



CAMBRIDGESHIRE POLICE AND CRIME PANEL

WEDNESDAY 6 NOVEMBER 2013, 2.00 PM

Civic Suite - Huntingdonshire District Council

Contact – Alexander.daynes@peterborough.gov.uk, 01733 452447

AGENDA

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1. Apologies for Absence	
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3. Minutes of the Meeting held 18 July 2013	3 - 6
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Membership:

Councillors: M McGuire, J D Ablewhite, T Bick, P Bullen, M Curtis, G Elsey, T Hunt, N Khan, M Shellens, B Shelton and M Todd.

Independent Co-optees:

Christine Graham and Raja Ali

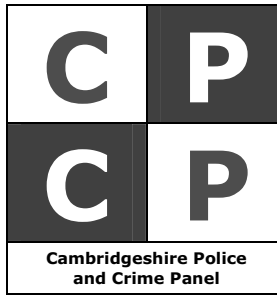
Officer Support:

Gary Goose



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MINUTES OF A MEETING OF THE SHADOW CAMBRIDGESHIRE AND PETERBOROUGH POLICE AND CRIME PANEL HELD AT HUNTINGDONSHIRE DISTRICT COUNCIL ON 18 JULY 2013

Members Present:	Councillors Bick, Bullen, Curtis, Elsey, McGuire, Shellens, Todd and Christine Graham.	
Officers Present:	Alex Daynes Gary Goose Liz Bisset	Peterborough City Council Peterborough City Council Cambridge City Council
Others Present:	Sir Graham Bright Brian Ashton Cristina Strood	Cambridgeshire Police and Crime Commissioner Deputy Cambridgeshire Police and Crime Commissioner Office of the Police and Crime Commissioner

1. Apologies for Absence

Received from Councillor Ablewhite, Councillor Khan, Councillor Palmer, Councillor Walsh and Raja Ali.

2. Declarations of Interest

None were received.

3. Minutes of the meeting held 12 June 2013

The minutes of the meeting held on 12 June 2013 were agreed as an accurate record and the action points were noted. Confirmation was given that there would be no 'any other business' item on the agenda as the business of the meeting must be advertised five clear days in advance of the meeting.

4. Public Questions

No questions had been submitted.

5. Police and Crime Plan Update

The Panel received a report to review the draft variation to the Police and Crime Plan and make a report or recommendations on the draft variation to the Commissioner.

The main change to the Plan was to focus on collaboration with neighbouring forces for the delivery of some services.

In response to questions from the Panel the Commissioner advised the following:

- A three force collaboration was currently being focused on;
- Options were still available for individual forces to arrange back-office functions independently;
- Collaboration was being considered rather than a formal joint police force comprising the three areas.

The Panel noted their agreement of the report and were happy to endorse it.

6. Annual Report 2012/13

The Panel received a report to enable it to review the annual report issued by the Police and Crime Commissioner under Section 12 of the Police Reform and Social Responsibility Act 2011.

Responses by the Commissioner and his Deputy to questions from the Panel included:

- The main urban areas that the force area covered did have a higher crime rate than the rural areas and there were different challenges in each one;
- Tackling quick rises, or spikes, in crime was an operational matter. Some of these were caused by offenders from outside the area or new people moving in;
- Officers did move around the county depending on demand and more officers and resources were put in to manage certain situations;
- Local officers should remain local to keep a knowledge of a specific area but they could be used elsewhere if required;
- Work was being undertaken to publicise good news more effectively – this was an issue faced by many Commissioners;
- Clear up rates and support for victims did need to be improved;
- Response times for the 101 telephone service was good but delays sometimes occurred when transferring calls to other departments;
- Work was being undertaken to tackle reoffending rates, especially with young offenders;
- E-sims and other technology was being introduced to assist with information sharing and provision;
- Speeding by vehicles was perceived by many residents as an important issue and more police on the street may help to deter this;
- Visible presence such as Speedwatch was useful;
- The Pledges in the Police and Crime Plan were there following liaison with the public and would be used to assess the effectiveness of the police; and
- More work was being undertaken on restorative justice schemes.

The Panel reviewed the Annual Report, had no further suggestions for the Commissioner and was content with the report.

7. Performance Framework

The Panel received a report so it could review the performance framework of the Police and Crime Plan 2013-16.

Responses by the Commissioner and his Deputy to questions from the Panel included:

- There was good work being done in Community Safety Partnerships (CSPs) leading to crime reduction;

- Deaths on roads was declining and work such as education, awareness and new technologies could continue to improve the performance on this.

The Panel reviewed the performance framework and had no further comment to make.

8. Decisions by the Commissioner

The Panel received a report summarising decisions taken by the Commissioner since the previous meeting. There were no questions raised by Panel members on the report.

9. Agenda Plan

The Panel received the agenda plan including dates and times for meetings.

ACTIONS:

1. An update on Restorative Justice work to be provided to members either within or outside the meeting;
2. Include an update on the Outreach workers programme at the next meeting.

The meeting began at 2.00pm and ended at 3.30pm

CHAIRMAN

ACTIONS

DATE OF MEETING	ITEM	ACTION	UPDATE
18 July 2013	Agenda Plan	Provide an update on work around Restorative Justice to Panel Members – officers to determine delivery.	
	Agenda Plan	Include an update on the Outreach Workers Programme at the next meeting.	

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CAMBRIDGESHIRE POLICE AND CRIME PANEL	Agenda Item No. 6
6 November 2013	Public Report

Report of the Police and Crime Commissioner

Contact Officer(s) – Dorothy Gregson

Contact Details – cambs-pcc@cambs.pnn.police.uk 0300 333 3456

DECISIONS BY THE COMMISSIONER

1. PURPOSE

- 1.1 This report is being presented to the Cambridgeshire Police and Crime Panel to enable it to review or scrutinise decisions taken by the Police and Crime Commissioner under Section 28 of the Police Reform and Social Responsibility Act 2011.

2. RECOMMENDATIONS

- 2.1 The Panel is recommended to indicate whether it would wish to further review and scrutinise the decisions taken by the Police and Crime Commissioner. In these circumstances further information would be provided for a future meeting.
- 2.2 The Panel is asked to note the key decisions to be taken by the Commissioner during the forthcoming period and the context for these decisions.

3. TERMS OF REFERENCE

- 3.1 Item 6, To review or scrutinise decisions made, or other action taken, by the Police and Crime Commissioner in connection with the discharge of the Commissioner's functions.

4. BACKGROUND

- 4.1 This report is presented to enable the Panel to carry out its functions as noted in paragraph 3. The Panel is required to review or scrutinise decisions made, it is also required to support the effective exercise of the functions of the Police and Crime Commissioner.

5. KEY ISSUES

- 5.1 The following decisions taken by the Commissioner have been notified to the Panel:

13 August 2013 – To update the collaboration section within the Police and Crime Plan 2013-16 to ensure it reflects the continued provision of policing across Cambridgeshire (CPCC 2013-16).

4 September 2013 – To approve the signature of two Section 22A (collaboration agreements):

1. To regionalise the Counter Terrorism Security Advisers and place them under the line management of the Counter Terrorism Units; and
2. To establish a regionally collaborated (Bedfordshire, Cambridgeshire, Essex and Hertfordshire) Prison Intelligence Unit by collaborating the Prison Intelligence Officers of Bedfordshire, Cambridgeshire, Essex and Hertfordshire under the line management of the East Counter Terrorism Intelligence Unit (CPCC 2013-017).

18 September 2013 – To approve the Cambridgeshire Police and Crime Commissioner Statement of Accounts 2012/13 (CPCC 2013-018).

10 October 2013 – To approve the spend of £50,000 from the capital programme on Programme Metis (CPCC 2013-019)

5.2 The relevant decision records are attached at Appendix 1.

5.3 If the Panel wishes to scrutinise these decisions, further details can be provided for the next meeting. The Panel reviewed and endorsed the update to the collaboration section of the Police and Crime Plan on 18 July.

6. IMPLICATIONS

6.1 Subject to the Panel's need for further information or scrutiny on any of the decisions above, it may be required that further information is submitted to a future meeting of the Panel.

7. CONSULTATION

7.1 The decisions are in line with the direction set in the Police and Crime Plan. These decision records have been placed on the Commissioner's website.

8. NEXT STEPS

8.1 The Panel members may request further information about the decisions detailed above.

8.2 Future decisions taken by the Commissioner will continue to be notified to the Panel. The Police Reform and Social Responsibility Act 2011 introduced a number of statutory decisions to be taken by the Commissioner. Key decisions to 31 March 2014 include:

- Proposed precept (policing part of council tax) – to be notified to the Police and Crime Panel by 1 February 2014
- Any variation to the Police and Crime Plan must be sent to the Police and Crime Panel to review
- Any collaboration agreements
- Proposed staff transfer scheme to make provision for transfer to the employment of the Chief Constable as directed by the Home Secretary, and to be approved by the Home Secretary
- Appointment of Commissioner's Chief Finance Officer, to be notified to the Panel for a confirmation hearing to be held
- Annual Report 2012-13, to be reviewed by the Panel.

8.3 These statutory decisions of the Commissioner also require a range of supporting decisions for the Commissioner and his staff including:

- Medium Term Financial Strategy 2014-18

- Governance framework 2014-15
- Annual Governance Statement 2012-13.

8.4 These decisions will be taken against a challenging financial context, for the Commissioner and Constabulary, but also for key partners. All parties are faced with considering how the budget gaps can be bridged to make best use of available funding. The Commissioner has pledged to give priority to frontline and as much visible policing as possible.

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 Decisions records and background papers detailed at Appendix 1.

10. APPENDICES

10.1 Appendix 1 - Decision records.

Appendix 1



CAMBRIDGESHIRE POLICE AND CRIME COMMISSIONER DECISION RECORD – CPCC 2013-16	
Subject	Variation to the Police and Crime Plan 2013-16
Decision	To update the collaboration section within the Police and Crime Plan 2013-16 to ensure it reflects the continued provision of policing across Cambridgeshire.
Decision Summary	<p>The Cambridgeshire Police and Crime Panel were sent the draft variation of the Police and Crime Plan to review at their meeting on July 18, 2013, in accordance with Section 5 of the Police Reform and Social Responsibility Act 2011.</p> <p>The Panel reviewed and endorsed the variation. They considered it acceptable and necessary, for which I thank them.</p> <p>The varied plan is now on my website. The plan will continue to be kept under review and any further variations will be sent to the Police and Crime Panel for their consideration.</p>

Contact Officer	<p>Dorothy Gregson, Chief Executive Tel: 0300 333 3456 Email: dorothy.gregson@cambs.pnn.police.uk</p>
Background Papers	<p>Police and Crime Plan Update – Collaboration (Report of the Police and Crime Commissioner to the Cambridgeshire Police and Crime Panel on July 18, 2013) http://democracy.peterborough.gov.uk/documents/s16880/4%20Police%20and%20Crime%20Plan%20Update.pdf</p> <p>Report of the Cambridgeshire Police and Crime Panel http://www.cambridgeshire-pcc.gov.uk/police-crime-plan/</p>

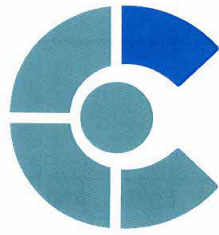
Sir Graham Bright, Cambridgeshire Police and Crime Commissioner	
I confirm that I have reached the above decision after consideration of the facts above.	
Signature	Date 13/8/13



CAMBRIDGESHIRE POLICE AND CRIME COMMISSIONER DECISION RECORD – CPCC 2013-017	
Subject	Section 22A Collaboration Agreements – Eastern Region Counter Terrorism Security Advisors and Regionalisation of Prison Intelligence Officers
Decision	<p>To approve the signature of two Section 22A Agreements:</p> <ol style="list-style-type: none"> 1. To regionalise the Counter Terrorism Security Advisers (CTSAs) and place them under the line management of the Counter Terrorism (CT) Units; and 2. To establish a regionally collaborated (Bedfordshire, Cambridgeshire, Essex and Hertfordshire) Prison Intelligence Unit (PIU) by collaborating the Prison Intelligence Officers (PIO) of Bedfordshire, Cambridgeshire, Essex and Hertfordshire under the line management of the East Counter Terrorism Intelligence Unit (ECTIU).
Decision Summary	<p>The Eastern Region Collaboration exists across the counties of Cambridgeshire, Bedfordshire, Hertfordshire, Essex, Suffolk and Norfolk for the purposes of providing effective policing in those areas. The Police and Crime Plan 2013-16 states that work will continue with local, regional and national partners to maintain the momentum on collaboration.</p> <ol style="list-style-type: none"> 1. Chief Constables nationally agreed in January 2013 to seek to regionalise the Counter Terrorism Security Advisers (CTSAs) and place them under the line management of the Counter Terrorism (CT) Units. While each region interpreted this decision and created the structure in different ways, the Eastern Region intends to create a regional structure under a section 22A agreement. 2. The Chief Constables of Bedfordshire, Cambridgeshire, Essex and Hertfordshire wish to create a regional Prison Intelligence Unit (PIU) which will undertake the functions of Prison Intelligence Officer's on behalf of the four Chief Constables. The PIU will be managed by the Eastern Counter Terrorism Intelligence Unit in order to provide a single joint management structure for the cadre. This will provide efficiency and effectiveness as a result of having one line management under the joint unit. <p>Each of the respective Chief Constables and Commissioners are being invited to consider and sign the Section 22A agreements. The Commissioner is asked to approve the signature of the formal Section 22A agreements to be delegated to the Chief Executive prior to the commencement of operations.</p>

Contact Officer	Dorothy Gregson, Chief Executive Tel: 0300 333 3456 Email: dorothy.gregson@cambs.pnn.police.uk
Background Papers	Section 22A Agreement – Eastern Region Counter Terrorism Security Advisors, Business Co-Ordination Board, 4 September 2013 Section 22A Agreement – Regionalisation of Prison Intelligence Officers, Business Co-Ordination Board, 4 September 2013


Sir Graham Bright, Cambridgeshire Police and Crime Commissioner	
I confirm that I have reached the above decision after consideration of the facts above.	
Signature	Date 4/9/13

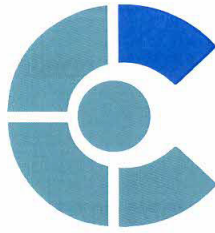


Cambridgeshire
Police & Crime
Commissioner

CAMBRIDGESHIRE POLICE AND CRIME COMMISSIONER DECISION RECORD – CPCC 2013-018	
Subject	STATEMENTS OF ACCOUNTS 2012/13
Decision	To approve the Cambridgeshire Police and Crime Commissioner Statement of Accounts 2012/13
Decision Summary	<p>For accounting purposes, the Cambridgeshire Police and Crime Commissioner (the Commissioner) is the parent entity of the Chief Constable of Cambridgeshire Constabulary and together both corporations sole form a 'Group'.</p> <p>For 2012/13 the accounts of the Chief Constable are, essentially, zero (organisation in existence but future risks and benefits remain with the Commissioner at this stage). However, two sets of accounts have been produced and audited.</p> <p>The Accounts and Audit Regulations 2011 require the Chief Finance Officer(s) to sign, by 30th June, that the accounts present a true and fair view of the financial position as at 31st March. The draft accounts were submitted to the external auditor at the end of June 2013.</p> <p>The Police and Crime Commissioner and the Chief Constable must approve their audited minutes by 30th September. The Joint Audit Committee meeting on 18 September 2013 provided the vehicle for that approval.</p> <p>The draft accounts were open for inspection in the four week period ending 13th September 2013.</p> <p>The audit has been carried out by Ernst and Young and the accounts will be published on the websites in due course.</p>

Contact Officer	John Hummersone, Chief Finance Officer Tel: 0300 333 3456 Email: John.Hummersone@cambs.pnn.police.uk
Background Papers	Statement of Accounts 2012/13 – Police and Crime Commissioner for Cambridgeshire (the Group Accounts) Statement of Accounts 2012/13 – Chief Constable of Cambridgeshire Constabulary Audit Results Report – ISA260 – Police and Crime Commissioner for Cambridgeshire Audit Results Report – ISA260 – Chief Constable of Cambridgeshire Constabulary Request for a Letter of Representation - Police and Crime Commissioner (and Group). Request for a Letter of Representation – Chief Constable All of which were presented to the Joint Audit Committee 18 September 2013.

Sir Graham Bright, Cambridgeshire Police and Crime Commissioner	
I confirm that I have reached the above decision after consideration of the facts above.	
Signature	
Date	18/9/2013



**Cambridgeshire
Police & Crime
Commissioner**

CAMBRIDGESHIRE POLICE AND CRIME COMMISSIONER DECISION RECORD – CPCC 2013-019	
Subject	Funding of Programme Metis from the Capital Programme
Decision	The Business Plan for Programme METIS is to be considered in full by the OPCC. This details at a strategic level where spend, invest to save and savings will be made in the future. To ensure sufficient piloting work has been undertaken to inform this full business case, the OPCC is requested to approve £50,000 from the Capital programme for Programme METIS ahead of consideration of the full business case.
Decision Summary	The Commissioner is being invited to approve the spend of £50,000 from the Capital programme on Programme Metis.

Contact Officer	Dorothy Gregson, Chief Executive Tel: 0300 333 3456 Email: dorothy.gregson@cambs.pnn.police.uk
Background Papers	<p>PROGRAMME METIS – Approval of spending :</p> <p>Capital Programme 2013/14 to 2016/17: http://www.cambridgeshire-pcc.gov.uk/wp-content/uploads/2013/03/Capital-Programme-2013-14-to-2016-17.pdf</p> <p>Minutes from the 20 March Business Coordination Board Meeting: http://www.cambridgeshire-pcc.gov.uk/wp-content/uploads/2013/05/13_03_20_BCB_minutes.pdf</p> <p>25 April Programme Metis Update to the Business Coordination Board: http://www.cambridgeshire-pcc.gov.uk/wp-content/uploads/2013/05/13-04-25-Agenda-Item-2-OPCC-Metis-Update-April-2013.pdf</p> <p>22 May Programme Metis Update to the Business Coordination Board: http://www.cambridgeshire-pcc.gov.uk/wp-content/uploads/2013/05/13-05-22-Agenda-Item-4-Metis-Update-May-2013.pdf</p>

	<p>Minutes from the 24 June Business Coordination Board Meeting: http://www.cambridgeshire-pcc.gov.uk/wp-content/uploads/2013/07/Approved-minutes-BCB-meeting-13-06-24.pdf</p> <p>Minutes from the 22 July Business Coordination Board Meeting: http://www.cambridgeshire-pcc.gov.uk/wp-content/uploads/2013/07/13-07-22-BCB-Mins-Signed0001.pdf</p>
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Sir Graham Bright, Cambridgeshire Police and Crime Commissioner	
I confirm that I have reached the above decision after consideration of the facts above.	
Signature	Date 10/10/13

CAMBRIDGESHIRE POLICE AND CRIME PANEL	Agenda Item No. 7
6 NOVEMBER 2013	Public Report

Report of the Head of Legal Services, Peterborough City Council

Contact Officer(s) – Gary Goose

Contact Details – gary.goose@peterborough.gov.uk

PROCEDURE FOR THE HANDLING OF COMPLAINTS

1. PURPOSE

- 1.1 This report is presented to enable the Panel to agree the procedure for the handling of complaints made against the Police and Crime Commissioner (PCC).

2. RECOMMENDATIONS

- 2.1 The Panel is recommended to:

1. Agree the procedure for the handling of complaints outlined in the report and appendices;
2. Determine whether non-serious complaints should be agreed by a Panel Member;
3. Agree to establish a sub-committee to carry out any informal resolution of complaints;
4. Agree the membership of the sub-committee to be a minimum of 3 members of the Panel.

3. TERMS OF REFERENCE

- 3.1 9) To fulfill functions in relation to complaints about conduct matters, in accordance with the responsibilities accorded to the panel by the Police Reform and Social Responsibility Act 2011.

4. BACKGROUND

- 4.1 At the meeting of the Shadow Police and Crime Panel held on 18 October 2012, a report was submitted with various options of how to handle complaints about conduct matters in accordance with The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.
- 4.2 The Shadow Panel agreed that the initial sifting of any complaints should be undertaken by the Chief Executive of the Commissioner's office. It was further agreed that any informal resolution of complaints would be delegated to a sub-committee of the Panel or a single Panel Member and that the procedures for the handling of complaints would be agreed at the first public meeting.
- 4.3 At its meeting of February 2013 a proposed complaints procedure was returned to officers for further work prior to adoption.
- 4.4 Since those meetings revised guidance has now been produced by government together with that from the Local Government Association (attached to this report). Four options for the handling of complaints are given in the LGA guidance and it is suggested that 'option 4' meets the instruction of the Panel (see section 5 below).
- 4.5 It is important to note that the remit of the Panel is to ensure that it is kept informed of all complaints and conduct matters concerning a PCC or a Deputy PCC and their handling; to ensure that a process is in place for managing such complaints and to deal with the resolution of complaints that do not allege criminality or and that are not considered serious conduct

matters. There is no power of investigation available to the Panel. Their role is to resolve complaint issues that fall within their remit.

- 4.6 All complaints that allege criminality or serious misconduct must be referred to the Independent Police Complaints Commission (the IPCC). The IPCC will then determine the mode of investigation.

5. KEY ISSUES

Procedure

- 5.1 Option 4: Delegation of receipt, triage and resolution activity in the LGA guidance states that:

“A panel could also combine options 2 and 3 above, e.g. it could delegate the initial triage role to the chief executive of the PCC, and responsibility for securing the informal resolution of complaints to one of the bodies set out in option 3 above”

- 5.2 This option would therefore consist of delegating the initial receipt of complaints to the Chief Executive of the PCC’s office (in their role as monitoring officer) who will then distribute the complaint(s) to the panel, the IPCC or the Chief Constable (or anyone else as) appropriate.
- 5.3 It is recommended that a sub-committee be established by the Panel rather than appoint a single individual in order to firstly ensure sufficient availability (the single member may not be available when needed and may also find he/she is conflicted depending on the nature/subject of the complaint) and secondly to ensure that a wider scope of opinion is used when considering any resolution.
- 5.4 It is further recommended that a minimum of three panel members form a sub-committee: to be chosen from the Panel Members each time (non-fixed membership). However, a permanent chairman for the sub-committee could be appointed to ensure a level of consistent decision making across all complaint cases. It may also be preferable that an independent co-opted member be appointed to each sub-committee that is formed, maybe as chairman, to re-assure the wider public that the decisions are not politically motivated (whether a positive or negative outcome).
- 5.6 Regular reports from the PCC’s Chief Executive on all complaints received about the Commissioner or Deputy along with a summary of their outcomes should be submitted to the Panel for consideration.
- 5.7 The Panel will need to further consider how any subsequent investigation work would be resourced and funded. Although the initial sifting is delegated to it, the Chief Executive of the PCC’s office is not duty bound to provide funding for this. It may be that each Authority provides support in terms of investigating officers and this duty rotates between them.

6. IMPLICATIONS

- 6.1 **Financial** – consideration to be given to the potential costs of investigation, or otherwise, complaint cases received.

Legal – this report is written in accordance with The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.

7. NEXT STEPS

- 7.1 Subject to the Panel agreeing the procedure to be followed, officers will put in place the relevant systems to affect the procedures agreed.

8. BACKGROUND DOCUMENTS

- Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985
- 8.1 Local Government Association: Police and Crime Panels, Handling complaints about the Police

and Crime Commissioner and their Deputy.

8.2 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.

9. APPENDICES

9.1 Complaints procedure

9.2 Complaints flow chart

9.3 Local Government Association: Police and Crime Panels, Handling complaints about the Police and Crime Commissioner and their Deputy.

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1. Procedure

- 1.1 The Police and Crime Panel (the Panel) has the statutory role of overseeing all complaints against the PCC and DPCC and informally resolving non-criminal complaints, as well as criminal complaints or conduct matters that are referred back to the Panel by the IPCC.
- 1.2 The introduction of a complaints system to be administered by a local government joint committee in relation to the holder of a political post could be confusing for both the public bodies involved and the general public. Therefore, close working between the Panel, its administrators and the Office of the PCC is vital, as is making the process as clear as possible, and accessible, to the public.
- 1.3 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 (the Regulations) make provision regarding the Panel's powers and duties in regard to complaints made about the conduct of the PCC or DPCC (Complaints). The Regulations are detailed and therefore a summary of them is attached at Appendix 1.
- 1.4 The Regulations are based upon the Police Reform Act 2002 and the Police (Complaints and Misconduct) Regulations 2004. The aim of the complaints system is to deliver resolution as quickly and effectively as possible for the majority of complainants through local resolution.
- 1.5 In accordance with the Regulations, the Panel is required to maintain suitable arrangements for handling Complaints, recording conduct matters where there is an indication that the PCC/DPCC may have committed a criminal offence (Conduct Matters) and prescribing the manner in which any complaints alleging conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence (Serious Complaints) and Conduct Matters are handled.
- 1.6 The IPCC is required to secure that the Panel maintains such arrangements and to secure that:
 - the arrangements comply with the Regulations, are efficient and effective and manifest an appropriate degree of independence;
 - public confidence is established and maintained in the existence, and with the operation, of the arrangements; and
 - such arrangements are conducive to, and facilitate, the reporting of misconduct by the PCC/DPCC.
- 1.7 The Panel may delegate all or any of its powers or duties under the Regulations, with the exception of Part 4 (informal resolution of complaints), to the Chief Executive of the Office of the PCC (the Chief Executive).
- 1.8 In relation to Part 4 and the informal resolution procedure, the Panel may deal with the matter itself or by appointing a sub-committee, a single member of the Panel, or a person who is not a member of the Panel (but not a PCC or DPCC nor the Chief Executive) to secure the informal resolution of the complaint and then report back to the Panel the conclusion of the process.

2. Arrangements for Handling Complaints

Proposed Delegated Authority to the Chief Executive

- 2.1 Some of the actions required to be taken to fulfil the Panel's duties outlined in Appendix 1 are required to be taken within (more or less) a 24 hour period and there are a number of administrative actions that should also be undertaken promptly. Therefore, these are matters that cannot wait and in any event it would not be efficient for the Panel as a whole to meet to consider.
- 2.2 Therefore, in accordance with the regulations, the Panel delegates the Chief Executive as the first point of contact for all complaints made against the PCC/DPCC and further delegates the following powers and duties to the Chief Executive to act on the Panel's behalf:
- 2.3 To provide assistance, information and access to premises to the IPCC/its appointed investigator in relation to any investigation of a Serious Complaint or Conduct Matter by the IPCC;
- 2.4 Upon receiving a Complaint, except where the Chief Executive is satisfied that the subject-matter of the Complaint is being/has been dealt with by means of criminal proceedings against the PCC/DPCC or the Complaint has subsequently been withdrawn in accordance with the Regulations, to determine whether the Panel is the appropriate police and crime panel to deal with it and (1) if not, to notify the appropriate panel or (2) if it is, to record the Complaint.
- 2.5 Where the Chief Executive decides not to take action to notify the appropriate panel or record the whole or any part of the Complaint, she must notify the complainant of this decision and the grounds on which it was made;
- 2.6 Where the Chief Executive becomes aware of a Conduct Matter (whether civil proceedings have been brought, are likely to be brought or otherwise), except where the matter has been recorded as a Complaint or is being/has been dealt with by means of criminal proceedings, to determine whether the Panel is the appropriate police and crime panel to deal with it and (1) if not, to notify the appropriate panel or (2) if it is, to record the Conduct Matter;
- 2.7 As soon as possible (and in any event no later than the end of the day after the day when it first became clear that the matter constitutes a Serious Complaint or Conduct Matter), to refer (in such manner as the IPCC specifies) a Serious Complaint or Conduct Matter to the IPCC. Where the IPCC notifies the Panel that it requires a Complaint or matter to be referred to it, the Chief Executive must comply as soon as possible and in any event no later than the end of the day after the day such notification was made.
- 2.8 The Chief Executive must notify the complainant (where applicable), and the person to whose conduct the matter relates (unless a decision has been taken that it might prejudice a possible future investigation) of the referral;
- 2.9 In the case of 2.2, 2.3 or 2.4 above, if the Chief Executive considers that either there is an actual, or there could be a perceived, conflict of interest in respect of her taking the decision required, to refer the matter to the complaints sub-committee for it to take the decision, such referral to be made no later than 2 working days after identifying the actual or perceived conflict of interest;
- 2.10 Where the Panel receives from a complainant (or via the IPCC) written notification signed by him (or his solicitor/authorised agent) that he withdraws the Complaint or that he does not wish any further steps to be taken in consequence of the Complaint, to record this and notify the IPCC (after which the Regulations cease to apply to the

Complaint). This duty similarly applies in relation to Complaints that have been referred by the Panel to the IPCC who is still handling the Complaint. Where the complainant fails to provide written notification signed accordingly, the Chief Executive must take the steps set out in Regulation 16(8). The Chief Executive must also notify the person complained about (unless a decision has been taken that it might prejudice a possible future investigation);

2.11 To comply with the various duties set out in Part 5 of the Regulations regarding the provision of copies of the Complaint to the parties involved (subject to any decision made otherwise than by the Chief Executive not to supply a copy of the complaint to the PCC/DPCC or to provide a copy in a form which keeps anonymous the identity of the complainant or of any other person in accordance with Regulation 31(2) – (3)) and record keeping;

2.12 To provide an update report to each quarterly scheduled meeting of the Panel (the frequency of reporting to be reviewed after 12 months) about all Complaints and other matters concerning the conduct of the PCC/DPCC covered by the Regulations, anything which is done under, or for the purposes of, any provision of the Regulations and any obligations to act, or refrain from acting, that have arisen under the Regulations, but have not yet been complied with or have been contravened; and 3.1.9 where a complaint is received and recorded and where action is required to be taken that falls within the delegated powers and duties of the complaints sub-committee (or other authorised individual), to refer the matter no later than 2 working days after the complaint has been recorded to the complaints sub-committee (via the Panel's scrutiny officer).

2.13 In terms of factors in favour of such a delegation to the Chief Executive, the Office of the PCC will have experience of dealing, and greater capacity to deal, with complaints made against the Chief Constable and senior officers under the police legislation referred to above. In addition, by including the express power in the Regulations, the Government is clearly proposing that some delegation to the Chief Executive is appropriate. However, the Panel must of course be alive to the risk of a conflict of interest as the Chief Executive is employed by the PCC, hence the specified and, where appropriate, restricted delegations proposed above. The Panel will also be aware of the possible negative public perception of the Chief Executive being involved in handling complaints against her 'boss' (although this is the usual practice in local government). The Panel may choose to adopt a process of regular 'dip sampling' of all records to see which matters are not being recorded or in respect of which Part 4 is being dis-applied, and why.

3. Delegated Authority to a complaints sub-committee

3.1 Some of the actions required to be taken to fulfil the Panel's duties outlined in Appendix 1 may not be delegated to the Chief Executive or are matters that may be so delegated but, to do so, might not manifest an appropriate degree of independence. Therefore the Panel delegates authority to the Panel's scrutiny officer in consultation with the Chair of the Panel to convene a meeting of a complaints sub-committee of three Panel Members who shall have the following powers and duties to act on the Panel's behalf:

- (a) Where a Complaint or Conduct Matter comes to the sub-committee's attention, to secure that all appropriate steps are taken, both initially and from time to time after that, for obtaining and preserving evidence relating to the conduct in question and to comply with any directions given to the Panel by the IPCC in this regard. Such steps may include requesting other relevant parties to obtain or

preserve evidence and issuing any appropriate directions to the PCC/DPCC to take specified steps for obtaining or preserving evidence;

- (b) Where the Chief Executive considers that either there is an actual, or there could be a perceived, conflict of interest in respect of her taking the decision whether to record a Complaint or Conduct Matter, or in respect of her identifying a Serious Complaint for subsequent referral to the IPCC, and refers the matter to the complaints sub-committee for decision, to take that decision in accordance with the Regulations;
- (c) To provide assistance, information and access to premises to the IPCC/its appointed investigator in relation to any investigation of a Serious Complaint or Conduct Matter by the IPCC;
- (d) To consider whether not to supply a copy of the complaint to the PCC/DPCC (on the grounds that, to do so, might prejudice any criminal investigation or pending proceedings or would otherwise be contrary to the public interest) or to provide a copy in a form which keeps anonymous the identity of the complainant or of any other person in accordance with Regulation 31(2) – (3). Where a decision is made not to supply a copy of the complaint, to keep that decision under regular review;
- (e) Where a complainant gives written notification (direct to the Panel or via the IPCC) that he withdraws the Complaint or that he does not wish any further steps to be taken in consequence of the Complaint, and the IPCC is not handling the Complaint (including situations where the IPCC has referred a Serious Complaint back to the Panel to deal with), the determination whether the complaint is one made about conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence and should therefore be treated as a Conduct Matter, in which case it shall be recorded and handled as such by the complaints sub-committee (i.e. the duty to refer the matter to the IPCC must be complied with, unless the IPCC takes the view that the Conduct Matter has, for the purposes of the Regulations, been referred back to the Panel);
- (f) The power to decide to dis-apply Part 4 (informal resolution of complaints) i.e. where a complaint falls within the specified description of complaints (see paragraphs 3.16 and 3.17 of Appendix 1), a decision can be made to handle a matter otherwise than in accordance with Part 4 or should take no action in relation to it. Where a decision is made to handle a matter otherwise than in accordance with Part 4, to take the necessary steps to handle the matter accordingly. Where the complaints sub-committee considers it appropriate to do so, it may authorise the Chief Executive to take any action on behalf of the Panel in relation to the matter; and 3.3.7 to provide an update report to each quarterly scheduled meeting of the Panel (the frequency of reporting to be reviewed after 12 months) about all actions taken under the Regulations (including any obligations to act, or refrain from acting, that have arisen under the regulations, but have not yet been complied with or have been contravened) by the complaints subcommittee.

4. Delegated Authority to a complaints sub-committee to conduct the informal resolution process

4.1 With regard to the informal resolution procedure, the Regulations provide that the procedure must make provision for, as soon as practicable, giving the complainant and

the person complained against an opportunity to comment on the complaint (if the latter chooses not to comment, the procedure must provide that this must be recorded in writing). The procedure should prohibit investigation of the complaint, however the Panel's exercise of its powers to require the person complained against to provide information or documents or attend before it to answer questions or give evidence will not be regarded as an investigation. The informal resolution procedure must provide for, as soon as practicable, the making of a record of the outcome of the procedure which must be sent to the complainant and the person complained about.

- 4.2 The procedure should prohibit the tendering on behalf of the person complained against an apology for his conduct unless that person has admitted the conduct in question and has agreed to the apology. No part of the record may be published by the Panel unless, having given the parties an opportunity to make representations about the proposed publication and having considered any such representations, the Panel considers that publication is in the public interest.
- 4.3 In accordance with the Regulations, as already indicated, in relation to Part 4 and the informal resolution procedure, the Panel may deal with the matter itself or by appointing a sub-committee, a single member of the Panel, or a person who is not a member of the Panel (but not a PCC or DPCC nor the Chief Executive) to secure the informal resolution of the complaint.
- 4.4 Although a single person may be authorised to act on the Panel's behalf in relation to the informal resolution of a complaint, it is proposed that, in its first year of operation, the Panel delegate authority to the Panel's scrutiny officer in consultation with the Chair of the Panel to convene a meeting of a complaints sub-committee of five Panel Members who shall have the following powers and duties to act on the Panel's behalf:
 - (a) Where a Complaint has been recorded (including a Serious Complaint that has been referred to the IPCC and then referred back to the Panel), to handle the matter in accordance with Part 4 of the Regulations (unless Part 4 has been dis-applied and handled separately or in respect of which no further action is to be taken) and the Protocol attached at Appendix 2 (page 15). Where it appears that the matter has already been satisfactorily dealt with at the time it was brought to its notice, subject to any representations by the Complainant, the sub-committee may treat the matter as having been resolved;
 - (b) The powers to require the person complained against to provide information or documents or attend before it to answer questions or give evidence (under sections 13(1) and 29(1) of the Police Reform and Social Responsibility Act 2011 respectively);
 - (c) The power to determine whether, having given the parties an opportunity to make representations about the proposed publication of the record of the outcome of the informal resolution procedure and having considered any such representations, publication is in the public interest and the power to publish accordingly;
 - (d) The power to decide that a complaint being handled in accordance with the informal resolution procedure should be referred to the IPCC. The complaints sub-committee should only make this decision where matters come to light during the informal resolution process which indicate the commission of a criminal offence, thus leading to the earlier decision as to whether or not the complaint was a serious complaint being reversed;

- (e) The power to authorise a single Panel Member or a person who is not a Panel Member (but who is not a PCC, a DPCC nor the Chief Executive) to take any action identified by the complaints sub-committee as part of the informal resolution process;
- (f) The IPCC may choose to refer a Serious Complaint (or a Complaint that it required to be referred to it) back to the Panel, in which case the subcommittee must handle it in accordance with Part 4 of the Regulations unless Part 4 has been disapplied and the matter has been handled separately or in respect of which no further action is to be taken. A Conduct Matter referred back to the Panel may be dealt with by the subcommittee in whatever manner it thinks fit; and
- (g) To provide an update report to each quarterly scheduled meeting of the Panel (the frequency of reporting to be reviewed after 12 months) about all complaints considered in the preceding quarter by the complaints subcommittee, the action taken (including any obligations to act, or refrain from acting, that have arisen under the regulations, but have not yet been complied with or have been contravened) and the outcome of the process.

4.5 The Regulations provide that procedures that are to be available for dealing with a complaint which is to be subjected to informal resolution are any procedures which are approved by the Secretary of State in guidance. Guidance is expected to be published in the near future. It is therefore proposed that authority be delegated to a complaints sub-committee to amend the Panel's arrangements for handling complaints as required to comply with any such guidance. The Panel may also like to agree a date when the system can be reviewed and revised following a period of operation.

4.6 In accordance with the Regulations, the Panel may provide in its informal resolution procedure for the matter to be remitted at any time to the Panel as a whole (whether at the request of the appointed sub-committee or person, the complainant or the person complained against, or otherwise) if the Panel is of the opinion that this will lead to a more satisfactory resolution of the complaint. The Protocol attached at Appendix 2 currently makes provision for a matter being progressed through the informal resolution process to be referred back to the Panel at the discretion of the complaints sub-committee.

4.7 It is recommended that the Panel's scrutiny officer be authorised to notify the PCC of the name and address of the person to whom complaints should be directed (which will then be published by the PCC). In addition, in view of the likely frequency of Panel meetings, exceptional circumstances may occasionally arise under which it is necessary, and in the best interests of the Panel, for urgent action to be authorised and taken on its behalf, when such action does not fall within the scope of the delegations set out above. It is therefore recommended that the Panel's scrutiny officer be authorised, in consultation with the Chair of the Panel, to take any necessary urgent action in the best interests of the Panels subject to consideration by the Panel, the Panel's Rules of Procedures approved at its meeting on 29 June 2012 will require amendment in line with the arrangements set out in this report. It is recommended that the Panel approve the amended version of Rule 34 of the Rules of Procedure reproduced at Appendix 3 (page 18).

4.8 As part of the complaints handling process, there is potential for additional meetings to be convened and the need for these as well as the costs arising from them will have to

be kept under review in the context of the Panel's budget. The proposed delegations to the Chief Executive should assist in this regard.

5. Complaints Made Against the Panel

5.1 So far, no provision has been made in legislation or guidance regarding who should handle any complaint made against the Panel. The position on this will be reviewed when such provision is made.

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CAMBRIDGESHIRE POLICE AND CRIME PANEL	Agenda Item No. 8
6 NOVEMBER 2013	Public Report

Report of the Office of the Police and Crime Commissioner

Contact Officer(s) – Dr Dorothy Gregson, Chief Executive

Contact Details – cambs-pcc@cambs.pnn.police.uk 0300 333 3456

UPDATE ON COLLABORATION

1. PURPOSE

- 1.1 The report is being presented to the Police and Crime Panel to enable it to carry out its functions in line with Section 13 of the Police Reform and Social Responsibility Act 2011.

2. RECOMMENDATIONS

- 2.1 The Panel is invited to note the report.

3. TERMS OF REFERENCE

- 3.1 Item 6, To review or scrutinise decisions made, or other action taken, by the Police and Crime Commissioner in connection with the discharge of the Commissioner's functions.

4. BACKGROUND

- 4.1 The Commissioner sent a draft variation to the Police and Crime Plan, on collaboration, to the Police and Crime Panel which they reviewed and endorsed on 18 July. Collaboration remains high on the local and national agenda. The Police Reform and Social Responsibility Act places new duties on chief officers and policing bodies to keep collaboration opportunities under review. It also places a duty on them to collaborate where it is in the interests of the efficiency or effectiveness of their own and other police force areas. Where collaboration is judged to be the best option they must collaborate. Collaboration has generated significant savings for Cambridgeshire and these savings are now embedded within our budget.
- 4.2 Cambridgeshire is involved in national (e.g National Police Air Service), regional (e.g Eastern Region Special Operations Unit for organised crime) and more local collaborations. In recent years the focus of collaboration has been on local preferred partnership arrangements and in early 2011 Bedfordshire Police, Bedfordshire Police Authority, Cambridgeshire Constabulary, Cambridgeshire Police Authority, Hertfordshire Constabulary and Hertfordshire Police Authority signed a Memorandum of Understanding which created the Bedfordshire, Cambridgeshire and Hertfordshire Strategic Policing Alliance. The agreement has provided the foundation for significant collaboration.
- 4.3 This report is intended to provide an update on the tri force collaboration (Bedfordshire, Cambridgeshire, Hertfordshire) of Protective Services, covering all of

the Joint Protective Services units together with the collaborated procurement function and professional standards.

4.4 The Strategic Policing Alliance, agreed by each of the previous three Authorities, set out how collaborative arrangements between Bedfordshire, Hertfordshire and Cambridgeshire were to be managed and stated that the following outcomes should be delivered by any collaborative arrangements:

- Improved effectiveness for all three forces;
- Improved resilience for all three forces;
- Improved cash savings in all three forces, realising cashable and non-cashable savings for re-investment;
- A service structure and operating methods which are 'fit for purpose', taking account of new and emerging developments and which will meet future foreseeable demands for the next 3-10 years;
- Plans which close the gaps identified within the respective Protective Services Improvement Plans (where applicable);
- Methods of operating which are equally viable under any force or governance structure;

Improved and enhanced customer service across the three counties.

5. KEY ISSUES

5.1 In the context of the Strategic Policing Alliance outline above, a collaboration programme was subsequently instigated which covered the following units:

- Armed Policing Unit
- Cameras Tickets and Collisions (CTC)
- Counter Terrorism and Domestic Extremism
- Dogs
- Major Crime
- Operational Planning and Support Unit
- Professional Standards Department
- Roads Policing Unit
- Scientific Services

- Serious and Organised Crime
- Visual Evidence.

Updates on these units are provided at Appendix 1.

- 5.2 All collaborated units are reported to be performing well. However, the complexity of these collaborations is recognised. Upon the arrival of the Commissioners, governance arrangements for collaboration have been refreshed to ensure careful monitoring.

6. IMPLICATIONS

- 6.1 Subject to the Panel's need for further information or scrutiny of future collaboration decisions, further details can be provided.

7. CONSULTATION

- 7.1 The decisions are in line with the direction set in the Police and Crime Plan. These decision records have been placed on the Commissioner's website.

8. NEXT STEPS

- 8.1 Future collaboration decisions taken by the Commissioner will continue to be notified to the Panel.

9. BACKGROUND DOCUMENTS

- 9.1 Police and Crime Plan 2013-16

10. APPENDICES

- 10.1 Appendix 1 – Collaboration Update – Specific Units

APPENDIX 1 - COLLABORATION UPDATE – SPECIFIC UNITS

1. ARMED POLICING UNIT

- 1.1 The joint Firearms Unit received approval for the business case which was presented to the Police Authority in October 2011. A new structure was implemented which was based upon a single unit deploying across the three counties from three operational bases. It encompassed a single joint training unit and incorporated a restructure of posts and responsibilities.
- 1.2 The new tri force collaborated unit went live in April 2012 with planned savings of circa £542k per annum.
- 1.3 Resources are shared across the force areas, with a joint rota for the provision of tactical advice and a new joint strategic firearms command to cover Bedfordshire and Cambridgeshire, starting from September 2013. The provision of tactical firearms commanders will remain bespoke to each of the three forces.

2. CAMERAS TICKETS AND COLLISIONS (CTC)

- 2.1 The joint CTC unit brings together a number of functions that were previously carried out individually by forces. These include camera enforcement, tickets and prosecutions and collisions administration.
- 2.2 The business case forecast savings of £0.5m with the potential to develop revenue of circa £0.2m.
- 2.3 The new joint unit went live in April 2013 with the unit's administration, support and camera enforcement being based at Stevenage. Satellite bases for Bedfordshire and Cambridgeshire are located at Halsey Road and Monks Wood.
- 2.3 The unit's main role is to increase road safety, working with Road Policing and local partners to change attitudes and behaviour on the roads. The responsibilities of the new unit include the administration of speed management on the roads across the three forces, through fixed and mobile speed cameras, processing tickets for endorsable and non endorsable offences and the administration of traffic offence reports. The unit is also responsible for preparing road traffic offence files for court, investigating some camera offences and collisions, as well as assisting the public with enquiries and insurance claims.

3. COUNTER TERRORISM AND DOMESTIC EXTREMISM

- 3.1 Bedfordshire and Hertfordshire CT Units collaborated in 2011 and following agreement at the Strategic Alliance Portfolio Board in March 2012, a business case was developed for a joint tri force CT/DE Unit.

3.2 The tri force collaborated unit went live in November 2012 with planned savings of £240k per annum. The new unit amalgamated existing structures into a single unit, headed by a Detective Chief Inspector, reporting to the Detective Chief Superintendent Joint Protective Services as the strategic lead for the delivery of the CONTEST strategy.

4. DOGS

4.1 Following agreement of the business case by the Strategic Alliance Portfolio Board, a tri force dog unit was implemented and went live in April 2013.

4.2 The new unit is responsible for providing proactive and reactive police dog support to operational and local policing throughout the three force area and the unit is tasked to support local and force priorities. These priorities are firearms, public order, missing persons and serious acquisitive crime (SAC).

4.3 The command base of the new unit is located at Alconbury in Cambridgeshire, with officers and dogs continuing to routinely deploy from their home address.

4.4 The initial business case detailed forecasted savings of £1.1m, however during the implementation phase, the adoption of an alternative proposal that provided increased capability, led to revised annual savings of £740k.

5. MAJOR CRIME

5.1 The aim of collaboration for Major Crime was to 'combine a wealth of knowledge and experience and create an even stronger team' alongside providing savings of circa £700k. The unit which went live at the end of April 2012, is based at two hubs – Welwyn Garden City and Police HQ Huntingdon. The unit investigates:

- Murder
- Manslaughter
- Attempted murder
- Stranger rapes which require the setting up of a HOLMES facility
- Crimes in action (Kidnap, Extortion and Product Contamination)
- The 'manhunt' element of fail-to-stop, fatal road traffic collisions
- Series of armed robberies
- Work-related death
- Corporate manslaughter and
- Any other enquiry deemed appropriate by ACPO.

6. OPERATIONAL PLANNING AND SUPPORT UNIT

6.1 This unit provides management and support of level two and three police operations and public event planning. These include national, countywide and cross border events or operations that require large numbers of resources, such as public order.

The team is also the point of contact between forces and national and international partner agencies in the operational planning field.

- 6.2 The tri-force Operational Planning and Support Unit went live in March 2013 with planned savings of £175k. The new unit has two bases at Alconbury in Cambridgeshire and Hitchin in Hertfordshire.

7. PROFESSIONAL STANDARDS DEPARTMENT

- 7.1 The unit was launched in January 2012 with central functions operating from Biggleswade Police Station. The team was made up from officers and staff from each of the three forces and is headed by a Superintendent from Cambridgeshire. The aim of the unit was to 'deliver increased capacity to safeguard standards and integrity, support officers, staff and volunteers, as well as generating savings of approximately £640,000 per year for the three forces.
- 7.2 A post implementation review (PIR) was carried out in November 2012 to 'look back' since implementation and ascertain the degree of success from the implementation of the projects, in particular, the extent to which they met their objectives, delivered planned levels of benefit and addressed the specific requirements as originally defined in the approved business cases.
- 7.3 The review indicated that the unit was fit for purpose, was following national guidance and was working to the remit of the business case. The unit was projected to exceed the savings identified by circa £180k, albeit that some investigations were being conducted outside the remit of PSD. The IPCC stated that they were comfortable with the new working arrangements and praised the clarity of performance information being produced. (i.e. one performance report for the three Police Authorities).

8. ROADS POLICING UNIT

- 8.1 Following consideration of the scoping and options paper, a business case was developed for a tri-force roads policing unit that covered the following elements of Roads Policing: Patrol; ANPR; Collision Investigation; Vehicle Recovery; Traffic Management and Vehicle Examination. Whilst functionally separate, together they form the strategic capability to deliver:
- Response;
 - Proactive intelligence led tasking and deployment via Automatic Number Plate Recognition (ANPR) and;
 - Collision prevention and investigation.
- 8.2 The remit of the collaborated ANPR is to be intelligence led and as well as offering resilience to the Patrol function, ANPR is the primary resource for tackling criminality in relation to the roads' network. To this end, some of the savings realised with the Patrol function have been re-invested in ANPR.
- 8.3 Within RPU, the Collision Investigation Unit are responsible for the investigation of all road collisions where there is a fatality or likely to be a fatality, where there is a police vehicle involved in a serious injury collision and where there is likely to be significant

public interest in a collision.

- 8.4 Part of this responsibility involves mapping and surveying of collision scenes. The introduction of new 3D laser scanners within each force area has provided the opportunity to open the county's roads faster following serious collisions, minimising congestion and therefore disruption to other road users. These devices are used to record essential evidence at the scene and the data used by Collision Investigators to produce a virtual 3D reconstruction of the site, including high quality graphics and detailed plans, for use in subsequent enquiries and court cases.
- 8.5 The new collaborated RPU went live in April 2013 with projected savings of £2m. This was later revised to £1.9m in year 1 with the potential to rise to £2.2m from year 2 onwards due to the scheduling and contractual arrangements covering the vehicle recovery element of the unit.

9. SCIENTIFIC SERVICES

- 9.1 The Scientific Support Services Unit went live April 2012. The unit aims to provide dynamic forensic services across the strategic alliance, working closely with key internal and external stakeholders. The unit operates from three locations with the command centre at Sandy in Bedfordshire. The unit was expected to make savings of circa £1.1m per annum.
- 9.2 Scientific Services is the first collaborated unit in a shared service environment to achieve ISO 17025 accreditation of its two fingerprint enhancement laboratories. The laboratories in Hinchingsbrooke and Welwyn Garden City were awarded accreditation by the United Kingdom Accreditation Service (UKAS) on December 12. ISO 17025 is an international quality standard entitled 'General requirements for the competence of testing and calibration laboratories'. It has been adopted by the EU and Forensic Regulator as the mandatory standard to which all police forces must be accredited for their Labs (by November 2015) and for DNA recovery (by November 2013).

10. SERIOUS AND ORGANISED CRIME

- 10.1 An initial scoping and options paper was produced for the collaboration of serious and organised crime across the three forces. Guidance from the Strategic Alliance Portfolio Board indicated that as a number of different areas sit within the Serious Organised Crime function across the forces, collaboration should be phased round a number of work streams.
- 10.2 While developing this initial work, it became clear that there was a need to ensure that the regional perspective was fully considered and the potential options for Serious and Organised Crime were discussed at a regional level.
- 10.3 There was also a need to take into account the national position and the adoption of the "Creedon" report which produced recommendations in relation to the structure and capacity of regional organised crime units (ROCUs).
- 10.4 This has resulted in the current position where a regional solution is now being progressed, led by the Eastern Region Special Operations Unit (ERSOU).

11. VISUAL EVIDENCE

- 11.1 This work stream was initiated to address a lack of investigative support in the area of visual evidence, which covers CCTV and suspect identification.
- 11.2 The new tri force unit went live in May 2013 as part of the collaborated scientific Services Unit. The main bases are at Thorpe Wood, Huntingdon and Parkside in Cambridgeshire, Luton in Bedfordshire and Stevenage, Hatfield and Watford in Hertfordshire.
- 11.3 Officers and staff in the unit are multi-skilled in both CCTV and Video Identification Parade Electronic Recording (VIPER) work in order to improve resilience and expertise and procedures and processes for providing these functions have been standardised.
- 11.4 The enhancement and increase in this capability across the three forces was forecast to cost circa £64k. This figure should be read in the context of the savings across Scientific Services as it is a sub unit that sits within this business area.

12. PROCUREMENT

- 12.1 Procurement was first formally collaborated in February 2011, however, the Strategic Head of Procurement was not appointed until May 2012.
- 12.2 The Collaborative Procurement function is split between each respective county Headquarters, with two Contracts Managers in charge of staff across the three Counties
- 12.3 To date, the Procurement Team has worked at aligning contracts to enable economies of scale and co-contracting has taken place for 19 strategic contracts. This has realised total savings of £2m in the first two years of collaboration.
- 12.4 BCH Procurement is now following a new 10 year strategic plan, aimed at significant cost reduction. This will be achieved at a tri-county level and involve further work with the East of England consortium and the use of national frameworks.

CAMBRIDGESHIRE POLICE AND CRIME PANEL	Agenda Item No. 9
6 November 2013	Public Report

Report of the Police and Crime Commissioner

Contact Officer(s) – Dorothy Gregson

Contact Details – cambs-pcc@cambs.pnn.police.uk 0300 333 3456

COMMUNICATION AND ENGAGEMENT UPDATE

1. PURPOSE

- 1.1 The report is being presented to the Police and Crime Panel to enable it to carry out its functions in line with Section 13 of the Police Reform and Social Responsibility Act 2011.

2. RECOMMENDATION

- 2.1 The Panel is invited to note the report.

3. BACKGROUND

- 3.1 At the previous meeting of the Police and Crime Panel, it was requested that the Panel be updated on the Commissioner's work on engagement and communications. This report is intended to provide a summary of the Commissioner's broad aspirations for engaging with the public both individually and collectively as well as identifying some specific tactical initiatives to support those aspirations.

4. PUBLIC ENGAGEMENT

Outreach Worker

- 4.1 One of the Commissioner's key Police and Crime Plan pledges is: "Be the voice of the people, not the police. An engagement outreach worker, initially for Peterborough and Fenland and then for the south of the county and Cambridge, will enable me to learn more about what the public need and want."
- 4.2 Nicola Fenton's initial objectives have included making contacts in Peterborough and Fenland to establish public engagement opportunities and challenges in each area. She has also been tasked with working through existing channels and partnerships to both support and introduce innovative mechanisms to effectively engage with volunteers, young people, businesses and parish councils within Peterborough and Fenland. Her over-arching objective is to support the Commissioner to be the voice of the public in Peterborough and Fenland, allowing him to respond to any concerns, individual cases and themes.

- 4.3 Her early work has begun identifying local issues for action by the Commissioner, as well as providing a single point of contact to enable different voluntary sector organisations and partner agencies to join up more effectively with each other and the police to both prevent and tackle crime and issues of community safety.
- 4.4 Since July she has met with key officer and staff of the Constabulary to ensure she is familiar with the work they have been involved in and familiarising herself with the areas and any key issues that the Constabulary has recognised communities are facing. She is establishing links with relevant key people in partner agencies. She has attended police and partner panels / forums, parish councils and other meetings across Peterborough and Fenland and has met with and listened to 22 groups of people, ranging from adults with learning disabilities to the Bangladeshi Community Association and Whittlesey Speedwatch. Issues covered have included experiences with the 101 number and awareness of current hate crime initiatives. These issues have either been dealt with locally by Nicola or escalated to the Commissioner for further action.
- 4.5 The Peterborough/ Fenland post will be viewed as a pilot, laying the foundation from which the Commissioner intends to build his public engagement work in central and southern Cambridgeshire.

Neighbourhood Watch and the launch of Neighbourhood Alert

- 4.6 Neighbourhood Alert was launched in September, in line with another of the Commissioner's Police and Crime Plan pledges to "champion local initiatives between the police, local councils, including the parishes, the voluntary sector and all those working to reduce crime and build safer communities."
- 4.7 Sir Graham says this is just the first step in helping NHW develop and grow to play their part in making communities safer. He plans to continue to assist Neighbourhood Watch to increase its membership and to become more proactive in the year ahead.
- 4.8 Neighbourhood Watch has said that the support and encouragement provided by Sir Graham ensuring the Constabulary adopts the same system is very much appreciated and is a major step forward. Chairman John Fuller says that it will also mean co-ordinators will receive more timely and relevant communications from their local policing teams which will help them to keep their communities informed and safe

Parishes

- 4.9 The Commissioner recently wrote to all parish councils in Peterborough and Cambridgeshire to encourage them to sign up to Neighbourhood Alert. His Outreach Worker is regularly representing the Commissioner at parish council and other neighbourhood level meetings in Peterborough and Fenland, reporting back to the Commissioner for actions upon identification of any recurring themes.

Correspondence

- 4.10 The Commissioner continues to deal with issues and concerns raised through correspondence with his office, identifying themes for further action where necessary as well as responding to individual cases. Since November 2012 the Commissioner has received in excess of 1,600 emails and letters from the public, partner and government agencies and government at local, regional and national level. Topics range from street level concerns relating to crime and community safety to victims commissioning and collaboration with other forces.

Street Surgeries and one to one surgeries

- 4.11 Sir Graham used the summer months for a series of street surgeries, using key locations in each local authority area for a high visibility 'drop in' to allow members of the public to meet him and discuss any concerns relating to local policing. The Chief Constable attended the Huntingdon street surgery alongside the Commissioner. Issues discussed with the Commissioner included anti-social behaviour and road safety (pavement parking and cycling). The Commissioner continues to meet privately with individual with members of the public who have specific cases or concerns.

5. RECENT COMMUNICATIONS

- 5.1 Press releases have been sent out by the Commissioner in relation to the following subjects and in line with his Police and Crime Plan objectives. These can be viewed on the Commissioner's website. Links to the articles are tweeted from @PCCCambs.

- **Alert (Police and Crime Plan, p15)**
- **World Mental Day (Police and Crime Plan, p7)**
- **Anti-slavery Day (Police and Crime Plan, p6-7))**
- **Drunkenness paid for by the tax payer (Police and Crime Plan, p3)**
- **Inspirations Studio (Police and Crime Plan, p20 & 22)**
- **Target Setting (Police and Crime Plan)**
- **Improved 101 call handling (Police and Crime Plan, p13-14)**

- 5.2 The Commissioner now has almost 800 followers on Twitter. Concerns raised through this medium have included 101 call handling and road safety in Cambridge.

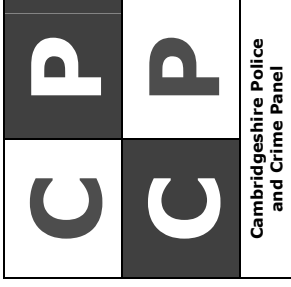
6. COMMUNICATIONS – THE FUTURE

- 6.1 The Commissioner is keen to ensure that operational communications delivery and strategic communications objectives are more joined up with the ultimate aim of ensuring effective delivery against the Police and Crime Plan objectives.
- 6.2 Communication plans aim to capture local, regional and national activity, linking in with relevant announcements, releases and news coverage when appropriate and informed by engagement with the public.

7. RECOMMENDATION

- 7.1 The Panel is invited to note the report..

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**CAMBRIDGESHIRE POLICE AND CRIME PANEL
AGENDA PLAN**

DATE OF MEETING	TITLE/ PURPOSE	OFFICER
Wednesday 6 November 2013 Civic Suite 1a 2pm	Election of Vice Chairman	
	Decisions by the Commissioner	Police and Crime Commissioner's Office
	Review Complaints Policy	Police and Crime Commissioner's Office
	Update on Collaboration	Police and Crime Commissioner's Office
	Engagement and Communications Update (outreach workers and communications)	Police and Crime Commissioner's Office
Wednesday 5 February 2014 Civic Suite 1a 2pm	Decisions by the Commissioner	Police and Crime Commissioner's Office
	Review Complaints	Police and Crime Commissioner's Office
	Scrutiny of the Budget	Police and Crime Commissioner's Office
Wednesday 19 March 2014 Civic Suite 1a 2pm	Decisions by the Commissioner	Police and Crime Commissioner's Office
	Review Complaints	Police and Crime Commissioner's Office
	Scrutiny of the Police and Crime Plan	Police and Crime Commissioner's Office

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