



## 2. Review of Complaints

No complaints had been received since the previous report.

## 3. Fire and Rescue Governance Update

The Panel received a report which provided an update following the approval from the Home Secretary for the Cambridgeshire Police and Crime Commissioner to take on responsibility for governance arrangements for the Cambridgeshire Fire and Rescue Service.

The Commissioner stated that a date was still awaited for a preliminary hearing; this delay would have an impact financially as certain plans remained on track due to necessity (ie training). There would also be a financial impact to the public purse as the cost of a Judicial Review was approximately £250,000.

## ACTION

Following discussions the Panel **AGREED** to note the report.

## 4. Monitoring the Delivery of the Police and Crime Commissioner's Police and Crime Plan

The Panel received a report to enable them to review the progress against the key activities identified in the Police and Crime Commissioner's Police and Crime Plan.

The Panel made comment, asked questions and received responses from the Commissioner with regard to the monitoring of the delivery of the Police and Crime Commissioner's Police and Crime Plan, these included:

- a) The Commissioner explained he was satisfied with the progress to date but there was much in the Plan that was outside of his direct control and due to partnership agencies. He stated it was imperative to look to the future together and intrinsic services so that issues were not shunted from one agency to another as the affect was significant.
- b) The Commissioner explained that Offenders (01) within the Delivery Plan was an ongoing piece of work that he was monitoring with the Chief Constable and through performance process. The amount of time Police dealt with non-crime related issues was 80%, these were often social care issues that had a knock on effect regarding time to deal with other issues. The Commissioner gave his assurance this would be monitored and an improvement expected.
- c) The Commissioner explained that historically time spent on non-crime related issues had been 40%-60%; this had increased 20% due to the service provision around mental health not being adequate enough to cover demand.
- d) Members asked if the introduction of telephone number 111, option 2, had helped with the pressure in demand to which the Commissioner explained this was the reason the Constabulary employed their own mental health nurses within the control room; the public would always get an answer when calling the police therefore they had become the first resort instead of the last.
- e) Members asked if cuts to mental health services had a huge effect on police. The Commissioner stated that the mental health service was inadequate; there had been an increase in mental health issues yet cuts to services which therefore did not provide enough provision or for future projected growth.
- f) Members asked if there was a contingency plan with regard to the software Athena. The Commissioner explained that improvements had been made with regard to resilience which was likely to result in a significant improvement in performance but there was also a culture change that was needed and this would take time. He had

been assured by Athena Management Board that no issues were critical; the Local Policing Review had allowed the capacity to bolster Athena and he had been assured that Cambridgeshire were dealing with Athena better than other partners and that an increase in performance would be expected.

- g) Members stated if Athena required more time then there would be a difficulty in realising savings to which the Commissioner stated he was more concerned with performance rather than budgetary pressures but he did not envisage any major shift in budgetary projections. The Commissioner stated this would be monitored but he was confident budget requirements would be met.
- h) Members compared Athena to Epic that had not work initially but was patched which caused a financial effect on hospitals; there were parallels with Epic and the potential for financial pressure; did the Commissioner have a funding pot for this. The Commissioner explained there was funding if needed but that if patching was required then it was contractual with Northgate;, therefore they were watertight in who would bear the costs.
- i) Members asked if there was a backup if the system failed. The Commissioner explained that Athena did not drive 999 calls; issues would occur when reports needed completing but this could still be carried out with paper. The Commissioner gave his assurance that Athena did not drive the day to day business of the emergency and response services.
- j) Members asked if a “lessons learnt” paper would be available. The Commissioner stated that although Athena had been delivered it was already dated and the National Policing ICT Company had developed a “lessons learnt – looking at what the future looks like and what policing community needs” paper. The Commissioner stated he would share this document once received.
- k) Members stated that the progress report was useful but also frustrating as updates were not as timely as they could be and asked if in future these could be up to date.
- l) The Commissioner explained that Parish Council Conferences had been held around the sectors and these had been successfully attended; the constabulary also attended local parish councils where capacity allowed.

## **ACTION**

Following discussions the Panel **AGREED** to note the report.

The Police and Crime Panel also made the following recommendations for the Commissioner:

- Commissioner to share “Lessons Learnt” with regard to Athena, when available (expected by end of year)
- Future reports to contain more up to date information when submitted to the Panel

## **5. Monitoring the Delivery of the Police and Crime Commissioner’s Police and Crime Plan - Offenders**

The Panel received a report to update them on activity underway to deliver the priorities set out in the Offenders section of the Police and Crime Commissioner’s Police and Crime Plan.

The Panel made comment, asked questions and received responses from the Commissioner with regard to the monitoring of the delivery of the Police and Crime Commissioner’s Police and Crime Plan - Offenders, these included:

- a) Members commented that prevention was more effective than cure and the reality when resources were strained resulted in less resources for prevention. The Commissioner explained he had been in conversation with both the Policing Minister and Home Secretary and they understood if preventative work was not carried out this would result in significant problems and therefore money would be made available. He added that it was also the responsibility of other partners too as it starts with education; victim support and identifying those who were vulnerable.
- b) Members asked what work was done with other constabularies regarding county lines to find main drug dealers and help those young children that were victims of county lines. The Commissioner stated that all partners needed to take ownership of the prevent issue as police visibility only moved the issue to another area. There were 38 warrants issued in terms of drugs within one week in Cambridge City; this needed to be promoted to reassure the public that these issues were being acted on. The Commissioner urged the public to report any suspicious activity to enable the Constabulary to act on it.
- c) Members asked if there was a timescale as to when emailed feedback responses would be implemented to which the Commissioner stated the software would be updated by the end of the month and would also include the ability to upload video. Members suggested a public statement should be issued about how submitted evidence could be used; the Commissioner explained that guidance and information would be made available.
- d) Members expressed their appreciation of the cross county working on the Trailblazer project and hoped this project would continue once funding stopped. The Commissioner explained when government funding was set, there was a need to prove that the project had been worthwhile; once evidence was provided it would extend.
- e) Members asked what actions had been taken to encourage the public to report crime via the website in order to relieve pressure from the phones. The Commissioner explained that the phone lines were bolstered three months before he came into office and there were now 13 up to speed backup staff. Both 101 and 999 calls were now received into the same building which gave added resilience; the Commissioner received monthly reports that he would be happy to share with the Panel.
- f) Members asked if the Task and Finish group that had been set up regarding civil enforcement parking offences had reported back yet. The Commissioner explained that he was still awaiting a full response from the Leader of the County Council and as soon as this had been received then the next stage could be taken; a letter of support from the Panel would be welcomed by the Commissioner.
- g) Members commented that the report received by the Panel was an exact copy of the report which was submitted to the Commissioner's Business Coordination Board in July which was disappointing as the Panel had provided details of a number of areas they wanted covered and these had not been addressed. Members asked that if future reports departed from the brief received from the Panel that the Commissioner discusses this with the Chairperson. The Commissioner responded stating that reports are written how he wanted and the Panel should only be looking at strategic issue. Members stated that there had not been any response to strategic areas and it was the Panel's duty to question this. The Commissioner stated he would be happy to formulate a response.

## **ACTION**

Following discussions the Panel **AGREED** to note the report.

The Police and Crime Panel also made the following recommendations for the Commissioner:

- Letter to the leader of Cambridgeshire County Council from the Panel supporting the introduction by district councils of Civil Enforcement of parking offences.

- Written response expected from the Commissioner on areas of concern outlined in the brief for the report to the Panel (omitting points covered orally at the Panel Meeting).

## 6. Monitoring the Delivery of the Police and Crime Commissioner's Police and Crime Plan - Victims

The Panel received a report to update them on activity underway to deliver the priorities set out in the Victims section of the Police and Crime Commissioner's Police and Crime Plan.

The Panel made comment, asked questions and received responses from the Commissioner with regard to the monitoring of the delivery of the Police and Crime Commissioner's Police and Crime Plan - Victims, these included:

- a) Members commented that victims had come forward asking where the police were on the streets, were they in the office, were they spread thinly? The Commissioner explained the police were behind closed doors but not for the reason of completing paperwork, the police were dealing with vulnerable people, mental crisis, domestic violence and social care issues.
- b) Members asked what could be done about cars parking on the pavement as the police state this was a civil issue but the cars were blocking the pavements and causing a danger? The Commissioner explained that the police had been involved in Operation Velo, educating and prosecuting where possible and commented that Cambridge was never designed for the amount of traffic and cyclists on the narrow roads; Operation Velo would continue as a big education programme. The Commissioner explained that if a car was clearly blocking a path then this would be a policing issue but in Cambridge there were civil parking restrictions.
- c) Members asked what was done to protect those who were survivors of domestic violence to carry protection through once they had left their partners. The Commissioner explained that coercive domestic violence was now recognised as statute law and prosecutions have risen as a result.
- d) Members commented that the Outreach Service was yet to secure recurrent funding and asked what was being done to negate this risk? The Commissioner commented that if there was to be a reduction then this would be challenged; the Commissioner regularly wrote to Leaders and welcomed any help from Panel Members.
- e) Members commented that there were many positives within the report but that the satisfaction level of 69.9% (at least 'fairly satisfied') was low. The Commissioner explained that this highlighted the pressure that the police were under and that performance would always dip over the summer when demand was at its highest. The Demand Hub would manage expectations from the outset along with the likely outcome which should raise the rate.

### **ACTION**

Following discussions the Panel **AGREED** to note the report.

## 7. Decisions By the Commissioner

The Panel received a report 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. The Panel was recommended to indicate whether it would wish to further review and scrutinise the decisions taken by the Police and Crime Commissioner taken since the previous Panel meeting.

## ACTION

The Panel noted the report and decisions that had been made by the Commissioner.

*At this point the Police and Crime Commissioner and officers left the meeting.*

### 8. Meeting Dates and Agenda Plan 2018-2019

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

It was agreed that:

- The invite to the Annual Police and Crime Conference in November to be resent to Panel Members.
- No additional meeting in October but the morning of the November meeting to be utilised for Panel Members discussion
- A date to be sought from the OPCC with regard to the Commissioner's Budget Briefing in January.
- Panel Members would be asked if they needed a hard copy of agenda papers.

ITEM	ACTION
<b>Fire and Rescue Governance Update</b>	Following discussions the Panel <b>AGREED</b> to note the report.
<b>Monitoring the Delivery of the Police and Crime Commissioner's Police and Crime Plan</b>	Following discussions the Panel <b>AGREED</b> to note the report.  The Police and Crime Panel also made the following recommendations for the Commissioner: <ul style="list-style-type: none"><li>• Commissioner to share "Lessons Learnt" with regard to Athena, when available (expected by end of year)</li><li>• Future reports to contain more up to date information when submitted to the Panel</li></ul>
<b>Monitoring the Delivery of the Police and Crime Commissioner's Police and Crime Plan - Offenders</b>	Following discussions the Panel <b>AGREED</b> to note the report.  The Police and Crime Panel also made the following recommendations for the Commissioner: <ul style="list-style-type: none"><li>• Letter to the leader of Cambridgeshire County Council from the Panel supporting the introduction by district councils of Civil Enforcement of parking offences.</li><li>• Written response expected from the Commissioner on areas of concern outlined in the brief for the report to the Panel (omitting points covered orally at the Panel Meeting).</li></ul>

ITEM	ACTION
<b>Monitoring the Delivery of the Police and Crime Commissioner's Police and Crime Plan - Victims</b>	Following discussions the Panel AGREED to note the report.
<b>Decisions By the Commissioner</b>	The Panel <b>NOTED</b> the report and decisions that had been made by the Commissioner.
<b>Meeting Dates and Agenda Plan 2017-2018</b>	<p>It was agreed that:</p> <ul style="list-style-type: none"> <li>• The invite to the Annual Police and Crime Conference in November to be resent to Panel Members.</li> <li>• No additional meeting in October but the morning of the November meeting to be utilised for Panel Members discussion</li> <li>• A date to be sought from the OPCC with regard to the Commissioner's Budget Briefing in January.</li> <li>• Panel Members would be asked if they needed a hard copy of agenda papers.</li> </ul>

The meeting began at 2:00pm and ended at 4:15pm

CHAIRPERSON