

**AVON AND SOMERSET POLICE AND CRIME PANEL
COMMISSIONER'S UPDATE REPORT
9 DECEMBER 2021**

The following briefing provides an update for Panel Members on key activities since the last Panel meeting on 26 October 2021. This report reflects the position as at 22 November 2021. A summary of key highlights for consideration by Panel Members is set out below:

EXECUTIVE SUMMARY

Oversight / Scrutiny:

- **Covid 19:** shift from 'critical incident' to 'business as usual' approach, maintaining a focus on Covid-safe policies and behaviours and retaining the Command structure.
- **Standing issues for Panel oversight:**
 - a) **Uplift:** on track to hit local target by March 2022 (subject to policing settlement outcome);
 - b) **Op Remedy:** stand-alone Assurance Report to be presented to this meeting;
 - c) **Estates:** review of Estates Strategy ongoing, project mandate for South Somerset to PCC in January, contractor appointed for Lewes House (Bath);
 - d) **Fire Governance:** Fire Reform White Paper awaited.

Delivery of Initial PCC Priorities:

- **Police & Crime Plan** – Final Plan to be presented to this meeting, development of local plans to commence in the New Year.
- **Key appointments** – Panel approval sought for extension of CFO contract to June 2022; Deputy Chief of Staff appointment to support transition with new Chief of Staff.

Response to issues raised by Panel Members:

- **Citizens in Policing:** analysis of survey data to explore low levels of engagement.
- **Lighthouse Safeguarding Unit:** review of demand challenges and ways of working ongoing. Due to report in March 2022.
- **Lammy Review:** final report, containing 80 recommendations, to be presented to A&S Criminal Justice Board in December.

OPCC Business Update:

- **Consultation & Engagement:** precept consultation approach reviewed following Panel feedback. Welcome support in circulating, especially to under-represented groups.
- **Partnerships & Commissioning:** Violence Reduction Units, Reducing Reoffending, Victim Service & Criminal Justice updates; new funding secured from Safer Streets VAWG fund and VRU fund for trauma-informed approaches and education inclusion.
- **Governance:** Scrutiny Panel findings, Complaints Overview.

National updates:

- **PCC National Economic & Cyber Portfolio** – introductory scoping meetings ongoing, postcard to older people planned to highlight risks and how to keep yourself safe.
- **PCC Review** – Part 2 ongoing focusing on PCC role in partnership working; guidance published on Specified Information Order – first iteration to be presented to Panel at this meeting.

1. OVERSIGHT / SCRUTINY

COVID -19 - Oversight of the Constabulary position:

The force has returned to a more 'business as usual' approach its response to the Covid-19 Pandemic, however, the high level Gold and Silver Covid Command arrangements remain in place.

For the last 4 weeks, there has been an average of approximately 70 people with Covid in force, this has remained reasonably steady since a large rise which was in line with the increase seen in community transmission at the start of October. The majority of staff affected have been working from home. Vaccination status is recorded in a central system with current status as follows:

1st vaccination – 941 (-11)

2 Vaccination – 3971 (+7)

Not vaccinated – 777 (-3)

The organisation continues with the policy to work from home unless operationally necessary and this will continue as required. However, some departments do require staff and officers to be in the offices more than others and the policy allows this flexibility. The force continue to ask people to wear masks when moving around the buildings and when double crewed in vehicles. Also to ensure that people are taking lateral flow tests when moving between teams and twice weekly. Regular communications continue to raise awareness to maintain Covid safe behaviours.

Below are the current Covid figures for the local authority areas:

CoVid Cases per 100,000 (% change in number of cases)	
South Glos	551.7 (up 21.0%)
BaNES	504.2 (up 9.4%)
Bristol	413.9 (up 7.2%)
N Somerset	415.6 (up 7.6%)
Somerset	443.2 (up 4.6%)

Operation Uplift – STANDING ITEM

Whilst officer leaver numbers have increased slightly (a pattern reflected nationally), the force has adjusted recruitment plans and expects to hit the local target of 3,155 officers by 31st March 2022 (3,105 national target), and the 3,285 target for 1st March 2023. These targets are subject to confirmation when the final settlement is announced in December.

Estates – STANDING ITEM

The comprehensive programme reviewing the current estate strategy and principles is continuing. As part of this, a project mandate for the South Somerset Project, which includes Yeovil, will be presented to the PCC in January. The partnership approach at Lewes House, Bath has moved forward to the point where a contractor for the works is expected to be appointed at the end of November.

2. DELIVERY OF INITIAL PCC PRIORITIES

Police & Crime Plan

The Police and Crime Plan has been amended in response to feedback from the Panel and consultation with partners. The final Plan will be presented to the Panel at this meeting, together with a table setting out the response to recommendations made by the Panel. The Police and Crime Plan Programme Board continues to meet monthly as the primary plan is finalised and work begins in the New Year to develop local plans.

Key Appointments

Work continues on key appointments. A new Chief of Staff has been appointed following a successful confirmation hearing held on 22 September. Alice Ripley will start with the OPCC on 4 January 2022. Selections days for the Chief Constable appointment were held on 3 and 4 November. Sarah Crew has been appointed following the confirmation hearing on 25 November. The support of Panel Members in observing and participating in the key appointment processes has been greatly appreciated.

The PCC has sought support from the Panel to extend the term of the current interim Chief Finance Officer until June 2022 to allow for the new Chief of Staff to be involved in the appointment process for a substantive post. The PCP Chair has been consulted and this matter will be brought to the Panel for approval at the meeting on 9 December.

An internal process has commenced to appoint a Deputy Chief of Staff. The new Deputy Chief of Staff will support the new Chief of Staff settle into post, be responsible for the leadership and management of the OPCC team and provide support for the statutory monitoring officer duties to ensure effective corporate governance. The appointment term proposed is a full time post for a 12 month fixed term contract. Given the timing and context of the requirements of this short term post, the focus for candidates in this time limited role will be internal to OPCC. The new Chief of Staff, the PCC and the OPCC team require stability and continuity of leadership. The PCC has consulted the PCP Chair and they are supportive of the appointment.

3. Response to issues raised by Panel Members:

Active Citizenship

It was noted at the last meeting that active citizenship, as measured through the local survey, had reached an all-time low. It is important to understand the question and responses that can be recorded.

In the last 12 months, have you attended or been involved in any of the following activities?

- 'Watch' meetings such as Neighbourhood Watch, Farm Watch or Business Watch
- Other police or council Neighbourhood Meetings or forums
- Volunteering as a Special Constable
- Volunteering in another policing or community safety related way
- Community Speedwatch
- Police webchats

The reference to the last 12 months is important because you would therefore expect the lowest data points to be seen when a whole year, of living with COVID-19, has passed. This was quarter 1 of 2021/22. Quarter 2 shows a small increase from 4.8% to 6.1%.

The biggest proportion of active citizens, measured in this survey, are those who take part in Watch or other meetings and we know these would have stopped and/or paused because of COVID-19 restrictions. This is important to note as these are not covered by the central Citizens in Policing (CiP) Team in the Constabulary and were not part of the assurance report that came to Police and Crime Board.

However the report did show that the pandemic overall had a significant impact on CiP with face-to-face meetings and activities suspended. The exception to this was Special Constables where a number of individuals were able to do many more hours during the pandemic.

The Constabulary have now got in place an enhanced structure to support the CiP agenda moving forward. CiP is also part of the new Police and Crime Plan which will ensure there is continued scrutiny in this area.

Lighthouse Safeguarding Unit

As members will be aware at the end of the summer the OPCC and Constabulary jointly commissioned a review into the Lighthouse Safeguarding Unit, following a long period where the department had seen a large increase in referrals and been unable to contact victims in a timely fashion (and in accordance with the OPCC service level agreement). Since 2018 when the Lighthouse Victim Care unit was merged with the Safeguarding unit there has been a 120% increase in demand. Covid has also had a significant impact on the criminal justice process, with many trials taking longer to be listed, which means that staff are retaining victim contact for a much longer period of time than was originally envisaged.

The main purpose of the review is to consider ways of working and demand and recommend a sustainable service model moving forwards. The table below outlines the current timeline for the review.

PHASE	ACTIVITIES & DELIVERABLES	TIMESCALE
Phase 0: Scoping	<ul style="list-style-type: none"> Assessment of victim and witness needs. Practitioner workshops to identify pinch points in the LSU. 	Sept 21 – Dec21
Phase 1: Record LSU ‘as-is’	<ul style="list-style-type: none"> Detailed demand data capture. A fully informed ‘as-is’ process flow. A detailed understanding of resource and capacity availability. Internal scrutiny of select cases. Future demand forecasting workshop on the basis of Uplift and other potential demand increases 	Nov 21 – Jan 22
Phase 2: ‘Detailed Analysis’	<ul style="list-style-type: none"> In depth data examination. Identification of root causes to symptoms/issues raised in phase 1. 	Feb 2022
Phase 3: ‘Recommendations’	<ul style="list-style-type: none"> A fully informed ‘to-be’ process flow. A fully evidenced and agreed performance framework. A detailed understanding of resource and capacity availability. Recommendations and agreed action plans for proposed changes. 	Mar 2022

Lammy Review

The draft report, following a two year review into Identifying Disproportionality in the Criminal Justice System in Avon and Somerset, is complete and contains over 80 recommendations to be implemented and overseen through the governance structure of the Avon and Somerset Local Criminal Justice Board, chaired by the PCC. The report is with the OPCC for proofing and editing before it goes to design to be made ready for circulation to the partners for the A&SLCJB meeting on December 9th. There will be an engagement and communications plan, created jointly with Avon and Somerset Police.

4. OPCC BUSINESS UPDATE

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. 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 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.

The 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

The office is preparing to go live with the Avon and Somerset PCC Precept Survey at the end of November. Based on current financial projections, without confirmation of the government grant figure, the survey will ask whether people are willing to pay:

- No increase
- A 2% increase
- A 4.1% increase (equivalent to the maximum £10 additional government has advised PCCs to request)

As with previous consultations we will host on our website, use digital channels in the main for sharing and publicising the survey, but there will also be a postal delivery. In line with our consultation and engagement strategies for 2021/22, a proportion of the postal delivery will be used to target under-represented residents including those from Black, Asian and minoritised communities and those from socio-economically deprived areas, whom an increase may impact more adversely. The majority will be split geographically across the Local Authority Areas and we will use the Indices of Multiple Deprivation to divide the numbers proportionately across each decile from most to least deprived.

We will take the learnings from our previous precept survey combined with some of the learnings from the Police and Crime Plan consultation, including feedback and recommendations from the panel, to ensure we reach as wide and representative a sample of our residents as possible.

Commissioning & Partnerships

Violence Reduction Units (VRU)

Strategic Oversight and OPCC Hub update

The central team (OPCC) have begun planning towards two key mandatory products required under the Home Office grant; this is the annual Strategic Needs Assessment and its accompanying Response Strategy. These documents will review the local profiles for Serious Violence across the force area in order to review the needs and priorities against the work of the VRU's. Each local authority area will complete a local profile, reviewing local data, partnership information and police data to formulate a picture, this will then feed into a forcewide assessment coordinated by the OPCC. These documents will need to be signed off by the Strategic VRU Board in early February.

The last Strategic VRU board was held on 15th September 21. The key points of the agenda were; the introduction of the strategic process map – detailing priorities for action, 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.

As per the discussion at the last Board, Health data sharing, in particular A&E data under the ISTV (Information Sharing to Tackle Violence) guidance, continues to be a challenge to get right in terms of quality. This is being fed up nationally and the Home Office are exploring how they can support VRUs further with this priority focus.

The OPCC organised an input from the Home Office as to the pending Serious Violence Statutory Duty, although helpful to understand more about the time line, they could not provide detail as to what the duty would mean for VRU areas in practice, what resource implications we may need to consider and whether additional reporting requirements against the Duty would need to be met, surplus to VRU reporting. The duty is expected to land Summer 2022. We will continue to liaise with the Home Office and work with Local Authorities to understand it.

There are a number of assurance processes pending on the topic of Serious Violence; firstly the Constabulary will be providing an Assurance paper to PCB and subsequently the Panel to inform the Deep Dive in March. The constabulary are also being inspected on Serious Violence by HMICRFS in early February. Preparations for this have already begun with the force's Inspection and Audit Coordinator and involve the OPCC's strategic role and the VRU's themselves. We also await further planning on the Serious Violence deep dive by the Panel next year.

The OPCC central strategic VRU team are undertaking planning for the potential next year of VRU delivery and how the team resource should be used, this mainly concerns the burden of Home Office reporting and admin but also the Analytical/Evaluative function that is becoming ever increasingly a need and focus of this work. Additionally the lead Commissioning and Policy Officer for the VRU work is due to go on maternity leave in the spring of next year, the OPCC have already engaged in the recruitment process to seek good quality maternity cover for this position. This will be crucial to maintaining and driving this work strand.

Home Office specialist interventions – additional funding

Trauma informed Avon and Somerset - £305k to be spent by 31/03/22

Home Office funding has been secured for a short term project to train 1200 frontline professionals working with young people at risk of serious violence. The 1-day training will explore trauma theory and how the acceptance of a trauma model offers the potential for recovery. By exploring the behaviours that result from trauma it is possible to understand that it is 'what happened' to children and young people that resulted in coping strategies that can be destructive to the individual, family, and society. We are building professionals' resilience and prioritising their own wellbeing so that they can respond with empathy and emotional intelligence. This will be enhanced by an additional half day for managers on how to create a trauma informed workplace which includes looking at policies and procedures and staff welfare and supervision. Training will start on 3rd December and run through to 18th March. A great deal of time has been spent in deciding on when teams to target to invite to the training in order to see and track the maximum impact. Partners from Education, Health, Police, Local Authorities and the Voluntary sector have signed up to be part of this project. Demand has far exceeded capacity and we are exploring ways to extend the offer.

Education Inclusion project - £491k to be spent by 31/03/22

The OPCC and VRUs have secured Home Office funding for an intervention at the 'teachable moment' where a child is at risk of exclusion at school. Each area have devised variations on the model to suit local need and infrastructure. This month 30 referrals were made to the forcewide project, 16 of those are open to support currently and 18 have been supported since it went live. There have been recruitment challenges for some areas, the short window of funding has been the main reason behind this. However all areas have made progress and the project is live. Independent evaluators, Cordis Bright, have been commissioned to complete an evaluation of the process and impact of implementation of the project.

VRU impact – a snapshot

A total of 184 persons were reached through individual specialist interventions funded this quarter, with one in five of these being female. Almost one in ten individuals reached through individual specialist interventions were defined as thirteen year old white males, with almost a third defining themselves as white males between the ages of 13 – 16 years. The most common risk factors (where recorded for those being reached through individual specialist interventions) were being known to social services (11%), known to have been persistently absent/excluded from school (10%) and known to be involved in offending (10%). Almost three quarters of interventions have been delivered by the Bristol Education Inclusion team, which will influence the themes found.

The Home Office have shared figures on their measures of impact; for A&S this shows that there has been a 13% decrease in under 25 NHS admissions for injury with a sharp object in the year to June 2021, compared to the pre-funding year to March 2019. Robbery comparisons for those same periods show a 3% decrease and homicide fell from 16 to 11. They could also show that across the country those who were VRU funded areas had greater reductions against these measures compared to non VRU funded areas, although the causal link cannot be determined, they hypothesised that VRU's had made a difference. It should however be noted that the year to June 2021 included national lockdown measures which impacted the overall crime picture.

Reducing Reoffending

Cranstoun are in quarter two of delivery of the DRIVE project in South Gloucestershire and are focussed on building their case load in particular making sure the various referral routes are working effectively e.g. South Gloucestershire MARAC. We have had a recent quarterly performance management meeting with early data demonstrating a varied case load in terms of age range, DA type etc. Cranstoun also have a well-developed national data set which is very helpful to benchmark our

local progress against. There is a clearer focus on domestic abuse nationally and the commissioning and partnerships team are looking out for and monitoring new and workable funding rounds that we can bid for and secure. Locally, we have put the national delivery lead at Cranstoun in touch with Bristol local authority as we understand Bristol are currently revising their DA perpetrator strategy and related funding in this area.

The Ready for Release programme in HMP Bristol is also in quarter two of delivery and has fast become an integral service for all inmates, the data shows that the service is exceeding our target to increase the number of people into settled accommodation by 70%. By the end of quarter two the service has reported a 75% success rate. Ready for Release see all inmates at the beginning of sentences, during sentences and just prior to release and benefitted 180 inmates during its second quarter of delivery. This is double the figure of Q1 as the service is now embedding fully into the prison establishment and making excellent partnership links in the community which ensures a seamless resettlement transition.

There has been an increased focus on Integrated Offender Management over the past quarter partly due to the planned IOM deep dive, originally planned for December but now has now been postponed until March 2022. There are plans to introduce thorough and meaningful data capture to scrutinise the IOM approach which is going to be based on a national pro forma and which will mean that we can evidence success and identify blocks to progress. We look forward to reporting back on this at the panel meeting in March.

Victim Services

National Funding

The OPCC was pleased to support Local Authority colleagues in the preparation for submissions to the Home Office's third Safer Streets Fund which focused on Violence Against Women and Girls (VAWG) over the summer. [News](#) was recently received that the North Somerset-led bid that also covers Somerset was approved by the Home Office.

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.

Over this period the OPCC also supported a collaborative bid led by Lime Culture CIC to the Home Office's Safety of Women at Night Fund (SWAN) which aimed to improve support for students in the Bristol night time economy working with the universities, victim support services and Police. However this was not funded by the Home Office. The OPCC was pleased however at the success of a separate [bid](#) led by Bristol City Council.

In addition the OPCC remains engaged in many national networks via the Association of PCCs and Victims Commissioner's Office to remain abreast of developments and good practice. More recently the team were pleased to join the newly formed National Independent Sexual Violence Advisor (ISVA) Commissioner Network.

Local funding

Work over the reporting period has focused on business as usual including contract and grant management, liaison with local commissioners regarding co-commissioned services, planning for 22/23 annual grants and preparation of performance reports for the Ministry of Justice (MOJ). Member may wish to note that the team are now managing grants and contracts to over different 20

victim service providers given the 21/22 in-year uplift in funding from the MOJ. MOJ intentions for 22/23 are not yet known.

The team were also pleased to support Local Authority colleagues in the preparation of a report to the South Gloucestershire Health Scrutiny Committee on Sexual Violence Prevention. This followed a previous report received there on the CCG commissioned sexual violence acute therapeutic service to which the OPCC contributes funding.

Criminal Justice

The PCC as chair of the Local Criminal Justice Board is currently taking time to visit all board members to set out ambitions for the upcoming year for the board and to listen to their thoughts and ideas.

The Ministry of Justice have advised that the Victims Code of Practice (VCOP) self-assessments carried out by PCC areas are currently being analysed. This will feed in to a) development of a core minimum data set and b) opportunities to share good practice. The MOJ will be approaching local areas as they develop the minimum data set with a view to introducing it next year.

5. SCRUTINY PANELS

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

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

Scrutiny of the Use of Police Powers Panel

The September 2021 Scrutiny of Police Powers Panel meeting remained online/remote, with welcomes, introductions and a Constabulary update/Q&A on section 60 Stop and Searches. The Members' positive feedback included: Officer being patient but persistent – Police take control firmly but fairly - with good attitude to ensure compliance from 3 large men; Intelligence and observation led incident; Officers quickly take control of an agitated subject; and Thoughtful, patient and empathetic officer attitude to a male who has drugs, leading to a Drugs Education Program (DEP) enrolment. Issues of concern included: Standing issue of officers giving the impression that the people to be searched are obligated to provide their personal details; More BWV switching on before arriving at the scene is requested, i.e. on route to an incident with some officer commentary; Officers used bad language on occasions which members disliked and questioned whether Officer good or bad language is part of effective Tactical or Crisis communication; A male is immediately hand cuffed and

told it's standard practice on a Stop and Search; and member observation of what was considered to be poor officer attitude, excessively determined to find drugs.

The December Panel will include Quarter 2 (Jul-Sep 2021) cases of Stop and Search: where 'Smell of cannabis' is in the recorded grounds; Bristol North Central Stop Searches (highest increase of Stop and Search of black persons); Somerset West Stop Searches (highest disproportionality); Black children under 16 years of age; and Complaints mentioning Stop Search. Use of Force cases will scrutinise: Use of baton (can cause serious injury/impact on public confidence); Compliant hand-cuffing of a black person at a stop and search (disproportionality); Taser in BANES (highest increase over previous quarter); Taser during stop and search on a black person (disproportionality); and Complaints regarding any Police 'use of force' item.

Reports are published at the following link:

<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 July to September 2021 (Quarter 2), the total number of detained people through custody was 4565 (Q2 2020 was 4814). At the time of the 39 ICV visits in Q2 there were a total of 337 Detainees in custody and ICVs visited 132 Detainees, checking each person's Rights, Entitlements and welfare. ICVs also remotely reviewed 64 Custody Records.

ICVs report positive findings, including: A Patchway ICV custody visit in August 2021 included a conversation with a male Detainee who commented that he had been treated extremely well in custody and would also like to thank the Officers that arrested him for being so understanding and speaking to him away from his children and being very respectful; DOs taking the time to have conversations with Detainees, to de-escalate the situation; Compliments to a Bridgwater DO for the Detainee welfare recorded in the Custody Record for Cell 4. Plenty of meals provided (a de-escalation tool) and the DO also went above and beyond by singing 'Morning has broken' to the detainee at his request. Time: 3.55am. Causes for ICV concern include an extended child detention time overnight. This is a national problem relating to the local Authority accommodation statutory provision for post charge child detainees which is lacking emergency accommodation provisions, within but also expected beyond the pandemic. Concerns also raised with the PCC around the lack of provisions for appropriate adults in the evenings and overnight. Currently there is no AA service provision between around 8pm and 8am. The Emergency Duty Team (EDT) don't provide any child/vulnerable adult detainee welfare support from 4pm to 8am.

The ICV team have also highlighted support for the pilot of an autism friendly cell at Keynsham, which would include soft lighting, monitors to explain the custody process and painting. Additional funding is needed and this has been raised with the OPCC Commissioning team for consideration.

Out of Court Disposal Panel

The OOD panel reports from June on Covid fixed penalty notices are now live on the OPCC website. The September panel outcome reports on Disproportionality have been published on the OPCC website, this is the first time the panel have reviewed disproportionality. OOD was a key theme within the Lammy review report carried out by A&S. Many recommendations will be put forward for OOD, one of which is specific to the panel to implement. The OOD panel will have oversight of all recommendations and will be part of ensuring and scrutinising these are applied. The panel are due to meet in December to review Domestic Abuse cases. Reports are published at the following link:

6. 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. 551 contacts were graded, recorded and actioned between 01/09/21 and 22/11/21.

No. of cases created and managed per month:

Month	2021	2020	-/+
September	205	226	-21
October	212	149	+63
November (up to 23/11)	134	122	+12

The comparison of year on year data is in September 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 year on year data for October shows an increase in demand this year.

The OPCC average contact handling time for this period reduced from 4.7 days on average last quarter to 4.4 days during this time period. 79% of contacts were closed within 5 days or less in this period.

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 25% as high and a total of 76% 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 over 100 live and active cases at any one time. The contacts team have worked hard to continue responding in a timely manner despite unprecedented sickness in the team due to COVID.

Month	High 2021	High 2020	Med 2021	Med 2020
September	52	25	106	120
October	60	24	121	71
November (up to 23/11)	33	15	67	78

Email is still the primary means of contacting the PCC with 73% of contact received via this medium. High demand themes over this period included both the Constabulary response and PCC's commitment to tackling ASB, VAWG offences, a number of contacts 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 327 police complaints. The team continue to check complaints handling regularly to support timely resolution

Complaint Reviews

The complaint review process allows the PCC to independently scrutinise the outcome of complaints (upon application by an involved party). The process determines whether the complaint was handled lawfully and correctly. In September 2021 our legal compliance was tested by SwapAudit, an independent auditor. The company selected 10 review cases at random and tested 10 points in each case – 100 points in total. This returned 100% compliance by the PCC's office, which was an outstanding result.

The review helps identify dissatisfaction themes. Recent resultant learning, shared with the force, includes reiterating the importance of personal contact with a complainant, the need to apologise when appropriate and suggestions regarding the content of police letters for individuals with learning or language difficulties.

The review officer is contributing to an IOPC project to extract best national policy and standardise review the process which reports in 2022. He also contributes to a quarterly forum attended by the IOPC and local policing bodies in the South West and Wales.

7. GOVERNANCE

HMICFRS

Since last reported four new responses have been published:

- *A shared confidence: A summary of how law enforcement agencies use sensitive intelligence*
- *State of Policing: The Annual Assessment of Policing in England and Wales 2020*
- *A review of 'Fraud: Time to choose'*
- *Police response to violence against women and girls: final inspection report*

There is one new publication requiring a response:

- *Joint thematic inspection of the criminal justice journey for individuals with mental health needs and disorders*

Police Super-Complaints

Since last reported the PCC and the Constabulary have submitted responses to the APCC and NPCC respectively for:

- *The hidden victims: Report on Hestia's super-complaint on the police response to victims of modern slavery*

There are currently three super-complaints that have been assessed as eligible for investigation:

- *Force response to police perpetrated domestic abuse*
- *Police response to BAME victims of sexual abuse*
- *Police use of stop and search powers*

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 September Panel meeting:

- *Chief of Staff appointment (DOC)*
- *Deputy Chief of Staff (DOC)*

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

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

National Updates

National Portfolio – Cyber / Economic Crime

The PCC continues to meet leads in relation to his national portfolio as PCC lead for the Cyber and Economic crime, in order to scope areas for improvement.

The OPCC plan to send out a postcard to the over 60's in the new year with the top tips to keep you safe from fraud. The PCC and team have drafted an idea and are currently working in partnership with the City of London Police to ensure consistency of messaging to our communities.

The PCC has taken a role on the board for the South West Cyber Resilience Centre. Promoting support and resilience for safeguarding businesses from fraud and cyber-attacks.

PCC Review Part 2

Work continues on Part Two of the review which focuses 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, stakeholder consultation is expected on giving a general power of competence to PCCs, as afforded to Local Authorities.

Both the APCC and the Home Office launched their 'Calls for Evidence' which reflect the areas considered under Part Two of the review. The PCC and OPCC are providing responses to ensure that our views are considered.

PCC Review - Specified Information Order

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

- **National Police and Crime Measures** – After consultation with the panel on the formatting, the first report is included in this update.
- **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. We will ensure that this is made available on the website as soon as possible.

Succession Planning

Whilst it is the PCC's intention to appoint a deputy, it is also expected that PCCs 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 draft has been provided and amendments are required. Once a final draft is produced and agreed, it will be circulated to the Panel for sign off.

Fire Governance – STANDING ITEM

No further update since the last meeting. The Home Office were due to launch a consultative White Paper on fire reform in July 2021 however this is still delayed but most the most recent update is still that is expected this year.

Contact Officer – Sally Fox, Interim Chief Executive