. Comms and Custody
- **College of Policing** – improved resources and tool kits.
- **Ongoing increased visibility and accessibility of external support/helplines for mental health which includes sign posting and practical advice and guidance.**  
Add to the above – physical and mental health activities Green cycle to work scheme, resources on importance of Taking breaks, 5 min exercises at desk etc Mental Health – video mindfulness, Yoga, Sleep therapy – Financial Wellbeing – Neyber/Salary Finance – includes resources to support individuals that are struggling financially as part of Covid 19 , ie furloughed. Updates on A to Z of external H&W support available for all staff and officers - Depression/Anxiety/Addictions/PTSD which includes Gamecare/Alcoholics Anonymous/ MIND/ Surfwell.
- **Easier access to the Employee Assistance Programme confidential support service through the website and 'My healthy advantage' app** which staff/officers can download to their mobile phones. Renewed regional EAP contract is now offered to all staff/officers/volunteers

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<sup>[1]</sup> The framework is a statement of intent, showing the organisation's commitment to the health and wellbeing of the people who work there

and specials. Improved resources and videos, webinars on mental health and the Healthy Advantage app.

- **Improved Data collection, analysis and reporting on mental health** to ensure the right support and mechanisms are in place. An Establishment App – to create a People Data Dashboard at discussion/ project planning stage
- **Improved use of the individual performance review (IPR):**
  - Embedding the use of mental health/wellness health checks
  - Mental Health training documented on IPR as part of CPD
  - Promoting and encouraging the on-going dialogue regarding mental health with line manager/individual

### **ASC are also putting in place additional resources and services to support Mental Health**

- Creation of Health and Wellbeing working group – governance People Committee – ToRs agreed and membership is representative of all directorates throughout the organisation. Meets monthly.
- Bolstering psychological support services. Proposal of additional roles to manage the demand.
- Introducing further education and awareness of Mental Health – through iHASCO (Health & Safety Compliance) online app. To go live September
- Improved tool kit containing guidance and resources to support people struggling with their mental health. On line – July onwards Pocketbook.
- Proposal to create Mental Health/Wellbeing Rooms at HQ/other force sites to be reviewed as part of re-setting and re configuring of the estate.
- Optimising the support for coordinating psychological support, welfare officers and Mental Health First Aiders.
- Blended Organisational Working Principles for Line Managers – part of re-setting.
- Roll out to force -Mental health first aiders (up to 50) over 24month period.
- Further consideration for proposal for Health and Wellbeing co-ordinator role to cover TRiM activities, Welfare officer's co-ordination, psychological support co-ordination and Mental Health first aiders co-ordination.
- Proposal of Wellbeing Dog/s to visit sites throughout the county. Exploring various options one being use of volunteers and their own dogs – early planned discussions –outlined proposal ready for submission People Committee 14<sup>th</sup> October.
- Planned site visits using Oscar Kilo vans for promotion of health and wellbeing activities and resources.
- Planned mental health presentations as part of CPD days in specific areas of business ie. Communications and Custody.
- Offer of free flu vaccinations for all staff and officers.
- Review of relevant policies and procedures regarding individuals returning from a long absence due to sickness/career break and any other reason.
- Purple passport – Neurodiversity and Disability – review of existing ID strategy/relevant policy and processes – taking a more holistic and enabling approach – using best practice and formulating national standards (working group)to improve the existing resources and identify the leadership and development requirements to support this.

### **Learning and Development**

Learning and Development sought to learn from the benefits realised during COVID and identify opportunities to enhance and improve training provisions and outcomes. A presentation on this

activity was provided to the Panel at the June 2021 meeting (see annex A of the Commissioners Update Report 24<sup>th</sup> June 2021).

The Constabulary continue to work through the proposed changes and are in a period of re-setting but still working in a COVID safe way. Realisation of the changes post Covid19 have not had a chance to be worked through yet. Further updates will be provided as this work progresses.

#### **Oversight of the Constabulary Response:**

The force has now dropped the 'Critical Incident' status of the Policing response to the Covid-19 Pandemic and the force returns to more 'business as usual' approach.

Operation Hydrogen was the force response to CoVid legislation breaches running seven days a week covering the whole force and over and above normal daily resourcing. This was supported by Operations Hawthorne and Hazel when necessary in relation to unlicensed music events and large protests or gatherings. The operation supported the local Neighbourhood Policing Team ensuring there were additional patrols in areas of concern, persistent breaches or high infection rates. Op Hydrogen provided, on average, an additional dedicated 700+ hrs of patrol by officers across the force. The number of calls in relation to Covid -19 breaches has reduced significantly but other demand is now increasing. Op Hydrogen has continued with its high visibility patrols in areas of high footfall or concern, increasing the uniformed presence in our communities to enhance the focus on community engagement as well as rebuilding and maintaining important community contacts.

Since the last report, Op Hydrogen officers have continued to attend the majority of all Covid-19 breach Storm logs and robustly deal with repeat offenders. There has been an increase in high visibility patrols to increase the communication of the first 3 E's (engage, explain & encourage) in areas receiving high foot fall with the easing of lockdown restriction and people now able to meet inside and outside.

The improved weather and the restrictions on travelling abroad has seen an increase of people visiting the Force area so the increase in high visibility patrols has assisted in providing reassurance to both residents and visitors to the force area.

Op Hydrogen officers undertake the public health England quarantine enquiries but these requests have significantly reduced since the Government has out-sourced the visits to a private security firm. It also supports the Local Policing Areas where required, assisting with demand as well as supporting the Force's surge funding demand on tackling Serious Violence.

ASC has a dedicated media communications team for Covid-19 to ensure changes in legislation are highlighted to the public and to share the actions the force is taking on those who breach the legislation. Recently there has been further media attention on the Force in relation to their Covid-19 response, with the local ITV news highlighting the work being carried out in response to the number of house parties.

On the 31<sup>st</sup> August, ASC stood down Operation Hydrogen due to greater demand that needed servicing elsewhere in the organisation and the minimal level of enforcement work that was required in light of the easing of the restrictions. Strategic leads are looking at how resources could be used to tackle demand elsewhere within the thrust of the funding parameters. ASC are still working with Local Authorities, supporting them where necessary with location and premises, including joint visits to premises, and supporting the Council Marshalls.

There have been further protests held within the force area with no significant issues and there have been no significant unlicensed music events since the previous report.

Policing at Bristol Airport has increased as the number of flights inbound and outbound has increased and will continue to increase. The force does not currently have a red list hotel and passengers are transported to Swindon or Birmingham. All the necessary plans and procedures are in place for when the force has its first red list hotel.

We are now seeing an increased number of cases relating to non-payment of Covid-19 Fixed Penalty Notice going before the courts. These are being monitored to ensure all relevant supporting evidence and statements are being provided when required to support the prosecution.

### **Operation Uplift – STANDING ITEM**

Based on current information ASC are set to over-achieve against the year-end target for police officer establishment. The programme will result in an overall net uplift in police officer numbers of over 400 (2019-2023). At March 2020 ASC had exceeded the national headcount target (2,281) and recorded a headcount of 2,284. For March 2021 the national target ASC needed to meet was 2,972. At the start of the year, they agreed a local 'stretch target' within their financial tolerances that would take them to 3,001. They actually finished the year at 31<sup>st</sup> March 2021 on 3,076 thereby exceeding targets. The latest figures as at July 2021 show that numbers now stand at 3,120. Our projections show that they are on track to achieve and slightly exceed the new end of year target of 3,106. ASC have a close scrutiny and monitoring regime for planning their intakes and adjusting for changes in leaver numbers against planning assumptions. ASC are very confident of achieving the targets set and in the mechanisms they have in place to oversee and control delivery against these.

ASC now have a very large number of people at various stages of their training and development. This is one of the biggest changes to the police officer workforce at a single time in the last decade or more. This coinciding with the introduction of new entry and initial learning routes required as a result of national policy changes and the challenges of adapting to respond to the realities of a pandemic has meant considerable challenges which the teams have risen to well. As explained in the last report, ASC continue to be focused on ensuring that they are delivering the new capacity and capabilities to the right places in order to realise the impact on performance expected, cognisant of Police and Crime Commissioner's emerging Plan and the National requirements. They also continue to progress work to address the wide range of associated organisational development implications that are natural when there is such a substantial change in the workforce demographic. These continue to be closely monitored and scrutinised through the relevant management and governance structures including through the Police and Crime Board and Joint Audit Committee.

### **New : Key Appointments**

Work continues on the four key appointments. 25 applications were received for the Chief of Staff post and 5 were shortlisted for interview. The selection day took place on 1 September and the confirmation is scheduled for 22<sup>nd</sup> September. This process was managed by the independent consultant.



For the Deputy PCC vacancy 6 applications have been received and shortlisting took place on 31 August. 4 candidates were shortlisted for interview and the interviews are being held on 15<sup>th</sup> September.

The current timeline for the Chief Finance Officer vacancy does not allow for the new Chief of Staff to be involved in the appointment process. This is the second most senior post in the OPCC with deputy and statutory responsibilities and it was felt that a Chief of Staff would want to lead on the recruitment of a substantive CFO and Section 151 Officer. We therefore decided to extend the current interim CFO appointment until 01/04/22 to allow the new Chief of Staff to lead on this appointment and allow continuity during the precept proposal and end of year. This decision was supported by the Police and Crime Panel.

The OPCC team are working alongside the consultant for the Chief Constable appointment process. The original timeline has been revised slightly to manage appointment panel availability and to allow sufficient time for shortlisting, police briefings and selection. The vacancy went live w/c 30 August, closing on 27<sup>th</sup> September and can be viewed [here](#). Shortlisting will take place w/c 11<sup>th</sup> October and selection will be held in early November.

With all of these appointment processes two PCP members have been invited to observe both the shortlisting process and the selection days.

## **2. COMMUNICATIONS AND ENGAGEMENT**

### **Engagement**

The PCC is currently conducting engagement over two days a week. Thursdays involve visits to police departments and teams and Fridays include external visits to public and partners as well as local political leaders.

The Commissioner has already completed one round of external engagement days in each of the eight Local Authority geographical areas of Bristol, South Glos, North Somerset BaNES, Somerset West, Somerset East, Mendip and Sedgemoor.

We are now planning our next rotation of visits.

External engagement days include a mixture of:

- A visit to a partner (political or local authority leader)
- A visit to a community group/members of the public
- A visit to a stakeholder such as one of our commissioned service providers or grant funded services.
- Drop ins at local events that take place which are attended by the public e.g. mother and baby groups, social events, community events or community classes
- Joint surgery with local MP or councillor (invites sent out this week)
- Walkabout with the local police beat team and local councillor or MP in an area where policing issues have been raised with the PCC (through direct contacts or via police or partners)

When planning engagement days, the team ensures that all visits are strategically aligned with emerging policing issues, policing operations and significant dates and also make sure that consideration is given to current work streams or issues from within the OPCC Commissioning and Partnerships Team as well as emerging themes coming from the public through our Contacts and Conduct department.

At the start of each week we debrief on the previous week’s engagement days and follow up communications (internally and externally) to provide transparency about who the PCC has visited and public accountability on any issues or actions put forward by the people during those visits.

Our overall engagement strategy this year will be to focus particularly on vulnerable and under-represented communities e.g. Black, Asian and minoritised communities, and people with other protected characteristics, those living in isolated rural areas, socio-economically deprived communities, women and young people.

## Consultation

Our consultation on the Police and Crime Plan launched on June 28<sup>th</sup> and will run for 12 weeks in total, closing on September 20<sup>th</sup>.

The aim is to give local people the opportunity to weight their agreement with the proposed draft priorities and objectives set out by the PCC, which were based on his Manifesto, for his new Police and Crime Plan. It is presented as a series of a multiple choice questions rating participants’ agreement between strongly agree to strongly disagree. It also includes free text boxes to give local people the chance to contribute ideas, raise concerns or give feedback that isn’t prescriptive to the priorities and objectives.

At the start of the consultation we created a communications plan. One of our main aims was focus on under-represented groups, with a specific focus improving racial diversity and representation from young people based on the results of our last precept consultation.

To work towards this we set target figures in specific demographic groups, which were incremental increases on our previous precept survey results.

	Number	% of all	% of 2011 Census	Our target
Asian or Asian British	44	1.4%	2.6%	1.6%
Black or Black British	46	1.5%	1.9%	1.2%
Mixed	56	1.8%	1.8%	1.6%
Other	12	0.4%	0.4%	0.4%

Age	Number	% of all	% of declared	Representative (of 11+)	Our target
Under 18	9	0.3%	0.3%	8.6%	2.9%
18 to 24	65	2.1%	2.2%	11.0%	5.5%
25 to 34	316	10.1%	10.8%	15.8%	
35 to 44	480	15.4%	16.4%	13.4%	
45 to 54	624	20.0%	21.4%	14.8%	
55 to 64	663	21.2%	22.7%	13.6%	
65 to 74	561	17.9%	19.2%	12.0%	

75 or above	202	6.5%	6.9%	10.7%	
Prefer not to say	206	6.6%			

As you can see from the figures in the table above:

- In the Asian/Asian British ethnicity category we are still below the representative percentage and also 0.2% from our set target.
- In the Black/Black British ethnicity category we are still 0.4% from being representative but we have surpassed our target figure by 0.3%.
- In the mixed and other categories we have achieved the representative percentage and either hit or surpassed our target percentage.

As well as hosting the survey online and delivering via multiple digital channels including social media, email and online advertising we decided to do deliver a proportion of the surveys via postal delivery.

Our original intention was to use the postal survey was to target the areas of Avon and Somerset where the PCCs electoral mandate was weakest, based on the breakdown by Local Authority from the Electoral Commission.

However, we identified six weeks after launch, based on the ongoing analysis of the respondents via the online survey that we still weren't getting enough representation to hit our target numbers for respondents from Black, Asian and other minoritised communities.

We therefore used the Indices of Multiple Deprivation, crossed referenced with the 2011 Census data on ethnic breakdown in communities across the force area, to identify the LSOAs (Lower Layer Super Output Areas) with the highest resident populations from Black, Asian, mixed and other minoritised communities.

These areas were largely all in Bristol which happens to be where the PCCs mandate was weakest.

We sent out 20,000 postal surveys in two separate tranches.

Again, through analysis of online respondents and returns from tranche one, we also identified that although Sedgemoor area was well represented, responses were under represented from other Somerset areas.

We therefore used the second tranche of the postal survey to target geographically in those districts, as well as including some of the LSOAs identified through Census data as having older populations to improve our representation in the over 75s group and to target LSOAs identified in the IMD as some of the most deprived in Bristol South.

As you can see from the table we are still hugely under-represented in the two youngest age categories.

Marketing and engagement tactics over the final two weeks will focus on face-to-face delivery of the survey, with the help of partners, to groups of young people to try and help improve these figures.

### Lammy Review

Due to ongoing resourcing and capacity issues, we are postponing the publication of the Local Lammy Review report until November.

Recently representatives from the OPCC and ASP met with Independent Chairman of the Local Lammy Review, Desmond Brown, and project manager Nichola Grierson to discuss the resource required to complete the remaining work and produce a final written report.

The analysis of all the partner data received, some of which could not be sourced and collated by partners in time for the Chairman’s original deadlines, has been a huge undertaking and will require further time and resourcing to fully inform conclusions and recommendations.

Both the OPCC and ASP are determined that the findings and the recommendations of the report must amount to a meaningful, fit-for-purpose, product that will help all criminal justice system agencies, and our relevant partners, to ensure the legacy of this work will effect real change in the way we work together and with our communities to tackle racial inequality, disparities and disproportionality.

### **3. COMMISSIONING AND PARTNERSHIPS UPDATE**

#### **Violence Reduction Units (VRU)**

Grant agreements are now in place and following delays of the Home Office formal notification of funding local VRU activity is underway.

It has been a busy start to the first quarter due to an additional bidding process to the Home Office for specialist interventions, which comprised of 3 pots of funding. The 3 pots were Therapeutic interventions, Teachable moments, and Trauma Informed Training. Locally OPCC and partners chose to concentrate on 2 of these opportunities and were successful in both Teachable moments and Trauma informed Training. The implementation of the these projects has commenced;

**A Trauma informed Avon and Somerset:** training and wrap around support to enable VRUs and partner agencies to embed trauma informed approaches in their ways of working. **£305,000 received (to be spent by 31<sup>st</sup> March 22)**

The training provision and coordination (**£215,000**) has been put out as an open procurement process, which is currently live. Additionally, a needs assessment is currently underway with partners as to what would be required as part of their organisations training needs. It is not yet clear as to which partners wish to receive and be part of this programme, however extensive consultation and development has been undertaken through a multi- agency steering group, which is held fortnightly.

As part of this project an independent evaluation will also be commissioned to review the impact of the training.

The second project is the **Education Inclusion project:** Education inclusion Managers or Coordinators (EIM or EIC) and Youth Justice Support workers (YJSW) to be attached to each VRU to respond at the ‘teachable moment’ when a young person is at risk of being excluded from school due to serious violence. **£491,986.85 received (to be spent by 31<sup>st</sup> March 22)**

<p><b>Banes</b> EI Coordinator within Education safeguarding YJSW within YOS With VRU oversight</p>	<p>1 EIC 1 YJSW</p>
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<b>Bristol</b> 5 YJSW under existing EIM provision – targeting specific schools	5 YJSW - in addition to current 3 EIM
<b>North Somerset</b> Increasing capacity by recruiting 2 YJSW. Targeting specific schools based on perm exclusions and FTE. Offering opportunity as secondments.	1 EIM 2 YJSW
<b>Somerset</b> EIM based in education safeguarding – triage and assessment and YJSW linked with VRU funded interventions 2 YJSW based in YOS. Secondment from council or partner agencies.	1 EIM 2 YJSW
<b>South Gloucestershire</b> Looking at adding to exiting Education inclusion provision with additional Coordinator role to increase capacity and outsourcing the support work to youth providers.	1 EIC 1 YJSW

The roles have been based on the approach already used within the Bristol VRU, following consultation and working with VRUs, YOTs and Education Safeguarding, the roll out of these two roles was felt to be of benefit across the force area. In summary the key duties of the two roles are;

#### Education Inclusion Manager / Coordinator

- Initial risk meeting with schools, young person, parent/s and lead professionals.
- Advocacy at exclusions / inclusions panel and YOT OOC panel
- Onward referrals, including to relevant interventions and activities
- subject matter expertise
- Consultancy to schools
- Local knowledge and cultural competence

#### Youth Justice Support Worker

- 6 weeks of bespoke 1:1 support sessions around consequences and legality of carrying weapons.
- Trusted relationship and support to young person
- Where appropriate and required, support to the young person’s immediate family and support network.

Both will;

- make relevant referrals to Social Care or Early Help as an added safeguarding measure

This will also be independently reviewed for impact. Although this is also a short term funding opportunity, we hope to build an evidence base to inform whether this approach is one that VRUs and Local Authorities should continue to adopt for future delivery.

#### **VRU Reach for Q1;**

A total of 178 persons were reached through individual specialist interventions funded this quarter, with one in six of these being female. Almost a third of all individuals reached were defined as being white males between 14- 16 years old. The most common risk factors identified with these individuals

included 'being absent/excluded from school' (52%) and 'being known to social services' (51%). Consequently, the focus of most interventions in this quarter was on improving 'education/training' (85%) with the highest reported intervention aim being 'improved attendance/behaviour/progress at school/college' (80%).

A large number of broader, group based interventions and awareness sessions have also been delivered, reaching an additional 1990 individuals. Over half of these were focused on universal interventions to improve better knowledge and awareness of crime. The rest of these focused on high or potentially high risk groups, including 794 persons reached by detached youth workers in target areas. It should be noted that this universal activity was partly funded through the 2020/21 grant. Due to Covid implications last financial year, a number of interventions have been rolled across into this year's delivery.

### **Strategic Oversight**

In- depth work has been undertaken at the beginning of this year to enhance the reporting approach from the VRU's to the OPCC (and subsequently the Home Office). A framework has been developed to provide consistency and greater detail in their reporting. Although still being tried and tested, we are confident that this will provide us with a much better insight as to VRU reach and intervention impact on a quarterly basis.

The OPCC VRU leads have developed a detailed strategic delivery process map, which has considered key actions and recommendations from a number of sources, including; the initial Serious Violence review for A&S (completed by Behavioural Insights), the Process Evaluation conducted on the Hub and Spoke Model (Completed by Cordis Bright), the recently publicised Serious Violence Statutory Duty and core Home Office delivery requirements. This will enable us to ensure strategic direction is clear and owners for areas of development and system change are held accountable in this Public Health Response. The document has been RAG rated to prioritise direction setting. This will be owned by the OPCC but reviewed by the Strategic VRU Board as it becomes fully implemented. This may also be helpful in helping shape the planned 'Serious Violence' deep dive in due course.

The next Strategic VRU board will be on the 15<sup>th</sup> September 21. The key points for discussion of this Board will be; the introduction of the previously mentioned process map, update and direct next steps on Health data sharing and review the Terms of Reference for the Board. We are still without a formal chair but have agreed to conclude the recruitment of the Deputy PCC and Chief Of Staff, we will then consider who is best placed to take on this Chair role.

### **Reducing Reoffending**

Cranstoun are the successful delivery partner for Drive in South Gloucestershire. They have a lot of experience in providing Domestic Abuse services and are already delivering drive in Herefordshire and Worcestershire. <https://www.cranstoun.org/s-glos-press-release/>

They have now recruited to roles and have recruited an experienced and skilled team with an impressive amount of skills and experience gained from a variety of relevant backgrounds e.g. mental health, health, prison, as well as criminology-related skill sets. This team is led by an experienced & enthusiastic service manager, who is actively developing the service.

Cranstoun are heavily engaged with the implementation process and have met with commissioners, ASC Drive Fellow and South Gloucestershire managers to implement the service. The first perpetrator panel took place in March and they have had 10 cases on the programme so far.

Missing Link are the successful delivery partner for Court Up. They have a lot of experience in delivering female based services in and around the Bristol area. They were notified of their success in achieving the bid mid-January 2021. Implementation meetings have happened between commissioners and Missing Link and they are due to update our Resolve board with progress on the 22<sup>nd</sup> September.

The Programme Manager for the Ready for Release programme in Bristol prison, Laura Dornan has now recruited to her team. Ready for Release has benefitted 91 males during its first quarter of delivery. Governance meetings are taking place on a regular basis to oversee the service progress and delivery. Evaluation of the service is inbuilt to the programme delivery eg a UWE research student has recently undertaken interviews with 5 prison staff, 5 external agency staff and 5 residents to look at current approaches to release planning and their knowledge of release planning, this feedback will inform development of Ready for Release.

A detailed Integrated Offender Management (IOM) meeting took place on the 27<sup>th</sup> July which required all local areas to give a detailed update on progress in Avon and Somerset. We will be monitoring IOM closely in conjunction with the force lead. In addition to this there are scheduled meetings to take place in preparation for the Police and Crime Panel deep dive in December.

## Victim Services

### Critical Fund and Male Rape Fund

The OPCC is pleased to share further success in obtaining national funding to support local victim services:

<b>Critical Fund</b>	<b>Amount</b>	<b>Purpose</b>
SARSAS 21/22	£22,500	To reduce specialist sexual violence counselling waiting times
Young Victim Service 21/22	£40,189	Domestic Abuse support for children
Safelink 22/23	£19,524	Learning Disability Independent Sexual Violence Advisor (to make part time post full time)
<b>Male Rape Support Fund</b>		
Trauma Breakthrough 21/22	£20,897	Therapeutic group work for men

This brings the total additional investment secured by the OPCC for victim services supporting survivors of domestic and sexual abuse in Avon and Somerset to almost £1.6m this year.

### Therapeutic services for survivors of sexual assault

The *Needs Assessment for Sexual Abuse and Assault (SAAS) Therapeutic Pathways in the South West* has now been published by Lime Culture CIC and shared with stakeholders. NHS England and NHS Improvement (NHSEI) commissioned this report which details of the context of therapeutic support provision across the South West for victims and survivors of sexual assault, estimates demand for therapeutic support and makes a number of recommendations for the improvement of provision. Therapeutic services are provided by a range of services and funded by NHSEI, CCGs, Local Authorities, charitable trusts and the OPCC. Recommendations include having oversight of capacity, alignment with the new Community Mental health Framework, data sharing and ways of working. This report is welcomed given the OPCC's longstanding concern about capacity in this sector given the volume and complexity of need and we look forward to working with health and local authority commissioners via the Sexual Assault and Abuse Strategy (SAAS) Board to review these recommendations.

## Domestic Abuse Act

Members will recall that the OPCC commissions a range of services for victims of crime and ASB from a Victims Grant awarded by the Ministry of Justice for this purpose (as well as using other funds to enhance provision). The OPCC's approach is set out in its [Commissioning Plan](#) (2018). On the important matter of support for victims of domestic abuse the OPCC recognises and supports the vital role of Local Authorities as lead commissioners for these specialist services. Alongside this the non-crime type, force-wide services that the OPCC commissions by their very nature will support some victims of domestic abuse.

The Domestic Abuse Act (2021) has set a statutory duty for all Local Authorities to conduct a domestic abuse safe accommodation needs assessment. The five tier 1 Local Authorities across Avon and Somerset have commissioned *Davis and Associates* to undertake their needs assessments. While sitting outside of the strict accommodation-based focus on the Act, the OPCC has contributed evidence towards this process to demonstrate the level of domestic abuse referrals that OPCC services (non-crime type specific) are receiving. In particular the team has flagged the need for **support at standard risk level** and the gap in provision that will exist for **children and young people** once the Home Office grant to the Young Victim Service (YVS) ends.

## Safer Streets Fund (VAWG)

The OPCC was pleased to support Local Authority colleagues in the preparation for submissions to the Safer Streets Fund's third round which focused on Violence Against Women and Girls (VAWG). The PCC's role in this process as determined by the Home Office was to prioritise bids in primary, secondary and tertiary order. Following a review process based on the Home Office's criteria, bids were submitted as below. The outcome of the bidding process to government is awaited at the time of writing.

Prioritisation	LA	Description
Primary	Somerset/ N Somerset	A collaborative bid from North Somerset Council and Somerset County Council covering the whole Somerset policing area with a specific focus to reduce VAWG in Weston-super-Mare, Taunton, Yeovil and Bridgwater town centres. Combines situational crime prevention and education and awareness programmes.
Secondary	Bristol	A bid to reduce VAWG at various locations in and around Bristol City centre through traditional street hardening measures and more innovative legacy initiatives. Including (but not exclusive to) street marshals, street lighting, publicity campaign.
Tertiary	BANES	To reduce VAWG and enhance feelings of public safety in Bath City Centre, Twerton and Midsomer Norton. Funds would be used to upgrade existing CCTV and street lighting and implement a Safe Hub space in Bath city centre.



Criminal justice partners, Police, LSU, CPS, HMCTS and Probation have spent time reviewing the Victims Code of Practice and have completed a self-assessment across all victims' entitlements according to their compliance of the rights, but also the recording and evidence of compliance. This will form a national piece of work that the MOJ will be looking at to establish best practice and ensuring PCC offices have the best opportunity at scrutiny of victims' rights during their whole journey through the criminal justice service.

#### **4. SCRUTINY PANELS**

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##### **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 held on the 2nd September 2021 and the theme was Mental Health. IRP members were furnished with police public complaints and it relates to a mental health concern.

It was an interesting meeting consisting of meaningful discussions with senior staff from Avon and Somerset's Professional Standards Department around the scrutiny of the police complaints regime. Also in attendance was a representative from Avon & Somerset Constabulary who updated the Panel on the mental health training and support officers receive.

Under our new revised meeting structure, the IRP's findings are now shared with the Professional Standards Department for comment prior to the meeting therefore enabling a meaningful discussion with PSD colleagues during the meeting. A quarterly report is produced and published for the public following the meeting.

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

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

##### **Scrutiny of the Use of Police Powers Panel**

The June 2021 Scrutiny of Police Powers Panel meeting remained online/remote, with the PCC attending the welcome, introductions and Constabulary update/Q&A on assaults on Police Officers. Whilst the numbers of recorded assaults on Police each month fluctuate there is an increasing trend when comparing the incidents in 2019 against 2020/21. However the level of severity is mostly 'without injury' and relatively stable. The Panel welcome the review of increased cases of assaults compared to the level of use of force and de-escalation of the situation. In addition to this, the Panel welcomed the update that Police Taser training has been revised to include a vehicle scenario as well as all policing tools (e.g. PAVA spray, batons, all PPE) within the National Decision Making model, not just Taser as a tool for deployment, with situation de-escalation work continuing. Panel members were also briefed on the Mobile Biometric Fingerprinting trial and viewed a video conversation between two outreach officers about Stop and Search.

The Chair of the Lammy Review Group – a Panel member - provided an update on their draft report and recommendations. The Panel's review of Stop & Search cases linked in to the Lammy Group Report, being the ongoing theme of **disproportionality**. Panel members reviewed the Body Worn Video (BWW) footage for cases where the subject of a Stop Search is Black and recorded as 'compliantly

handcuffed'. Stop and Search disproportionality is highest in the county of Somerset and so this geographical area was chosen, as well as Bristol East/Central as a comparison. Members' positive feedback includes: Professional Police Officers, no goading; Member empathy for Police Officers acting on their suspicions (in response to a burglary) and observing; and a case example of a female Officer conducting herself really well, being clear, balanced, gentle and seeks permission before taking actions.

The Members' concerns include: the standing item of BWV switched on but late; Possible learning regarding officer conversations with people; and questionable grounds for a Stop and Search.

The September Panel will include cases of Stop and Search where the grounds include 'smell of Cannabis'.

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) continue with weekly unannounced visits throughout the pandemic, now onsite as well as a few still remote Custody Record reviewing, at each of the 3 Custody Units. During April to June 2021 (Quarter 1), the total number of detained people through custody was 4264 (Q1 2020 was 4277). At the time of the 41 ICV visits in Q1 there were a total of 341 Detainees in custody and ICVs visited 110 Detainees, checking each person's Rights, Entitlements and welfare. ICVs also remotely reviewed 114 Custody Records.

ICVs report **positive findings**, including: ICVs commended Detention Officers (DOs) for their caring and kind management of vulnerable Detainees with complex needs and challenging work; Solicitors visiting custody to advise vulnerable and child detainees and attending interviews, rather than remote working; DOs taking the time to have conversations with Detainees, to de-escalate the situation.

**Causes for ICV concern** include: Minimum staffing levels at Bridgwater Custody Unit resulted in 2 abandoned ICV visits in May and June 2021; One ICV reports a lack of Local Authority accommodation for a child (under 18) detainee (post charge) and an extended detention time. This is a national problem of a lack of emergency accommodation. There is also an ICV supported request for stakeholders to lobby to have an Appropriate Adult as a statutory requirement for vulnerable adult Detainees, not just children in custody. PCC commissioning (or none) is inconsistent nationally and has limited hours at best. It would be ideal to have Liaison and Diversion staff (locally called 'Advice and Support in Custody & Courts' – ASCC) based in each Custody Unit 24/7, or even to be available via video link 24/7.

### Examples of where ICVs have effected change:

1. Decoration of some cells (repainting cell walls) resulted in the overpainting of the compass point (to aid Muslim detainees to position themselves for prayer). This was reported and the situation was rectified. During the ICV visit the Muslim detainee was moved to another cell with the compass point visible, as normal, above the cell door.
2. Pilot newly painted Exercise Yard at Bridgwater Custody Unit, with a goal post painted on the end wall and a soft ball. The painted goal post (or basketball hoop) is a distraction/de-escalation proposal, made by the ICVs. The foam football was damaged by a detainee (as has happened in the past) but has been replaced. However, it's on a request basis.

3. An ICV's football shirt donation at the beginning of the visit delighted a young detainee football fan shortly after. The ICV/Detainee conversation included football and led to the top being given via the EO. A very welcome happy moment. A kind and caring gesture could make all the difference for that person. The football and other magazine donations (staples removed) are very much appreciated too.

The next theme for ICVs will include 'Request culture', to seek assurances that Detainees are clearly informed of their entitlements as well as their Rights, rather than being expected to ask for a specific entitlement, such as a shower, exercise yard use, reading and religious material, as well as nicotine replacement lozenges.

### Out of Court Disposal Panel

Out of Court Disposal's are a way of dealing with less serious offending without going to court.

The Out of Court Disposals Scrutiny Panel independently scrutinises the use of Out of Court Disposals in response to national recommendations following concerns about their appropriate use.

The most recent meeting took place on the 7<sup>th</sup> September with the theme of Disproportionality.

The final reports will be shared with the constabulary for comment and then published on the OPCC website.

<https://www.avonandsomerset-pcc.gov.uk/reports-publications/out-court-disposals-reports/>

## 5. CONTACTS AND CONDUCT

### Contacts/Complaints Oversight

The OPCC Contacts Team receive a varied amount of email and telephone calls per week internally and externally. These contacts range 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 raised by MPs. Of this correspondence an average of 32 per week result in a case being created in the OPCC case management system and case work being required.

No. of cases created and managed per month:

Month	2021	2020	-/+
June	191	491	-300
July	195	239	-44
August	135	225	-90

The comparison of year on year data is impacted by the 2020 demand in to the office during the Bristol BLM protest, toppling of the Colston Statue and the Government response to the COVID-19 pandemic.

The OPCC average contact handling time for this period reduced from an average of 5.3 days in 2020 to 4.7 days in 2021. 79% of contacts over June to Aug in 2021 were closed within 5 days or less.

High cases (these are cases that are higher complexity, risk, public impact or organisational reputation) continue to be higher in comparison to last year with an 85% increase in cases graded as high and a total of 67% of cases graded as high or medium over this period.

Cases of this nature require more senior and in depth handling and the contact team held 80 to 100 live and active cases at any one time.

Month	High 2021	High 2020	Med 2021	Med 2020
June	94	22	155	123
July	37	19	103	142
Aug	25	18	60	123

Email is still the primary means of contacting the PCC with 70% of contact received via this medium. High demand themes over this period included both the Constabulary response and PCC's commitment to tackling VAWG offences, the Constabulary relationship with Stonewall, the wider use of e-scooters, local concerns around ASB and contact relating to police complaints and dissatisfaction with service.

Data also includes monitoring of complaints which is a statutory function for the PCC. Since Sept 2019 (when records started), the PCC has monitored 300 police complaints. The team continue to check complaints handling regularly to support timely resolution and compliance with the IOPC Statutory Guidance 2020.

### Complaint Reviews

The complaint review process allows the PCC to independently scrutinise complaints handled by the police on behalf of complainants and to check whether a complaint was handled lawfully and correctly. There has been a sustained increase in review applications compared to 2020 with over a 100% increase year on year. The PCC has received 85 complaint review applications since taking office.

23% of reviews were upheld, 72% not upheld and 5% were void. These rates are comparable with those in similar forces.

The review process provides a valuable insight into dissatisfaction themes. Learning is shared with the force and reviewed at a quarterly forum attended by the Independent Office for Police Conduct and local policing bodies in the South West and Wales.

The Joint Audit Committee (JAC) are carrying out a comprehensive audit of complaints in September and the OPCC are working closely with the audit team to help facilitate this important work.

## 6. GOVERNANCE

### HMICFRS

Since last reported four new responses have been published:

- *Review of policing domestic abuse during the pandemic - 2021*
- *Interim report: inspection into how effectively the police engage with women and girls*

There are five new publications requiring a response (the first three of which will be published by the time the meeting takes place):

- *Neurodiversity in the criminal justice system: A review of evidence*
- *A joint thematic inspection of the police and Crown Prosecution Service's response to rape – Phase one: From report to police or CPS decision to take no further action*
- *State of Policing: The Annual Assessment of Policing in England and Wales 2020*
- *A shared confidence: A summary of how law enforcement agencies use sensitive intelligence*
- *A review of 'Fraud: Time to choose'*

The police super-complaint report *A duty to protect: Police use of protective measures in cases involving violence against women and girls* was also published and contains recommendations for Chief Constables.

## **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 March Panel meeting:

- Appointment of OPCC Chief of Staff
- Appointment of Deputy Police and Crime Commissioner
- Interim OPCC Chief Finance Officer contract extension
- Award of Zscaler contract

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

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

Update on Yeovil: Whilst provision within Yeovil remains a priority it is not appropriate to constrain any decision to a superseded timeline. The project is being paused and reviewed in the context of the overall review for South Somerset and the overarching principles of the estates strategy.

## **NEW: Operation Remedy**

The PCC continues to discharge regular multi-faceted scrutiny in this area. This is through Police and Crime Board where it is tabled for an assurance report for October 2021 and will be further scrutinised by the Police and Crime Panel in December 2021 as part of their work programme. The PCC has spent time through his engagement work with officers from Operation Remedy across the force area. He continues to liaise with the Chief Constable and senior leads on the effectiveness and efficiency of the approach. The PCC continues to challenge the police on use of body worn video in this area.

A more comprehensive report has been provided to the panel including performance data and an overview of how the Operation Remedy activity supports the National Policing Outcomes.

## **Estates – STANDING ITEM**

A comprehensive programme reviewing the current estate strategy and principles is well underway informing the development of a renewed strategy which will align with the principles of the developing Police & Crime Plan. The process includes examining the efficiency and effectiveness of arrangements for custody and prisoner transport, enquiry office provision, the tenure of assets and the opportunities

presented through the changing utilisation and ownership of property that is developing. This work has been brought together at two key meetings with senior constabulary and OPCC leaders and will be further progressed over the autumn.

There has also been a successful partnership approach to the investment at Lewis House where additional rooms have been made available by the Council enabling the existing services to continue whilst the refurbishment works take place. This is a welcome approach which will provide a continuous service to be delivered to public without undue disruption.

### **Green agenda**

Further to the progress and performance shared with Panel in June, ASC had intended to run a workshop to progress the Sustainability Plan work in August which will culminate in a new 5 year strategy. Unfortunately, contrary to expectations, the COVID situation wasn't sufficiently improved to allow a face to face workshop to go ahead and this is now planned for Thursday 23rd September. However, the core group have met and progressed work on a number of key themes including decarbonisation (particularly buildings, fleet and digital), 'scope 3' emissions which includes supply chain, waste, commuting and the carbon cost of crime, and how we engage our people and gain commitment to being greener as part of being an 'employer of choice'. The core working group includes representation from frontline policing, corporate communications and academia.

The Police and Crime Plan will include a Sustainability objective which will help ensure that there is appropriate oversight and scrutiny in this critical area.

The Constabulary will also be audited on Sustainability by SWAP, our Internal Auditors, in Quarter 3.

## **7. POLICE AND CRIME PLAN**

### **Consultation**

The online survey will close on 20<sup>th</sup> September having been open for 12 weeks. There have already been 2900 responses which surpasses the original target of 2328. Over three quarters of respondents have been victims of crime. We are satisfied the statutory duty has been discharged in a meaningful way.

As detailed in the Communications and Engagement section, both tranches of the postal survey have been sent out: 20,000 in total. Early indications show a really strong response from different ethnic minority groups. There remain three significant areas where the survey has not met expected ambitions:

- Age – the overall profile of respondents is skewed with significant under-representation from those aged under 25.
- Voting status – 67% of survey respondents voted in the 2021 PCC election. This compares with only 29% of the actual adult population of A&S that voted. In terms of disproportionality this means people who have voted are 6.5 times more likely to have completed the survey.
- 'Internal' engagement – less than 10% of the Constabulary workforce have completed the survey.

### **Content**

The significant portion of the content of the plan will be based on the objectives. This content has all been drafted and is under review by the PCC before sharing with partners.

## Performance and assurance

The majority of Key Performance Indicators have been agreed. Most objectives have at least one numerical measure. These KPIs will form the basis of new performance reporting and assurance arrangements and there are already meetings booked in September to refine these plans more. This will include development of a public scrutiny forum.

## Police and Crime Plan Programme Board

The Board continue to meet monthly and comprises of key representatives from OPCC and ASP to check, test and review progress in the development of the plan specifically, consultation, content and performance/assurance as well as ensuring delivery against the agreed timeline and risks/issues are identified, recorded and mitigated. The Police and Crime Panel are well represented and have provided valuable contributions.

### Timeline

<u>Activity</u>	<u>Date</u>
Consultation closes	20 <sup>th</sup> September 2021
Draft plan submitted to Police and Crime Panel	15 <sup>th</sup> October 2021
PCC to present draft plan to Police and Crime Panel	26 <sup>th</sup> October 2021
Panel feedback on plan and any revisions	27 <sup>th</sup> October 2021-25 <sup>th</sup> November 2021
Final submission of plan to Police and Crime Panel	26 <sup>th</sup> November 2021
Final PCC presentation of the plan to the Police and Crime Panel	9 <sup>th</sup> December 2021

## 8. PCC REVIEW – PHASE 1 AND 2

### Status Update

The Policing Minister wrote to PCC's in late July to confirm the intention to launch Part Two of the Government's review into the role of Police and Crime Commissioners. Phase One of that review has now been completed and the recommendations are now being implemented, with support from PCC's and other policing partners. The recommendations focus on ways to sharpen the accountability, visibility and transparency of PCCs, as well as considering their role in strengthening fire governance and progression of the Government's longer-term ambitions on mayoral devolution.

In Part Two, the review will focus on:

- Work alongside the Ministry of Justice and Probation Service to examine the role of PCCs in offender management aligned to existing operating models.
- Consider the role of PCCs in the partnership landscape and assess whether their current set of tools and levers are sufficient to drive and co-ordinate local activity to reduce crime, combat drugs misuse and tackle anti-social behaviour. The Review will focus on Local Criminal Justice Boards, Community Safety Partnerships and Violence Reduction Units.
- As previously announced during Part One, we will also bring forward a stakeholder consultation on giving a general power of competence to PCCs, as afforded to Local Authorities.

Alongside expanding the role of PCCs, the review aims to build on the work carried out in Part One of the Review, ensuring there are effective local scrutiny mechanisms in place and that PCC's continue to be accountable to the communities they serve.

The review will also:

- Assess the Police and Crime Panel Model - specifically the potential benefits of independent members, identifying and securing the right skill sets and options to strengthen panel support.
- Consider whether the existing mechanisms for investigating complaints and allegations against PCCs are sufficient and examine the role of the IOPC in assessing criminal wrongdoings by PCCs and the issue of vexatious complaints.
- Work with the Cabinet Office and the Ministry for Housing, Communities and Local Government to consider the merits and demerits of introducing recall for PCCs for very serious breaches of behaviour, including what might be a suitable trigger mechanism.
- Through Part Two of this Review and the upcoming Spending Review, the Home Office will examine how PCCs use data in holding Chief Constables to account for the efficient and effective delivery of policing services in their respective areas, including how data is fed into centrally-held databases and is utilised by the Home Office and relevant policing partners to reduce crime.

Both the APCC and the Home Office have launched their 'Calls for Evidence' which reflect the areas considered under Part Two of the review. The PCC and OPCC are currently working on the response which is due by the 17<sup>th</sup> September.

### Fire Governance –STANDING ITEM

The Government has been clear that further reform of fire and rescue is required in order to respond to the recommendations from Phase 1 of the Grenfell Tower Inquiry, the Kerslake Review and to build on the findings from Sir Thomas Winsor's State of Fire and Rescue Report.

The Home Office were due to launch a consultative White Paper on fire reform in July 2021 however this has been delayed and is expected later in the year.

### NEW: PCC Review - Specified Information Order

The government have now published guidance on this. There are three parts to this reporting.

- **National Police and Crime Measures** – This is the most complex of the three areas. The office has been connected with APACE group work on this. This is a significant piece of work to do this thoroughly which will involve joint work between the OPCC and Constabulary. We have already started discussions with the Constabulary and an example report has been produced which Panel members can feedback on.
- **HMICFRS** – this is about publishing their reports on the PCC website which we already do along with responses to these.
- **Complaints** - The Order provides that PCCs must publish the most recent IOPC quarterly complaints data for their force and the IOPC annual statistics report, alongside a narrative setting out how the PCC is holding the chief officer to account, and the PCC's assessment of their own performance in carrying out their other complaints handling functions.

The Order also requires PCCs to provide a statement on the contribution of their force to achieving improvements against those priorities. The Home Office recommend that this statement includes:

1. reflections on force performance and how the force has contributed towards the delivery of the national measures, including contextual information that might help explain that contribution



2. a summary of planned action for the next quarter to drive the force's performance against applicable measures
3. an explanation of which of the Measures are assessed to be applicable and which are not applicable in the local context, including the reasons for that assessment

A joint working group has been established to deliver this suite of work which is provided quarterly with first publication due alongside the launch of the Police and Crime Plan in December 2021. A copy of the first draft of the format for the reporting has been provided to the panel separately. The Order requires that this statement is published at the same time as the Policing and Crime Plan, and that it is reviewed quarterly, and any variation published, within one month following publication of an annual report on the force by HMICFRS.

#### **NEW: Succession Planning**

The Policing Minister wrote to PCC's in July 2021 reiterating the recommendations they committed to legislating, when Parliamentary time allows, to mandate that all PCCs must appoint a deputy.

The PCC has elected to appoint a deputy in recognition of the national view that selecting a deputy not only provides the local accountability model with greater resilience in the event of incapacity, for example, but also the ability to effectively carry out the duties and responsibilities of the role by increasing the capacity of the model.

It is also expected that PCCs to work with their office to put in place a formal succession plan to be followed in case of vacancy or incapacitation, where one does not already exist. In Avon & Somerset, this work is already underway and Legal Services are designing a draft protocol based on inputs from both the Democratic Specialist and the Interim CEO and in consideration of the legislation. A final draft is expected in the mid-Autumn which will be submitted for sign off by both the PCC and the Police and Crime Panel

**Contact Officer** – Sally Fox, Interim Chief Executive

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## Avon and Somerset Police and Crime Performance Summary

April – June 2021 (Quarter 1 2021/22)

### Introduction

The Avon and Somerset Police and Crime Plan seeks to achieve five outcomes:

1. People are safe
2. Vulnerable people/victims are protected and supported
3. Offenders are brought to justice
4. People trust the police
5. People feel safe

This performance report seeks to provide a picture of performance against the Police and Crime Plan and will be reported on a quarterly basis. The report examines a wide array of differing measures that have been put into two categories.

### Success Measures

These are measures whereby looking at the data alone will indicate how well the Constabulary or other service are performing. This will consider both the snapshot of performance during the quarter in conjunction with the trend over a longer period of time. These two factors together will be translated into a three tier performance grading based on defined ranges of expected performance:

Exceeds expectations – performance exceeds the top of the range and does not have a negative trend.

Meets expectations – performance is within the range and does not have a negative trend or is above the range but has a negative trend.

Below expectations – performance is below the bottom of the range or is within the range but shows a negative trend.

The report will highlight when the grading has changed from the previous quarter.

### Diagnostic Measures

These are measures where conclusions cannot be drawn from simply looking at the data and need further analysis to try and understand if any change is good or bad. An example may be numbers of recorded crimes. If this was to increase, on the face of it, it looks bad i.e. more crime being committed. However this increase could be attributable to better internal crime recording or an increase in the public confidence to report crime where they were not previously: both of which would actually be a success.

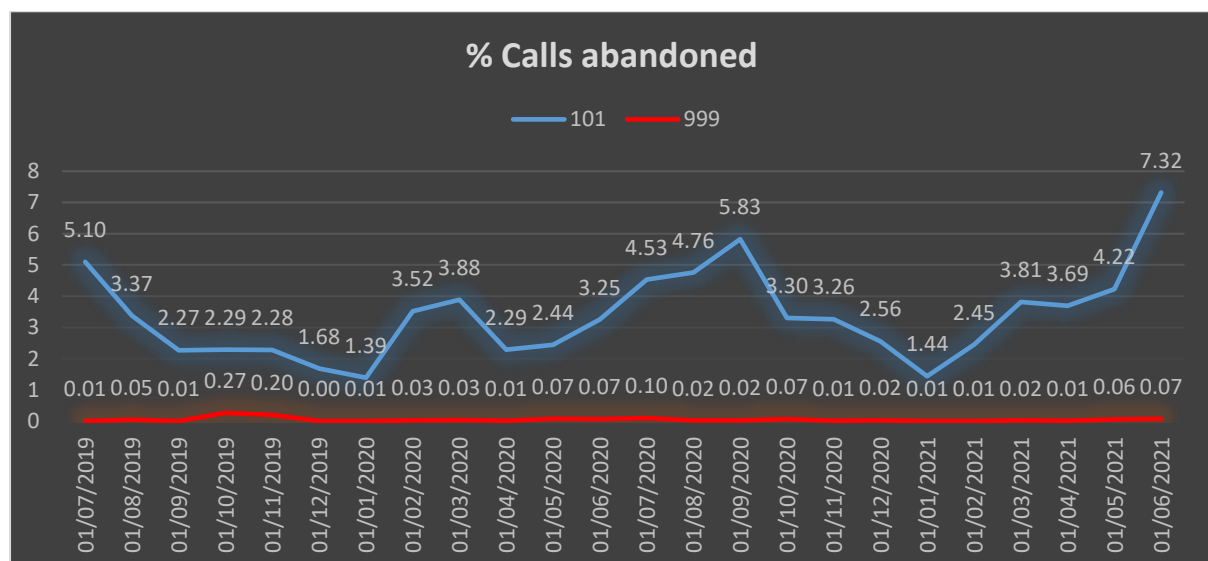
## Performance by outcome

### People are safe

Measure	Current performance	Trend	Grading
999 abandonment rate % of all calls	0.05	Stable	Exceeds expectations
101 abandonment rate % of all calls	5.10	Stable	Meets expectations
Timeliness of attendance of calls graded as <i>Immediate</i> % attended within SLA	75.1	Stable	Below expectations
Timeliness of attendance of calls graded as <i>Priority</i> % attended within SLA	57.0	Moderate upward trend	Meets expectations
Timeliness of attendance of calls graded as <i>Routine</i> % attended within SLA	49.7	TBC	TBC
Number of people killed or seriously injured in road traffic collisions <sup>1</sup>	105	Stable	N/A
Numbers of recorded crimes	32,830	Stable	<i>Diagnostic</i>
Demand Complexity	277,316	Stable	<i>Diagnostic</i>
Victimisation Rate Number of victims per 10,000 population <sup>2</sup>	160	Stable	<i>Diagnostic</i>

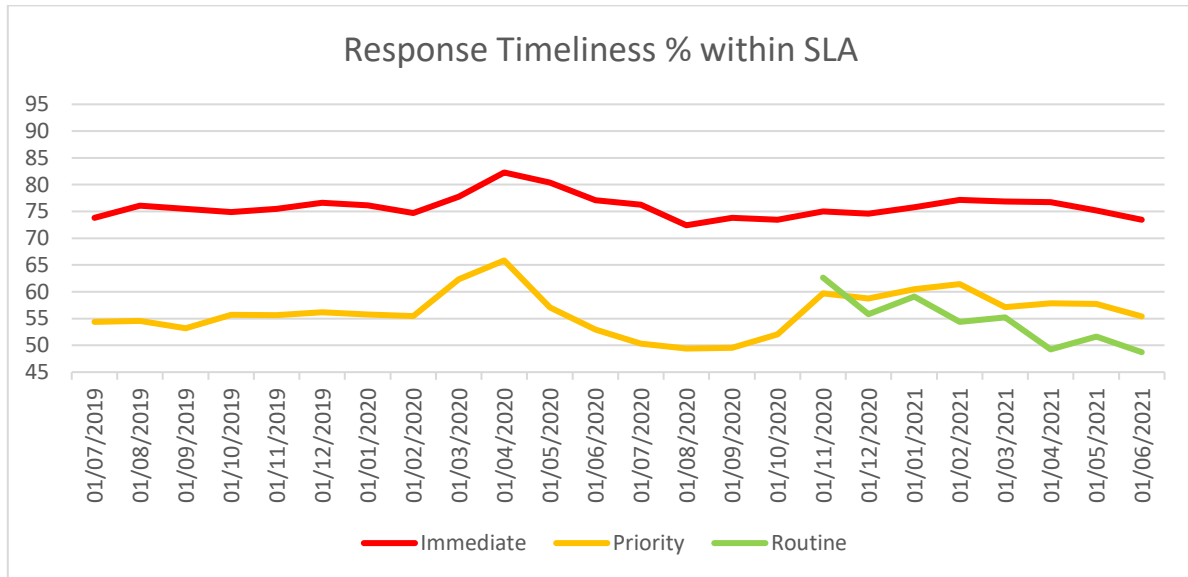
<sup>1</sup>Provisional data

<sup>2</sup>Based on Office of National Statistics 2019 Population Estimates of 1,719,029.



The 999 abandonment rate has increased by 0.04% points but remains stable overall and continues to exceed expectations. The 101 abandonment rate has increased by 2.5% points this quarter.

There have been exceptional numbers of 999 calls nationally across all blue light services. In Avon and Somerset there have only been three quarters across the last five years that have been higher than this quarter. It equated to a 38% increase from quarter four to quarter one.



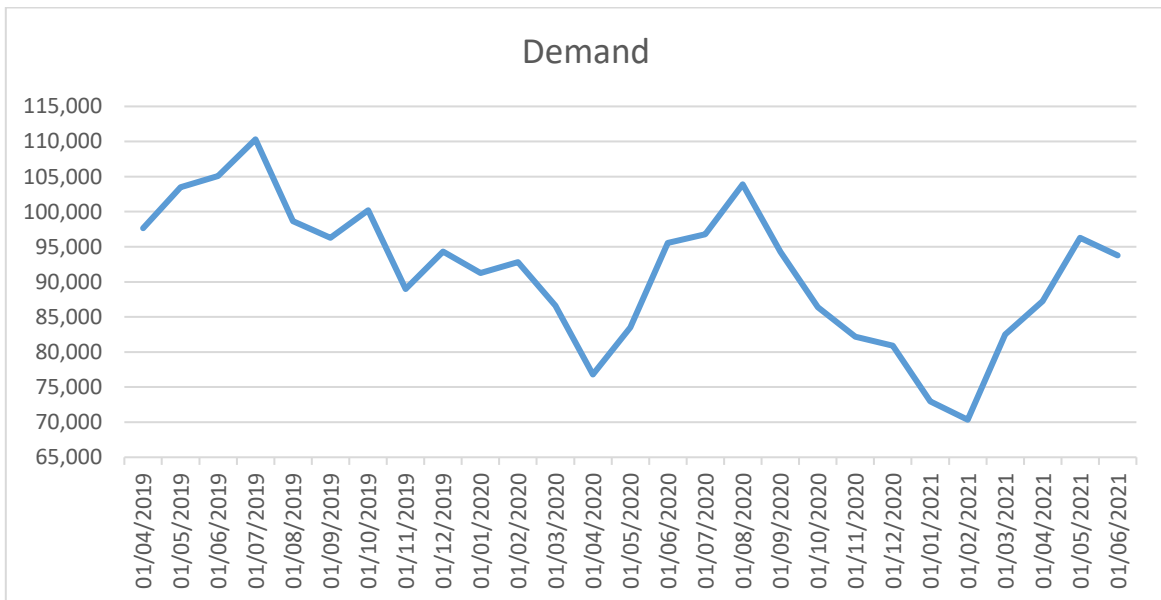
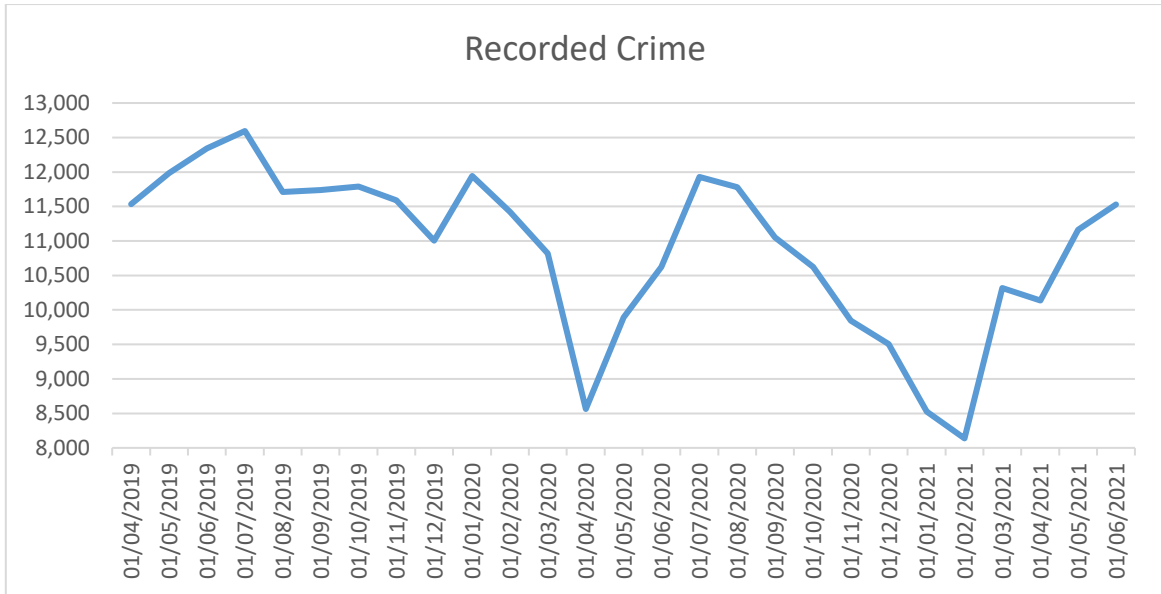
The above graph shows the percentage of calls responded to within the SLA (see Appendix 1 for more information).

Immediate timeliness has reduced by 1.5% points on quarter four which brings it below the expected performance range. Another measure of performance here is median response time: this has seen little change from quarter four to quarter one and remains below 14 minutes.

Priority timeliness has decreased 2.6% points on quarter four but is still within the performance range. This is showing a stable trend over the last two years.

During October 2020 the Constabulary introduced a new call grade in line with national standards. This new 'Routine', grade three, has a 12 hour SLA. As this grade has only been in place eight months there is not yet an expected performance range or any trend. The timeliness has decreased 6.5% on the previous quarter.

The number of people killed or seriously injured on the roads has increased from quarter four to quarter one which was to be expected as road use increased again with the relaxation of COVID-19 restrictions.



In line with seasonal trends crime and demand has increased from quarter four to quarter one. The relative increase is much larger due to relaxation of COVID-19 restrictions across these quarters: they both increased by over a fifth. They are still slightly less than the 'normal' levels in 2018 and 2019.

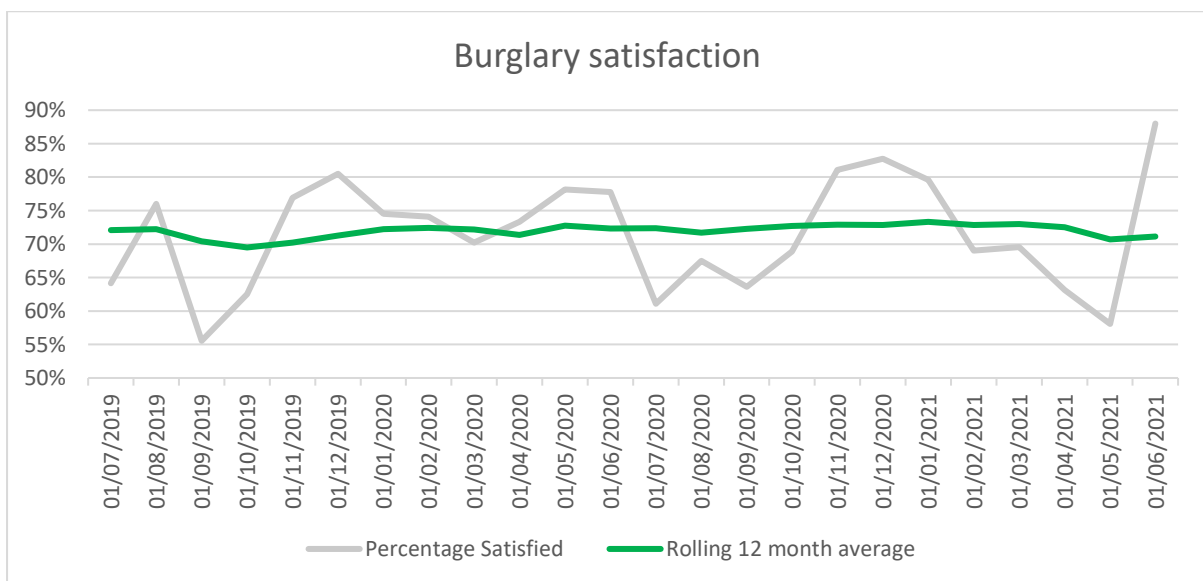


Op Remedy Priority Crime Types – Recorded Crime and Positive Outcome Rate						
Quarter	Burglary - Residential		Drug Trafficking <sup>3</sup>		Knife Crime	
	Crime	PO rate	Crime	PO rate	Crime	PO rate
Q1 2018/19	1,806	4.7%	141	73.9%	639	19.8%
Q2 2018/19	1,616	4.0%	213	79.1%	659	29.2%
Q3 2018/19	1,675	5.0%	144	76.7%	623	26.9%
Q4 2018/19	1,580	3.6%	158	68.6%	708	25.6%
Q1 2019/20	1,579	4.5%	164	70.3%	807	23.8%
Q2 2019/20	1,499	10.2%	203	78.1%	796	30.4%
Q3 2019/20	1,522	6.7%	152	77.9%	809	23.5%
Q4 2019/20	1,501	9.1%	205	74.1%	825	23.9%
Q1 2020/21	1,128	8.8%	188	76.6%	736	28.2%
Q2 2020/21	1,224	6.2%	181	77.2%	876	20.0%
Q3 2020/21	1,205	7.9%	150	76.5%	675	21.6%
Q4 2020/21	1,068	8.5%	162	70.8%	680	23.9%
Q1 2021/22	1,067	7.4%	132	73.5%	915	18.3%
Year						
2018/19	6,677	4.4%	656	75.2%	2,629	25.8%
2019/20	6,101	7.7%	724	75.7%	3,237	25.6%
2020/21	4,625	7.9%	681	75.3%	2,967	23.5%
2 Year Trend	Moderate downward	Stable	Stable	Stable	Stable	Stable

<sup>3</sup>Trafficking includes all drug offences that are not simple possession; including possession with intent to supply (PWITS).

Unlike crime generally residential burglary and drug trafficking did not see an increase in quarter one. There is a significant increase in knife crime but this is in part due to the National Data Quality Improvement Service (NDQIS) which is using an automated programme to help identify knife crimes that may not have been properly tagged.

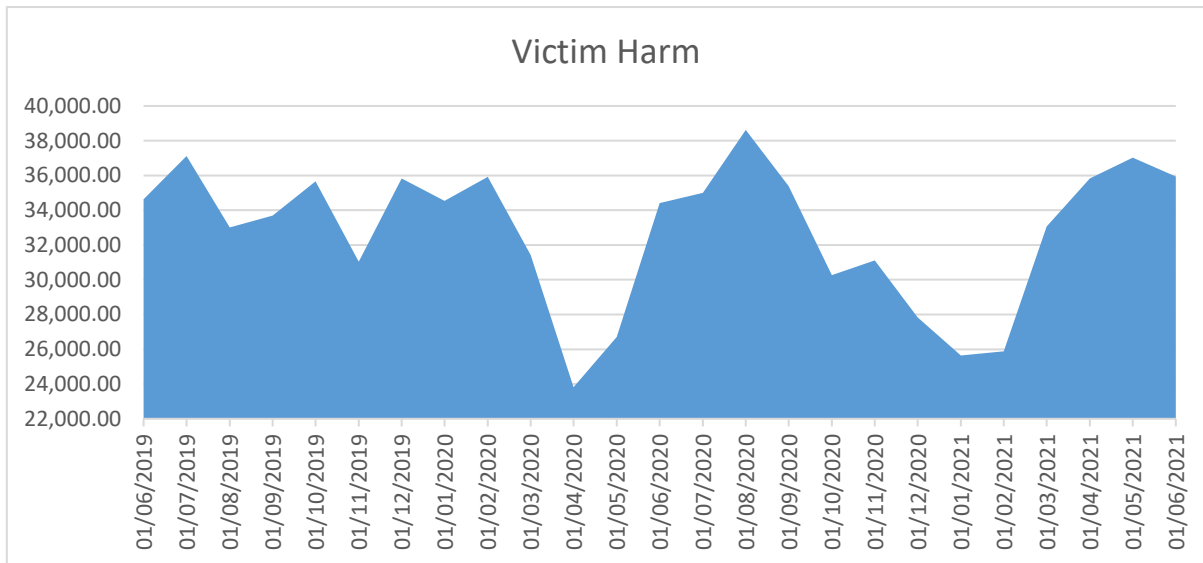
The positive outcomes rates for quarter one of this year are all lower than the previous annual figures in line with overall positive outcome rates for the force.



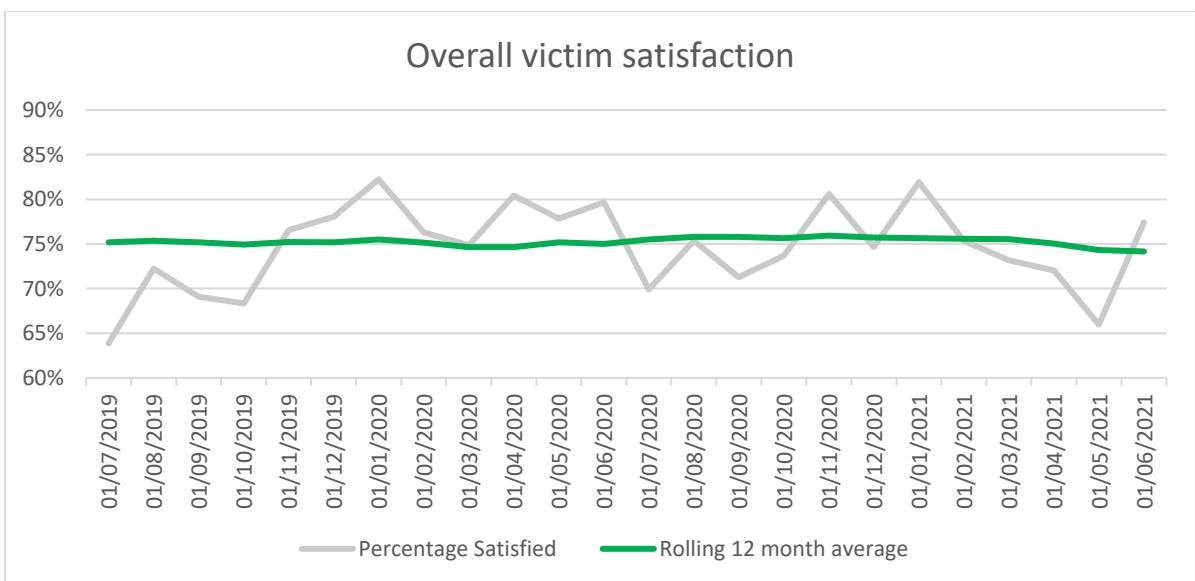
Another objective of Op Remedy was to improve victim satisfaction of burglary. As the above graph shows this has remained stable over the last two years. The rolling 12 month average is 1.8% points lower than the previous quarter.

**Vulnerable people/victims are protected and supported**

Measure	Current performance	Trend	Grading
Harm score victims	108,795	Stable	<i>Diagnostic</i>



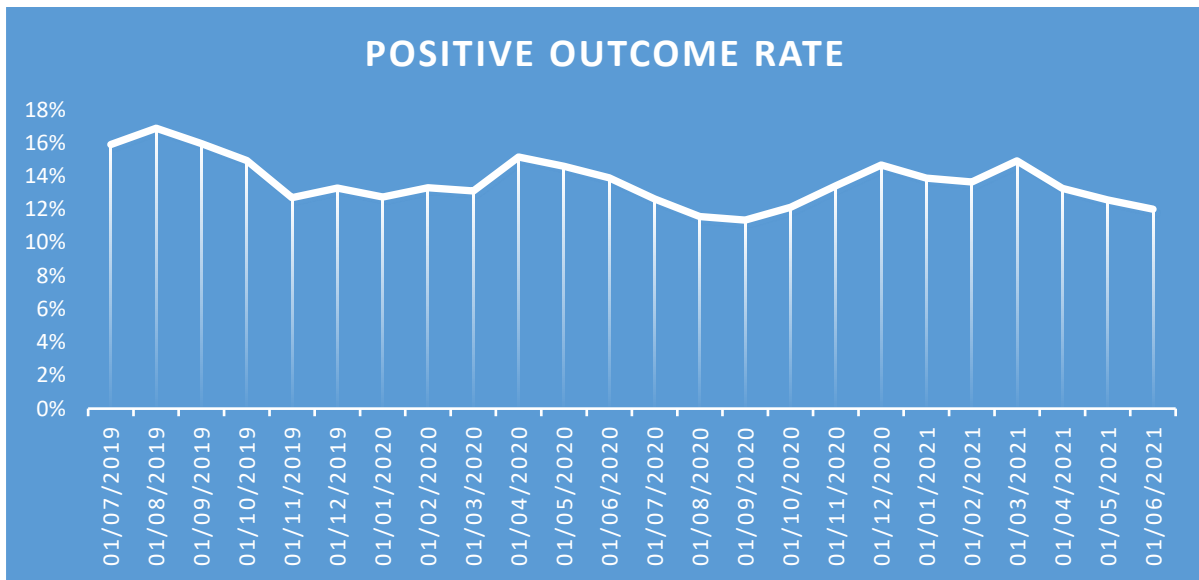
The victim harm level has followed that of crime and demand and seen a significant increase – nearly 29% – from quarter four to quarter one.



Overall victim satisfaction is stable across the last two years. The rolling 12 month average is 1.4% points lower than the previous quarter.

### Offenders are brought to justice

Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	12.6	Stable	Meets expectations
Conviction rate % of all court cases	85.8	Stable	Meets expectations

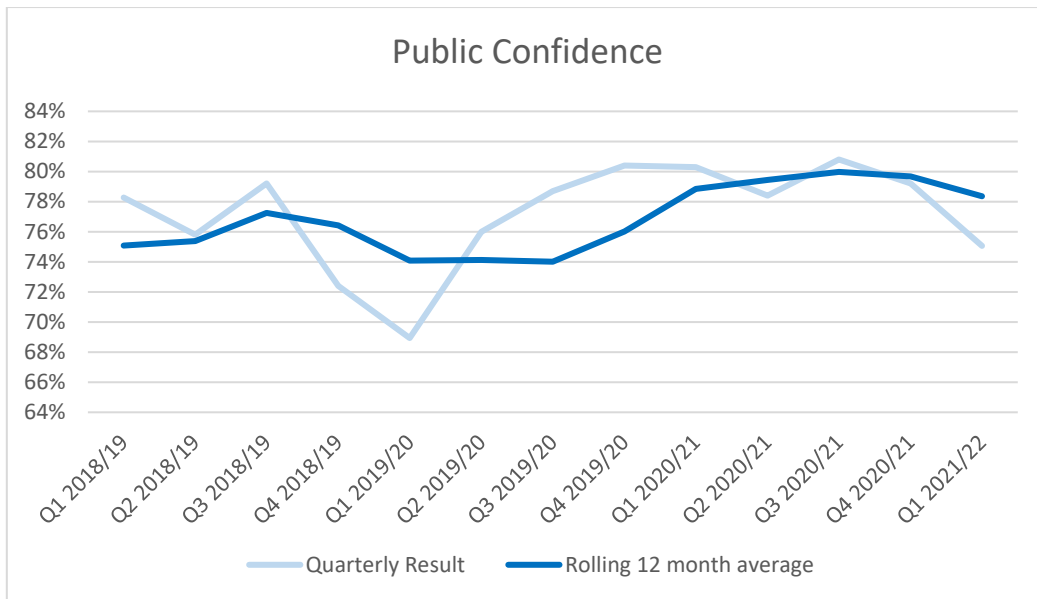


The quarterly positive outcome rate is within range but has decreased 1.6% points on the last quarter. A breakdown of positive outcome rates can be seen in appendix four. The trend remains stable overall but this has been noted as an emerging issue. A more detailed look at positive outcome performance will be brought to the October Police and Crime Board.

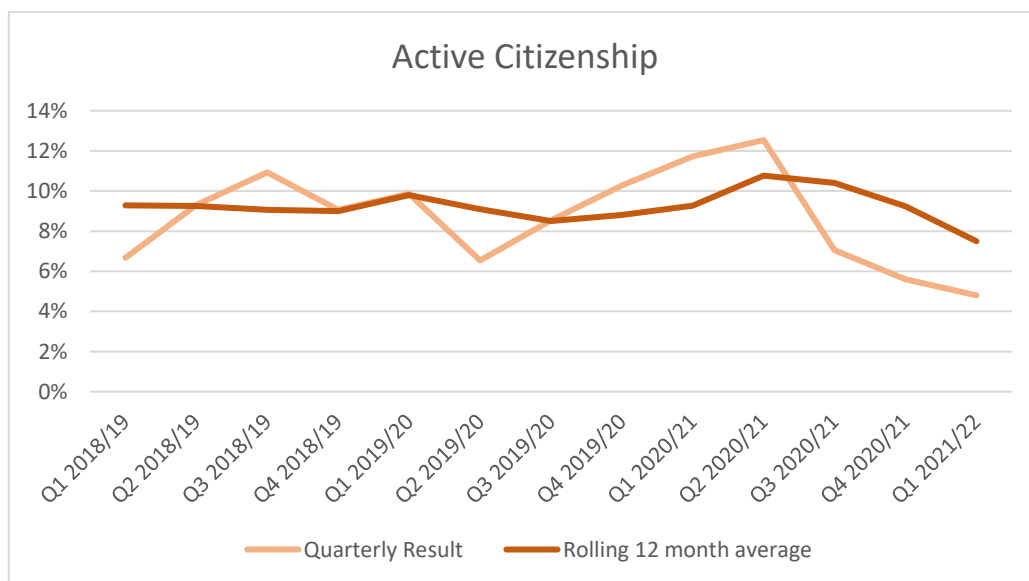
The conviction rate has increased by 0.5% points compared to the previous quarter; this remains within the performance range but remains stable overall.

## People trust the police

Measure	Current performance	Trend	Grading
Confidence in the Police (Local measure) % agree	75.1	Stable	Meets expectations
Active Citizenship % of people engaged	4.8	Stable	Below expectations
Workforce representativeness % Other than White	3.5	Stable	Meets expectations
Workforce representativeness % Asian	0.9	Stable	Meets expectations
Workforce representativeness % Black	0.6	Moderate downward trend	Below expectations
Workforce representativeness % Mixed	1.7	Stable	Meets expectations
Workforce representativeness % Other	0.3	Moderate upward trend	Meets expectations
Disproportionality of Stop Search by ethnicity – Other than White	3.7	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity – Asian	1.6	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity – Black	6.8	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity – Mixed	3.3	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity – Other	4.7	Stable	<i>Diagnostic</i>
Complaints of incivility	39	Stable	<i>Diagnostic</i>



Public confidence has decreased by 4.1% points this quarter meaning that it is back within the performance range and stable across the last three years. This result is more in keeping with the 2019/20 year and correlates with a reduction in visibility.



Active citizenship has seen another decline this quarter reducing by 0.8% points. This is now below the expected performance range and the rolling 12 month average is the lowest it has been. Citizens in policing is the subject of the assurance report for October Police and Crime Board so this can be scrutinised more in that meeting.

The following comments are based on a comparison of quarter one this year to quarter one of last year. The number of people who identify as Asian, Mixed or Other have all grown in the last year. However in percentage terms this shows little difference. The Other group is the only one that has showed consistent growth. The number of the workforce that identify as Black has remained stable

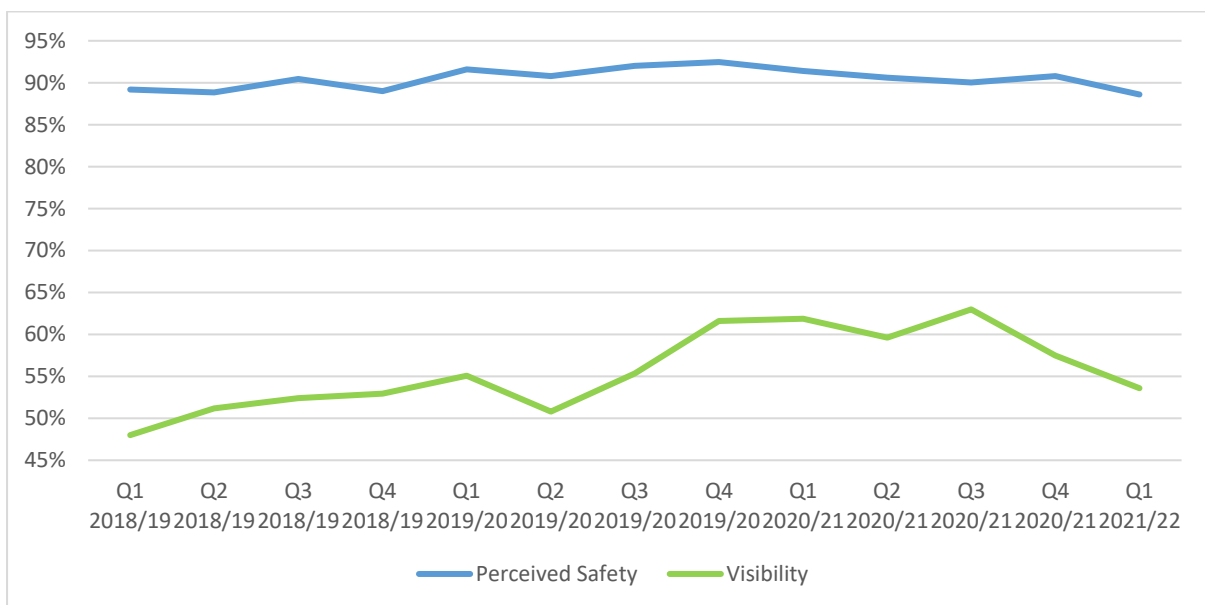
across the year. Because of the overall growth of the workforce this means the relative figures have decreased from 0.64% to 0.57%. This continues to be a focus for the PCC and Constabulary.

This quarter, disproportionality of Stop Search has reduced for all groups except the Other group. It should be noted the increase in this group only represents 3 additional Stop Searches. The use of Stop Search is scrutinised internally and externally through the independent Scrutiny of Police Powers Panel; which consists of local residents. The Constabulary also publish a quarterly [Stop and Search Bulletin](#), with more detailed information, for public view.

Complaints of incivility have decreased from 41 to 39 this quarter. The rolling 12 month average is 151 which is the lowest level since March 2020.

### People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	88.6	Stable	Meets Expectations
Police Visibility % Agree	53.6	Stable	<i>Diagnostic</i>



Perceived safety has reduced by 2.2% points this quarter; primarily driven by a decrease in feelings of safety after dark.

Police visibility has decreased 3.9% points this quarter and flattens the gains over the last year. However the three year trend is still moderately upward.

## Appendix 1 – Explanation of measures

Timeliness of attendance – calls to the police are graded based on threat harm and risk. There is a service level agreement (SLA) for each grade which states how long attendance should take (below). It is important to note that the SLAs are defined by the Constabulary, not mandatory, and intended to be challenging rather than having a longer SLA which would have greater compliance.

- Immediate – 15 minutes for urban areas and 20 minutes for rural areas
- Priority – 1 hour
- Routine – 12 hours

Demand Complexity – this is measure of demand into the police counting the number of incidents (not just recorded crime): each crime has a harm value and non-crime incidents have a value based on how much time that type of incident takes to deal with. This is a much more accurate picture of demand than simply counting crimes or incidents or calls.

Harm score victims – individual victims are given a harm score based on the amount and type of offending they are known or suspected to have been the victim of. This is the total score for all victims in Avon and Somerset. Please note that quarter four 2019/20 the total harm scores changed retrospectively so it will look different compared to previous reports.

Positive Outcome rate – positive outcomes are counted as Home Office defined outcomes 1-8 which are: charge/summons, cautions/conditional cautions for youths or adults, offences taken into consideration, the offender has died, penalty notice for disorder (PND), cannabis/khat warning, community resolution. From July 2019 an additional outcome 22 was introduced which counts as a positive outcome; this is diversionary, educational or intervention activity, resulting from the crime report, has been undertaken and it is not in the public interest to take any further action.

Conviction rate – A conviction is an admission or finding of guilt at Magistrates or Crown Court, including both custodial and non-custodial sentences, and is counted based on the offender not the number of offences.

Public Confidence – this is based on the local Police and Crime Survey which is a telephone survey of 750 Avon and Somerset residents each quarter.

Active Citizenship – this is the % of the population that are either Special Constables, volunteers or cadets.

Disproportionality of Stop Search – this looks at the number of people subject to stop and search, based on the five high level ethnicity groups, as a percentage of the population of those respective categories in Avon and Somerset (based on 2011 Census data). The figure displayed is the ratio of how many times more were stopped if they were Asian, Black, Mixed or Other (collectively called Other than White) compared with if they were White. An important point of note about the data is that the stop and search data is current but this is being compared to population data from 2011 – in this time period the demographics of the areas will undoubtedly have changed and the actual ratio will be different.

Police Visibility – this is based on the question in the local survey of *when did you last see a police officer or a police community support officer in your local area?* This is percentage of respondents that have seen an officer within the last month (or more recently).

## Appendix 2 – Expected Performance Ranges

Measure	Expected Performance Range
999 abandonment rate % of all calls	0.29-0.10
101 abandonment rate % of all calls	5.99-3
Timeliness of attendance of calls graded as <i>Immediate</i> % attended within SLA	76-78.99
Timeliness of attendance of calls graded as <i>Priority High</i> % attended within SLA	52-57.99
Positive Outcome rate % of all offences	10-15.99
Conviction rate % of all court cases	83-87.99
Confidence in the Police (Local measure) % agree	70-79.99
Active Citizenship % of people engaged	9-11.99
Perceived Safety % Feel safe in local area	85-88.99



**Appendix 3 – Recorded crime by offence group**

Quarter	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
Q2 2018/19	3,846	2,536	771	519	229	4,725	383	1,137	7,483	2,497	11,172	35,298
Q3 2018/19	3,915	2,522	736	411	183	3,967	423	965	7,155	2,814	10,266	33,357
Q4 2018/19	3,781	2,398	716	512	214	3,796	372	1,058	6,801	2,484	10,450	32,582
Q1 2019/20	3,852	2,330	885	515	251	5,125	451	1,273	7,388	2,699	11,091	35,860
Q2 2019/20	3,837	2,264	931	466	255	5,381	420	1,038	7,386	2,522	11,540	36,041
Q3 2019/20	3,969	2,244	988	461	230	4,420	518	1,009	6,594	2,771	11,173	34,383
Q4 2019/20	3,857	2,195	942	622	233	4,547	477	1,069	6,289	2,643	11,300	34,179
Q1 2020/21	3,052	1,598	1,127	625	248	4,699	363	886	4,128	1,587	10,763	29,077
Q2 2020/21	3,913	1,725	905	534	241	5,622	474	1,059	5,619	2,104	12,557	34,763
Q3 2020/21	3,693	1,657	874	540	185	4,039	347	945	4,928	2,474	10,284	29,973
Q4 2020/21	3,095	1,463	921	573	211	3,746	255	970	3,707	1,990	10,034	26,978
Q1 2021/22	3,530	1,480	716	572	211	5,307	388	1,304	4,697	2,234	12,386	32,830
Year	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
2018/19	15,283	10,083	2,978	1,912	838	17,381	1,491	4,303	29,138	10,520	42,947	136,874
2019/20	15,515	9,033	3,746	2,064	969	19,473	1,866	4,389	27,657	10,635	45,104	140,463
2020/21	13,753	6,443	3,827	2,272	885	18,106	1,439	3,860	18,382	8,155	43,638	120,791
2 Year Trend	Stable	Moderate downward	Stable	Stable	Stable	Stable	Stable	Stable	Moderate downward	Stable	Stable	Stable

**Appendix 4 – Positive outcome rate by offence group**

Quarter	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
Q2 2018/19	9.3%	6.2%	73.2%	17.1%	59.1%	11.0%	8.9%	8.9%	12.3%	2.2%	14.4%	12.8%
Q3 2018/19	13.2%	7.1%	65.9%	23.9%	51.2%	14.2%	9.4%	7.3%	14.5%	2.5%	15.0%	14.3%
Q4 2018/19	9.2%	5.2%	59.7%	20.0%	54.6%	10.7%	9.2%	7.7%	11.4%	2.6%	13.0%	11.5%
Q1 2019/20	8.0%	6.1%	46.3%	20.8%	48.5%	8.3%	5.2%	5.8%	10.1%	2.0%	10.1%	9.6%
Q2 2019/20	14.1%	12.0%	75.6%	24.4%	58.4%	12.5%	12.1%	7.9%	16.9%	4.7%	16.2%	16.2%
Q3 2019/20	9.8%	8.9%	75.2%	27.8%	52.9%	12.1%	13.2%	9.6%	13.9%	2.7%	13.5%	13.7%
Q4 2019/20	9.7%	8.5%	71.7%	19.2%	52.5%	11.4%	14.3%	8.2%	13.4%	3.5%	11.8%	13.1%
Q1 2020/21	10.9%	9.8%	74.0%	13.7%	54.6%	11.5%	15.4%	8.2%	12.5%	6.2%	13.2%	14.6%
Q2 2020/21	9.0%	8.8%	74.1%	13.0%	51.0%	10.2%	11.3%	9.3%	9.1%	3.1%	11.8%	11.9%
Q3 2020/21	9.6%	8.0%	74.4%	16.2%	58.2%	13.0%	17.3%	9.1%	10.7%	3.0%	13.0%	13.4%
Q4 2020/21	11.4%	9.5%	64.2%	20.7%	52.3%	13.7%	16.2%	8.1%	12.0%	4.1%	13.3%	14.2%
Q1 2021/22	9.9%	8.8%	72.6%	14.5%	52.9%	10.8%	8.7%	8.1%	9.2%	2.4%	13.1%	12.6%
Year	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
2018/19	9.9%	6.0%	66.8%	20.8%	53.2%	11.1%	9.2%	7.8%	12.4%	2.1%	13.6%	12.3%
2019/20	10.4%	8.9%	69.4%	22.9%	53.6%	11.2%	11.6%	7.9%	13.7%	3.2%	13.1%	13.3%
2020/21	10.1%	9.0%	71.7%	16.0%	54.1%	12.0%	14.9%	8.6%	11.0%	4.0%	12.8%	13.5%
2 Year Trend	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Moderate downward	Stable	Stable	Stable

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**Panel Work Programme 2021/2022**

<b>Date PCP Meeting</b>	<b>Business (does not include standing items, see end of page)</b>	<b>Notes</b>
24 <sup>th</sup> June	Annual General Meeting and Confirmatory Hearing	Confirmation of Temporary Chief Constable pending formal recruitment
24 <sup>th</sup> June	PCC Annual Report Panel Annual Report Work Programme Report – for Panel consideration/approval Estates Strategy – principles	Commissioning Strategy, Green Strategy and COVID (learning and response highs and lows) – to be incorporated into PCC Update Report
15 <sup>th</sup> September	New Member training	Police HQ
22 <sup>nd</sup> September	Confirmatory Hearing – Chief of Staff	
22 <sup>nd</sup> September	Latest Performance information	Various levels of additional performance information have been previously agreed and discussed further in a planning meeting with the OPCC on 18 <sup>th</sup> May 2021.

	<p>Assurance Reports Cybercrime</p> <p><b>Taser App Demonstration including data around use of powers and minority communities.</b></p>	<p>Quarterly Strategic Priority Briefings – this mechanism will now cease following a review by members last year and recent discussions with the OPCC.</p> <p>Assurance Reports – these will continue across the year..</p> <p>Recruitment – remains a standing item in the PCC Update report</p> <p>Operation Remedy – extended for a further 12 months. Performance monitoring will continue to ensure outcomes can be tracked against public expectations and investment.</p> <p>PCC Review - <u>The Specified Information Order</u> currently places a duty on PCCs to publish certain information within specified timeframes, to ensure the public have the information they need to hold their Commissioner to account at the ballot box. The Home Office has amended the Specified Information Order to require PCCs to provide a narrative on force performance against the Government’s crime measures and HMICFRS force performance reports. The Panel will be provided with the relevant data.</p> <p>Agreed at the 24<sup>th</sup> June meeting.</p>
26 <sup>th</sup> October	Confirmatory Hearing Deputy PCC	

26 <sup>th</sup> October	PCC's presentation of the draft Police and Crime Plan	Panel Members were sent the link to the survey and the consultation document and Police and Crime Needs Assessment in July.
25 <sup>th</sup> November	Confirmatory Hearing Chief Constable	<b>NB: this meeting is taking place at County Hall followed by the briefing below.</b>
25 <sup>th</sup> November (Private briefing)	First consultation on the Budget led by the OPCC Chief Financial Officer Paul Butler in the form of a presentation followed by member questions.	The session must be attended by all Panel Members. It provides opportunity for the Panel to consider the OPCC's planning assumptions and forecasts ahead of the draft Medium-Term Financial Plan which will be presented to the Panel in December. Final report/Precept Proposal 3 <sup>rd</sup> February.
9 <sup>th</sup> December	<p><b>Scrutiny of the Budget/Draft Medium Term Financial Plan</b></p> <p><b>Assurance report – Operation Remedy</b></p> <p><b>Presentation of the final Police and Crime Plan</b></p> <p><b>Integrated Offender Management</b></p>	<p><b>Proactive Scrutiny topic.</b> HMICFRS has tasked PCC's with ensuring relevant partners and services are involved in the delivery of IOM. The PCC funded a review and the Panel was provided with the outcome document and plans to design a new way of IOM delivery for Avon and Somerset.</p>
3 <sup>rd</sup> February	<b>Formal Review of the Budget and Precept Proposal</b>	

	<b>Chief Constable Presentation</b>	
11 <sup>th</sup> March	<b>Assurance Reports – Serious Violence and RASSO Action Plan</b>  <b>Panel Budget/Costs report</b>  <b>Panel review of this year’s work programme/looking ahead</b>	RASSO report deferred to this meeting from September.
Proposed date Wed 30 <sup>th</sup> March 2022	<b>Serious Violence</b>	Proactive Scrutiny Topic. Consider in the context of the Police and Crime Plan, VRUs, Rape and Serious Sexual Offences (RASSO) Action Plan and Operation Bluestone.

#### Standing reports to each meeting:-

- Commissioner’s Update Report – report on PCC activities/key decisions. Standing updates on Fire Governance, Estates and recruitment
- Work Programme – fluid and presented for noting or approval following amendment
- Performance Monitoring Reports
- Complaints Report – Monitoring arrangements for dealing with complaints against the Commissioner



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

**22 September 2021**

### **REPORT OF THE CHIEF EXECUTIVE**

#### **COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER & DEPUTY POLICE AND CRIME COMMISSIONER**

##### **PURPOSE OF THE REPORT**

1. To provide members of Avon and Somerset Police and Crime Panel with oversight of all complaints made against Avon and Somerset Police and Crime Commissioner and Deputy, for scrutiny of the initial handling by the Chief Executive of Avon and Somerset Police and Crime Commissioner's Office.

##### **BACKGROUND**

2. Avon and Somerset Police and Crime Panel (the Panel) is the Appropriate Authority to handle complaints against the conduct of 'Relevant Office Holders', being Avon and Somerset Police and Crime Commissioner (PCC) and Deputy PCC according to statutory regulations of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 and as referred to in the Police Reform and Social Responsibilities Act 2011, section 31 and schedule 7.
3. However, the initial handling, which includes categorisation, recording decision-making, referral of criminal allegations to the Independent Police Complaints Commission (IPCC), disapplication decision-making, and responding to the complainant in the first instance, has been delegated by the Panel to the Chief Executive in the Office of Avon and Somerset Police and Crime Commissioner, with scrutiny and oversight of all complaints and any escalation for informal resolution, remaining with the Panel.

##### **SUMMARY OF COMPLAINTS RECEIVED**

4. There have been 2 new complaints since the last Police and Crime Panel with 1 relating to the former PCC Sue Mountstevens.
5. There has been 1 new complaint against PCC Mark Shelford received via the IOPC that was handled by the panel. Further dissatisfaction regarding a resolved complaint was also received by the panel, recorded and resolved by means of explanation.
6. All complaints to date have had Panel oversight, including those solely handled by the PCC's Chief Executive Officer.
7. All electronic complaint files are available at the PCC's office for viewing by the Panel, if requested. The document retention period is in accordance with the published Record Retention Policy and this is currently six years.

## PCC COMPLAINTS IN RESPONSE TO REVIEWS

8. A process has been discussed for management of these complaints in relation to Reviews and submitted to the Complaints sub-committee for their approval.

## SUPER COMPLAINTS

9. Hestia put forward as super complaint based on a report entitled Underground Lives. Further information on the complaint and the report can be found [here](#). It raises various concerns about the police response to modern slavery, including how police identify, deal with and support victims of modern slavery, and how modern slavery crimes are investigated.

It makes a number of recommendations however recommendation 4 in the report is directly aimed at Chief Constables and PCC's to:

*Work together to understand the support needs of victims of modern slavery crimes. They should provide appropriate support within their respective remits to augment the national provision so that victims feel safe and empowered to remain involved in any investigations. This should focus on what support should be available before and after National Referral Mechanism (NRM) referral as well as alternative provision available for those declining NRM referral.*

This recommendation will be taken on and worked through between the OPCC and ASC.

10. There have been two other super complaints in addition to those that have already been notified to the Panel.
11. Police use of protective measures in cases of violence against women and girls  
This was published in April 2019 and assessed as eligible for investigation in July 2019.  
It was submitted by the Centre for Women's Justice and they believe the police are not properly using powers available to them that would otherwise protect women:
  - Failure to impose bail conditions
  - Failure to arrest for breach of non-molestation orders
  - Failure to use of Domestic Violence Protection Notices and Orders
  - Failure to apply for Restraining Orders
12. Force response to police perpetrated domestic abuse. This was published in Sept 2020 and has been assessed as eligible for investigation.  
It was also submitted by the Centre for Women's Justice and it states where DA is perpetrated by police officers "*there is such a risk of policing systems being abused, that this should be reflected in special arrangements for such cases*".

## EQUALITY IMPLICATIONS

13. There are no equality implications arising from the handling of complaints against Avon and Somerset PCC. The protected characteristics of complainants are not necessarily known, and all complaints are logged and published in an open and transparent manner.

## **RECOMMENDATIONS**

14. Members are asked to review and comment on this complaints report and to advise of any recommendations or requests for informal resolution through the statutory process of escalating complaints against the PCC to the Panel.

**SALLY FOX – INTERIM CHIEF EXECUTIVE**

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**COMPLAINTS and CONDUCT MATTERS AGAINST AVON AND SOMERSET POLICE AND CRIME COMMISSIONER AND DEPUTY PCC**

**REPORT TO: AVON AND SOMERSET POLICE AND CRIME PANEL**

**Date: 22<sup>nd</sup> September 2021**

No.	Date rcvd / log no.	Summary	Recorded?	Handled by	Outcome	Live or Closed
<b>COMPLAINTS and CONDUCT MATTERS AGAINST FORMER AVON AND SOMERSET POLICE AND CRIME COMMISSIONER SUE MOUNTSTEVENS</b>						
69.	17/08/2021	Direct to PCC: <ul style="list-style-type: none"> <li>Your case was sent to PCC Mountstevens on multiple occasions and the former PCC never delivered on her promise and failed to handle/investigate the matter</li> </ul>	Yes	CEO	Initial acknowledgment sent, investigation ongoing to establish actions taken by former PCC at the time.	Open
<b>COMPLAINTS and CONDUCT MATTERS AGAINST AVON AND SOMERSET POLICE AND CRIME COMMISSIONER MARK SHELFORD</b>						
66.	10/05/2021	Direct to PCC: <ul style="list-style-type: none"> <li>Mark Shelford is abusing his previous privileges as a councillor. Look at this Webb site for blatant examples of cronyism to access senior leaders or local authority departments in order to promote companies and "open doors".</li> <li>He is not fit to stand as police and crime commissioner. This is wrong and the audacity and blatant statements concerning 'introductions and opening doors' is staggering.</li> <li>His experience and previous positions have also been greatly exaggerated. He is exploiting his previous position and breaking codes of conduct.</li> </ul> Further communication to panel on 16 <sup>th</sup> Aug 2021 <ul style="list-style-type: none"> <li>The company Shelford Warren continues to trade and the website includes the PCCs name and mobile phone number</li> </ul>	Yes	CEO	Local resolution by means of explanation.  Further explanation provided by panel to confirm resignation	Closed

68.	12/07/2021	Direct to IOPC: <ul style="list-style-type: none"><li>The PCC wrote to you stating that he would respond within 30 days and you did not receive a response within this timeframe</li></ul>	Yes	CEO	Local resolution by means of explanation.	Closed
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