



**Minutes of the Avon and Somerset Police and Crime Panel held
Tuesday, 27 June 2023, 10.30 am
John Meikle Room, The Deane House, Belvedere Road, Taunton TA1
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Present:

Local Authority and Independent Member Representatives:

Councillor Andy Wait (Bath & North East Somerset), Councillor Ann Morgan (Bath and North East Somerset Council), Councillor Asher Craig (Bristol City Council), Councillor Jonathan Hucker (Bristol City Council), Richard Brown (Independent Member), Gary Davies (Independent Member), Julie Knight (Independent Member), Councillor Peter Crew (North Somerset Council), Councillor Steve Hogg (North Somerset Council), Heather Shearer (Somerset Council), Brian Bolt (Somerset Council), Nicola Clark (Somerset Council), Federica Smith-Roberts (Somerset Council), Martin Wale (Somerset Council), Councillor Sood (South Gloucestershire Council) and Councillor John Bradbury (South Gloucestershire Council)

Officers Present:

Patricia Jones	Panel Lead Officer
Claire Dicken	Clerk/Democratic Services Officer
Jonathan Hallows	Administrative Support

Police and Crime Commissioner and Support Staff:

Mark Shelford	Police and Crime Commissioner
Alice Ripley	Chief of Staff
Inspector Stuart King	Commissioner's Staff Officer
Joanna Coulon	Scrutiny and Performance Manager
Sally Fox	Director of Performance and Accountability
Niamh Byrne	Head of Communications and Engagement
Ben Valentine	Senior Performance and Governance Manager

1 Apologies for Absence

None

2 Election of Chair

The Lead Officer sought nominations for Chair. Councillor Asher Craig nominated Somerset Councillor Heather Shearer. This was seconded by Councillor Jonathan Hucker. There were no other nominations and on being put to the vote, unanimously,

RESOLVED:

That Somerset Councillor Heather Shearer be elected as Chair of the Avon and Somerset Police and Crime Panel for the municipal year 2023/24.

3 Election of Vice-Chair

The Lead Officer sought nominations for Vice-Chair. Independent Member Julie Knight was duly nominated and seconded. There were no other nominations and on being put to the vote, unanimously,

RESOLVED:

That Julie Knight, Independent Member be elected as Vice-Chair of the Avon and Somerset Police and Crime Panel for the municipal year 2023/24.

4 Public Question Time

None.

5 Declarations of Interest

None.

6 Minutes of the meeting held on 29th March 2023

The minutes of the meeting held on 29th March 2023 were approved as a correct record of the meeting.

7 Matters Arising

A list of actions following the previous meeting had been circulated. There were no queries or matters arising.

8 Chair's Business

The Chair thanked the Panel for electing her. She said she was looking forward to serving the Panel for another year.

9 Panel Membership 2023/24

The Lead Officer introduced the report which invited the Panel to note the new membership notified to the Host Authority by the Constituent Authorities for 2023/24.

It was reported that nominations had been sought where required and the appointments put forward by the component authorities rendered the political allocation of seats on the Panel as follows:

South Gloucestershire – 1 Labour 1 Liberal Democrat
North Somerset – 1 Independent 1 Conservative
Bath and North-East Somerset – 2 Liberal Democrats
Somerset – 3 Liberal Democrats 2 Conservatives
Bristol – 1 Labour 1 Conservative 1 Green

The Lead Officer advised the Panel that the nominations received were entirely in line with the political balance assessment emerging from the recent elections and the Somerset unitary transition.

Members noted Bristol City Council (BCC) was yet to nominate a Member from the Green Group. The Lead Officer would continue to liaise with BCC for a nomination. In the meantime, meetings of the Police and Crime Panel could proceed with the vacancy.

10 Work Programme 2023/24

The Lead Officer introduced the report and drew attention to the Panel's core statutory responsibilities and the proposals for additional scrutiny work set out in the report, which complied with Home Office expectations around proactive scrutiny.

Panel Members were invited to:-

- Discuss and agree a Work Programme for 2023/24, including the establishment of a Public Confidence Sub-Committee and a Budget Task Group
- Agree the membership for the Public Confidence-Sub Committee, the Budget Task and Finish Group and the Complaints Sub Committee
- Approve the Panel meeting dates set out in the Work Programme

The Chair reflected on Panel discussions leading up to the meeting in relation to the Police and Crime Plan, the trajectory of performance data, vetting, institutional racism, the morale of the workforce, identifying disproportionality, the recent HMICFRS inspection and the importance of establishing the Commissioner's strategy to tackle public confidence issues.

Gary Davies, Independent Member volunteered to join the Public Confidence Sub-Committee. He said it was important for the Panel to understand the strategy for improving public confidence and it was important for the Commissioner to hold the Chief Constable to account. He added that public confidence in the Police service was low nationally, but there would be an inevitable local impact following the Chief Constable's announcement that the force was institutionally racist.

Julie Knight, Independent Member also volunteered to join the Public Confidence Sub-Committee. She was concerned about the trajectory of the performance data, and she would be interested to scrutinise performance reports coming from the Constabulary. She said the morale of the Constabulary service going forward was an important factor.

Councillor Asher Craig commented that communication and engagement with the community was vitality important in addressing public confidence. The Panel welcomed her suggestion for Maya Mate-Kole to provide external assurance on the work of the Public Confidence Sub-Committee. It was noted that she was currently involved in the Avon and Somerset's Tackling Disproportionality work alongside Councillor Craig.

Councillors Brian Bolt and Nicola Clark also volunteered to join the group.

The discussion about public confidence continued. Members were interested to know more about the declaration the Chief Constable had made in relation to Institutional Racism. What methodology would be used to assess if the strategy to address the culture challenges was working and at what point would the Constabulary know it was no longer institutionally racist.

The Commissioner was invited to speak. He said the issue of addressing institutional racism would involve a change in culture which would be a complicated and lengthy process and take many years to achieve. In future, indicators such as whether parents had to warn their children about stop and searches by the Constabulary would indicate whether the service had improved.

In response to further questions, the Commissioner offered to give a wider explanation during his Update Report at Item 12.

The Panel agreed that the purpose of the Budget Task and Finish Group would be to scrutinise the quarterly outturn monitoring reports provided by the Commissioner, and to make a formal recommendation to the wider panel on the precept level. The point was made that the formation of the group had emerged from the last Precept proposal and that the Panel considered it important to make an assessment of the budgetary position at key stages across the year in order to make an informed decision on the precept proposal next year.

Volunteers were sought and it was agreed the Budget Task and Finish Group should be made up of Councillor Heather Shearer along with Councillors Jonathan Hucker (Chair), Andy Wait and Peter Crew.

The Chief of Staff informed the Panel that the OPCC officer contact for the task and finish group would be the Chief Finance Officer and it would be useful if he could have an early meeting with the Chair and notification of the meeting dates for his diary.

The Panel moved on to discuss the Complaints Sub-Committee. The Lead Officer outlined the current process of dealing with conduct complaints against the Commissioner which involved the initial delegation of handling to the Chief of Staff in the OPCC. It was emphasised that the Panel remained the final arbiter however, and complaints escalated to the Panel were handled by Independent Member Gary Davies in consultation with the Lead Officer. The Panel noted that this provided a mechanism for filtering complaints, allowing the Complaints Sub-Committee to meet only when the nature of the complaint required a wider input.

The Panel was invited to re-establish the Complaints Sub Committee which would ideally have 4 members. Councillors Martin Wale, Federica Smith-Roberts, and Brian Bolt volunteered to join the Independent Member on the Complaints Sub-Committee.

Members agreed the proposed dates of the meetings of the Police and Crime Panel during 2023/24.

Action:

- 1. The Public Confidence Sub-Committee will be made up of Independent Members Gary Davies and Julie Knight and, Councillors Brian Bolt and Nicola Clark.**
- 2. The Budget Task and Finish Group will be made up of Councillor Heather Shearer and Councillors Jonathan Hucker (Chair), Andy Wait and Peter Crew.**
- 3. Councillor Hucker and Paul Butler (CFO) – meeting to be arranged.**
- 4. The Complaints Panel will be made up of Independent Member Gary Davies and Councillors Martin Wale, Federica Smith-Roberts and Brian Bolt.**
- 5. To proceed with the proposed dates of the meetings of the Police and Crime Panel during 2023/24.**

11 Commissioner's Annual Report 2022/23

The Commissioner presented his statutory Annual Report detailing the exercise of his functions over the past year and reflecting on the progress of the 2022-23 Police and Crime Plan objectives. It was emphasised that the report was currently in draft form and any comments and recommendations of Panel Members would be taken into account in the final version.

The Commissioner confirmed that the Constabulary had exceeded the Home Office uplift target, finishing the year with 3,393 officers. This is 266 more officers than at the end of the previous year.

The Commissioner acknowledged the enormity of the task both he and the Chief Constable faced in meeting the ongoing challenges relating to public confidence and meeting priorities within a limited budget. He emphasised that he wanted to work with the Panel, welcoming the proposal to establish Task and Finish Groups on these issues.

The Commissioner emphasised that he would hold the Chief Constable to account on all aspects of the improvement programme emerging from the HMICFRS inspection and the resulting updates and progress against actions will be reported to the Panel.

In an effort to improve, and develop leadership and culture change, the Commissioner added that visits had been undertaken to Sandhurst, Westbury and the MOD to learn best practice from a variety of organisations.

He reminded the Panel that the Annual Report was a draft and welcomed feedback from the Panel. The report will be finalised and published, with the final version brought back to the Panel at the September meeting.

During the discussion, the following points were made:

The Panel referenced the positive, albeit small, improvement in performance in relation to Rape and Sexual Violence outcomes as a result of Operation Bluestone. The grants that go to victim support organisations were also welcomed by the Panel, but further information was sought on preventative measures and education that may be taking place to tackle misogyny and violence against women and girls.

The Commissioner agreed that education was vitally important for working towards the prevention of crimes such as violence against women and girls, misuse of drugs and violence caused by drugs. All require a strong community response that this behaviour is not acceptable. This is an important aspect of the work of the Violence Reduction Units across the Force area.

The Commissioner reiterated his desire for research into effective education strategies from age 4 and confirmed that he had requested work to enable messaging to be targeted in an age-appropriate way.

The Commissioner said it was important for women and girls to know what help was available. He gave the example of the initiative run last summer where pharmacies provided a safe space for victims to be able to access support.

The Panel emphasised it was equally important to educate boys and men not to

become abusers, as well as informing victims on how they could escape abuse.

The Commissioner was invited to comment on any plans to provide improved training for Police officers on violence against women and girls. The Panel was advised that the Bluestone approach was providing different results and women were now more likely to remain engaged with their cases. The Panel made the point that Bluestone was only one aspect - harassment, stalking and domestic abuse were day to day activities for the wider force and outcomes for the totality of recorded crime remained very low. Were there any plans to roll out a better training model for all officers?

The attention of the Panel was drawn to a major piece of work from last year. 'Domestic Abuse Matters' training had been rolled out to over 2,300 front line officers and staff with a view to providing insight into the complexities of relationships and behaviours to improve the response to domestic abuse.

The Panel noted that domestic abuse was not always reported and that positive outcomes for victims who did report domestic abuse was low.

The Commissioner agreed it was traumatic for anyone to suffer an attack of a sexual nature. Operation Bluestone involves a victim-centred approach. He said as a result of Operation Bluestone, officers had received a great deal of training on best practice in relation to investigating and prosecuting rape and serious sexual offences which included hard-hitting messages.

The Panel asked what assurance measures were in place to enable the Commissioner to be confident that tangible progress was being made.

The Commissioner had recently visited the College of Policing. He said it had been interesting to learn how new officers were being trained to prepare files for prosecution.

With regard to the prevention of drug-related crime and improved drug testing in custody suites, the Panel noted 465 people had tested positive for opiates after their arrest. The Panel requested the number that had taken up the Constabulary's offer of treatment and it was agreed that this would be provided.

The Panel sought further information on the DPCC's day to day role and responsibilities and progress achieved and requested that this was included in the Annual Report.

The Panel invited the Commissioner to comment on the robustness of vetting

procedures and whether he intended to make any improvements. The Commissioner said that vetting of officers and staff was extremely important, and had been the subject of a recent HMIC report. A national programme has recently taken place to check all employees against the Police National Database. Any matches were sent the local force. The Constabulary's Professional standards department have been working through these matches and appropriate action is being taken in relation to the employees. It was confirmed that all new officers have been checked against a national database.

With reference to the glossary at page 106, the Panel noted that public confidence was measured by a question in the local survey. The Commissioner was asked if he had confidence in the way in which data was gathered.

He explained a cohort of members of the public were selected at random from across the Avon and Somerset area to be surveyed four times per year each year and their perceptions were compared year on year. The Panel recommended that the survey should not involve the same sample group each year and should be sufficiently representative of all community groups. It was suggested that 750 (as noted in the report) appeared a relatively small number to gauge such an important statistic. It was clarified that this sample size is statistically significant. However, it was acknowledged that the diversity of the respondents could be improved.

The Panel asked if stop and search data included explanations as to why the stop and search took place. The Commissioner confirmed that stop and search data included full details of the rationale for the stop. The Panel asked if stop and search remained primarily intelligence led and if so, to what extent this impacted on the data/disproportionality in ethnicity. The Commissioner clarified the power is used in both an intelligence-led way and an officer-led way. Intelligence-led stop and searches provided better outcomes. The Independent Scrutiny of Police Powers Panel scrutinises these issues.

Members queried the response to 999 and 101 calls. Members were concerned that the 11.4% of the 101 calls being abandoned was representative of an exponential curve. The Commissioner said this was an enduring problem and may be related to the high number of callers who were not actually reporting a crime but seeking support that was better delivered by other agencies. He explained the triage system that was in place for calls, including a Mental Health triage service. The control room was constantly connected to monitors recording their statistics in clear sight of call handlers and they were constantly trying to improve.

Members were further concerned that a quarter of 999 calls requiring immediate response were not attended to within 15/20 minutes and the trend seemed to be

getting worse. The Panel made the point that this was a public confidence issue and the Commissioner emphasised that the Chief Constable was alert to his concerns.

The Director of Performance and Accountability explained challenges around recruitment to the control room. Staff were required to be on-site and the pandemic and the emerging practice of working from home had impacted on recruitment to this particular strand of the service. There was now a focus on recruitment to the control room.

Members further queried what measures the Constabulary was employing to address the carbon emissions. The target of achieving 30% electrification of the fleet by 2027 was welcomed but the Panel sought clarification of the intention to reduce the number of diesel cars by swapping to petrol. Why not switch to hybrid now given the government's deadline to phase out all petrol and diesel cars by 2030?

The Commissioner suggested the infrastructure may not be ready by 2030 for the service to be wholly reliant on electric or hybrid vehicles and therefore, the Constabulary needed to be guided by operational requirements. He supported the use of hybrid vehicles. The Panel urged caution as car companies had also started phasing out petrol and diesel cars and moving towards hybrid and electric models in anticipation of the 2030 deadline.

The Chair and Vice Chair offered to assist with "de-jargoning" parts of the report for the benefit of the public/accessibility.

Members welcomed the expansion of Bluestone resources but expressed concern that this was being repeatedly cited as "significant progress" along with the positive outcome increase from 4.7 to 8%. It was suggested that the annual report is revised to reflect the Commissioner's statement to the Panel that this outcome is not good enough on the basis that it is coming from a low starting point. The Panel commented that the report highlighted challenges and areas for improvement without detailing precisely how those areas might be improved.

Given the financial challenges with the report predicting a 15m shortfall in 3 years, the Panel considered the allocation of 80 staff to identify, and record missed crime to be a significant use of resources (4,851 additional crimes in 12 months that would otherwise have been unrecorded with 1,421 being domestic abuse crimes). The Panel took the view that the most efficient and effective course would be to ensure that they are recorded at the outset and hope that the recent Domestic Abuse training helps to reduce the number of unrecorded Domestic Abuse cases.

With regard to data quality and the Home Office requirements, the Commissioner

explained sometimes crimes were reported to the police, along with reports of historic crimes which had not been reported to them at the time.

In response to queries about managing demand, the Commissioner accepted that neighbourhood officers were still being required to respond to 999 calls but planning was a key focus and where neighbourhood officers were asked to respond, it would be within their area. The point was made that summer was the busiest period demand wise. The Panel shared anecdotal reports of their experience of officer abstraction from neighbourhood teams.

The Panel noted that throughout 2022/23, the Internal Audit function completed 9 substantive audits. It was further noted that 7 of the audits resulted in a reasonable assurance opinion and 3 in a limited assurance opinion, amounting to 10. The Commissioner explained the reason for the anomaly and agreed to send further information about the audits to the Panel after the meeting.

The Panel noted that recent accounts for year ending 2023 detailed a £3.7m underspend, which implied £3.7m of non-recurring items. There appeared to not be a complete income/expenditure account. Additionally, there was a note of a transfer of reserves totalling £3.7m and the Panel asked if this was the other side of the same transaction.

The Commissioner further agreed to provide an answer outside of the meeting.

The Panel suggested the annual report would benefit from additional statistical information demonstrating progress against the Police and Crime Plan as some measures set out in the Police and Crime Plan were not reflected in the Annual Report. The Commissioner was asked if this indicated a shift in priorities and if there were any plans to refresh the plan.

The Commissioner agreed to update the Panel with performance outcomes against the measures set out in the Police and Crime Plan and review the draft Annual Report to reflect this focus.

In response to the Panel's question around levels of officer retention, the Commissioner explained that most leavers were due to retirement in line with forecasts. He was comfortable that officers were not leaving the service in unacceptably high numbers for other reasons. In the most recent month for example, turnover of officers was at 7.5% and consistent with the previous year.

The Panel felt the report had not been very clear about the reason for the reduction of PCSOs. The Commissioner explained that many PCSOs went on to be recruited

as Police Officers.

He added that with regard to savings, they needed to be considered carefully and to be long sighted, for example when considering sale of police estate.

The Commissioner gave examples of ways in which the service had tried to boost morale. This included a family fun day for the police and fire services and looking into minimising parking charges for officers at Police stations.

Members agreed that the report was well set out and readability had improved. However, there was some jargon within it which could hold back the general public from fully understanding it.

Actions:

- 1. The resulting updates and progress against actions emerging from the PEEL Inspection Improvement Programme to be made available to the Panel.**
- 2. Chair and Vice Chair offered to assist with “de-jargning” parts of the report for the benefit of the public/accessibility.**
- 3. Further information on the DPCC’s day to day role and responsibilities and progress achieved to be included in the Annual Report.**
- 4. The Panel recommended that the report is revised to reflect the Commissioner’s statement to the Panel that the Bluestone positive outcome rate is not good enough.**
- 5. The Panel recommended that the report be revised in line with the comments that it highlighted challenges and areas for improvement without detailing precisely how those areas might be improved.**
- 6. The Commissioner agreed to confirm the number of those who had taken up the offer of treatment for drug use following their arrest and positive test for drugs.**
- 7. The Commissioner agreed to send the Panel detail of the 10 internal audits.**
- 8. The Commissioner agreed to update the Panel with performance outcomes against the measures set out in the Police and Crime Plan and review the draft Annual Report to reflect this focus.**

12 Commissioner's Update Report

The Commissioner introduced the report, setting out key governance and scrutiny

activities and OPCC/national business updates since the last meeting.

The Commissioner discussed the Chief Constable's recent announcement in relation to the Constabulary and institutional racism. He read out the definition of institutional racism as stated in the Macpherson Report: the collective failure of an organisation to provide a service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racial stereotyping.

He reported that the statement was necessary to rebuild trust and that in order to address this problem, there needed to be a change in culture. He believed this process would take a number of years and emphasised that he was fully supportive of the Chief Constable and her courageous work. He said the process for change had started 18 months ago and all the agencies involved were on a journey.

The Identifying Disproportionality Report had indicated under-representation from Black, Asian and other ethnic minority people. The first step had been to involve the communities. This had already begun to have an impact shown in the recruitment of officers from under-represented groups. However, as the workforce has expanded, overall, this has not translated into greater diversity and the current figure of 3.6% of the workforce should be closer to 9.2% to reflect the current BAME population as shown in the 2021 Census.

He talked about the perception of the Constabulary by minority communities and the statistical evidence and lived experiences that now demanded progress. He said the Constabulary was determined to address the problem and this is core to tackling crime and upholding the law.

The Commissioner continued to give further updates:-

It was noted that further discussions around the improvement programme and the work of Assistant Chief Constable Will White emerging from the HMICFRS inspection, would take place at the annual planning meeting on 18th July 2023.

He confirmed that local Police and Crime Plans (Community Safety Plans) were operational in 3 areas. He further confirmed that the OPCC Community Engagement and Stakeholder Manager was now in post.

Members were encouraged to pass on ideas for local initiatives that could be included in the Community Payback scheme.

The Panel was advised that a user-friendly guide for nominations for Gallantry Awards was under development. These awards can be given to the bravest Police Officers who deserve national recognition and the initiative was intended to help obtain that recognition and boost morale.

The Commissioner reported that he was making good progress with his national fraud portfolio and with work underway to ensure that reporting systems were more accessible. The Constabulary's handling of cybercrime had been recognised as good practice and forces from across the country had been asking for advice.

The Head of Communications and Engagement advised that the OPCC had won a regional award for its volunteer recruitment campaign.

During the discussion the following points were made:

The Panel acknowledged the importance of tackling racial disproportionality in the criminal justice system and growing a culture that addressed the behaviours in the workforce that fall within the definition of institutional racism. The Commissioner was advised that the main consideration for the Panel was leadership, the strategy for getting there and the pace of change.

There was general agreement that under-represented people in the workforce were over-represented in the criminal justice system, and this needed to be reversed.

Some Panel members said experience had shown it was still difficult for black people to become Police Officers.

Cllr Asher Craig spoke about her own lived experience and thanked the Commissioner for the Identifying Disproportionality report. She acknowledged that there would never be a point at which work will be complete, but in the meantime we all need to work hard to address the issues. A good indicator would be to see numbers going in a different direction from the current over-representation in the criminal justice system and under-representation in recruitment. She reflected on the collective failures of the Constabulary and Bristol City Council in relation to Bijan Ebrahimi. Failures in people and systems led to him not being identified as a target for racist abuse and ultimately led to his death in 2013. Attention was drawn to a recent incident in Bristol involving a 14-year-old black child who was taken into custody without any apparent recognition of his injuries. It was felt an obvious safeguarding issue had been overlooked.

Cllr Craig added that the Chief Constable had her backing and respect and that she

would continue to work with her to take the necessary work forward.

The Commissioner was invited to consider making his strategy to tackle racism and his support of the Chief Constable, front and centre in the Annual Report as this strong and important message was not currently reflected.

More generally, it was recognised that the Chief Constable's recent announcement would have a variety of audiences and the message was likely to be welcomed by some and give others cause for concern. The Panel recommended the general public would benefit from some positive proactive publicity to help with their understanding of the strategy and sensitivities behind the approach of the Commissioner and Chief Constable. It was important for the public to see that there was a clear path to work towards overcoming this in the years to come.

It was emphasised that the Commissioner and the Panel would need requisite assurances at key stages that progress was being made.

It was suggested that positive examples needed to be publicised to show when Police Officers had done good work and had a good relationship with the community. The Gallantry Awards initiative was welcomed as one way to engender the historical warmth the public held for the service.

The Head of Communications and Engagement informed the Panel that the approach was centred around two complex and multifaceted workstreams – one a national directive through the Police Race Action Plan and another local programme of work emerging from the Avon and Somerset Identifying Disproportionality Report.

The Commissioner confirmed that two Forces had declared themselves to be institutionally racist, including Avon and Somerset Police. In some cases, the Chief Constables had rejected the suggestion that their force was institutionally racist.

The Commissioner invited the Panel and the Councils they represented, to support him and the Chief Constable in their efforts to change their culture.

With regard to a query regarding the Community Speedwatch Scheme, the Commissioner clarified that the involvement of the public was to add value and not to replace the work being undertaken by the Constabulary. The work of the volunteers helped inform the police where there were problems with speeding and where to target enforcement.

Action:

- 1. Discussions around the improvement programme and the work of Asst. Chief Constable Will White emerging from the HMICFRS inspection, to take place at the annual planning meeting on 18th July 2023.**
- 2. The Commissioner was invited to consider making his strategy to tackle racism and his support of the Chief Constable, front and centre in the Annual Report.**
- 3. The Panel recommended that the general public would benefit from some positive proactive publicity to help with their understanding of the strategy to tackle racism and the sensitivities behind the approach of the Commissioner and Chief Constable.**

13 Performance Summary/National Police and Crime Measures

The Panel noted the performance data provided for Quarter ending March 2023 against the Government's National Police and Crime measures.

The Panel asked if the targeted efforts to disrupt drug supplies/activities commencing in 2020 had achieved the anticipated outcomes. The Commissioner provided assurances that Operation Scorpion was having a positive effect.

14 Standing Complaints Report

The Panel noted a report from the Chief of Staff, providing a rolling summary of complaints made against the Commissioner.

There had been no new complaints recorded against the Commissioner since the last meeting of the Police and Crime Panel.

The complaint review manager had handled 600 reviews up until the end of May 2023. In total 20% of reviews have been upheld, 68% have not been upheld and 12% had been recorded as void.

The OPCC had received and logged 4 new complaints against the Chief Constable since the last meeting of the Police and Crime Panel.

An update on Operation Meadow was provided.

15 Date of Next Meeting

Thursday, 28th September 2023 at 10.30 am, Council Offices, Deane House, Taunton.