

6. Acting Police and Crime Commissioner's Annual Report 2019/20

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

The Acting Commissioner introduced his Annual report stating:

“Whilst he had only been Acting Commissioner for five months of the year that the report covered, he was extremely proud of what had been delivered in respect of the four themes of the Police and Crime Plan. As such, he wished to take this opportunity to thank the Chief Constable, his senior officers’ team and all the constabulary officers, staff, volunteers and partners in their contribution to delivering the best possible service for our communities. The Annual Report includes a review of the work carried out to deliver the priorities set in the Police and Crime Plan. Most of the content of this report, has been seen through the year via numerous reports from the BCB (Business Coordination Board). He welcomed the HMICFRS Peel Report for the Constabulary published earlier this year, which was good in all three areas that were assessed, which was a fantastic improvement since the Chief Constable had been in place; being able to increase the police officer numbers to a record level with the increase to the precept, as well as the national government investment; it was a fantastic achievement enabling the constabulary to strengthen neighbourhood policing across the county. It was important to remember this also brought pressures with additional training and other items that were needed. We celebrated five years of our Victim and Witness Hub; our Victims Services continues to work hard to support victims of crime and we continue to support them in accessing additional funding for Cambridgeshire as they adapted to the new ways of working in time of great uncertainty. We have continued to support and invest in more preventative approaches from the Constabulary, refreshing its approach to out of court disposals and the new service supporting young people away from getting involved in county lines exploitation. He welcomed progress made with the Road Safety Partnership which continued to provide preventative and educational road safety interventions and now has a clear vision safety approach aiming for a long-term goal of zero road deaths and serious injuries. The Think Communities approach had very much been put into practice during the pandemic as the country continues to deal with and then recover from the pandemic, there was no doubt that there were more challenges which lay ahead but we have a strong foundation for the future in terms of strong partnership working across the county.”

The Panel made comment, asked questions and received responses from the Commissioner regarding the Annual Report, these included:

- a) Has the OPCC conducted any research into how many people and who reads the Annual Report, including downloads? The Acting Commissioner stated this information was not currently available, but he would come back with this information later.
- b) Discussions around layout, legibility, graphics etc were made and are all included within the recommendations.
- c) Members were pleased to see that it had been highlighted that the county was still one of the lowest funded forces in the country and that the Chief Constable and MPs were continuing to fight for fairer funding.
- d) To be more transparent, it was suggested to include that there had been a need to raise the precept to its maximum level year on year because of funding issues.
- e) Were the figures within the report regarding proactive public engagement lower than the public may expect and therefore was it the Acting Commissioner’s ambition to increase the number of contacts whilst he remained in office. The Acting Commissioner pointed out that 1,540 pieces of correspondence had been responded to and he had only been in the role for less than 5 months. The Acting Commissioner stated he did get involved with the public as and when approached and there were other meetings; people have subscribed to the newsletter as well. Online public surgeries were still taking place when people wished to take part. Members thought there would have been opportunity for radio phone-ins and meetings with

MPs would be important so that they could flag what the feeling of Cambridgeshire was and the Newsletter distribution in terms of its reach was disappointing and would like to see this improved. It was agreed that a report would be brought to the next meeting on this subject.

- f) HMICFRS Report deserves every commendation and it was pleasing to see the three mental health nurses' appointments as that is a very effective way of directly reducing the load on the constabulary whilst giving the recipients a better quality and insightful response than would necessarily be expected of a policeman.
- g) Regarding computer fraud, scam calls and now in a more of a cashless society (due to lockdown) could this be included. The Acting Commissioner explained the Business Community had stated that businesses had not wanted this reported due to the embarrassment that may reflect on the business. The Panel wished to bring this to public awareness to help breakdown the stigma around fraud and asked that available and relevant statistics on fraud and cybercrime be included.
- h) Regarding the development of the new website Single Online Home; does this cause concern that money may have been lost on the new Cambridgeshire Constabulary website. The Acting Chief Executive, Jim Haylett, explained that the Single Online Home is the national standardised website for all forces which gives a lot more functionality than existing websites. The Chief Constable, Nick Dean, stated Single Online Home was a national platform which has been introduced by several forces, not just within Cambridgeshire but across Bedfordshire and Hertfordshire too, its key to that implementation across BCH and clearly Cambridgeshire is the integration with the Crime System, which has not been secured yet hence why Cambridgeshire had delayed its implementation of Single Online Home. We are constantly reviewing it and the aim is to implement it in April/May next year; talks are ongoing for the integration part, which will bring in efficiencies which will include double keying of crime systems, early reports from other Athena forces, such as Essex who have taken Single Online Home and who are double keying and are being relatively inefficient, Cambridgeshire wanted to avoid this. Therefore, the website has been invested in, to take Cambridgeshire through the transition stage between now and the implementation of Single Online Home. Single Online Home may have upfront costs initially higher, but the benefits realisation of several systems linked to that system should provide overall benefit realisations in the long term.
- i) Highlight the great work the mental health nurses have done supporting the constabulary, as it is important work that the public should be aware of.
- j) Effectiveness of funding was discussed and decided that those the Panel were interested in would be brought back to the Panel.
- k) It was decided that the effectiveness of the Ministry of Justice with Prison Education and Employment Strategy 2018 would come to a future meeting.

Having reviewed the Annual Report of the Police and Crime Commissioner the Panel **AGREED** to **ENDORSE** the Annual Report for 2019/20 and *made the following recommendations:*

1. Acting Commissioner to report back on how many readers have read/downloaded the Annual Report.
2. Recommendations for the Annual Report:
 - o *On all graphics - Ensure legibility and accessibility is not overridden by the graphic design*
 - o *Ensure compatible with web readers and assisted technology*
 - o *Contents Page - Re-design contents page for improved legibility and accessibility*
 - o *Foreword - Include by-line as to who is featured in the picture*
 - o *Page 2: Does not include: elected by community, is the voice of the community and is answerable to the community*
 - o *Page 4: Re-design infographic for improved legibility and accessibility*
 - o *Page 5: Mention that precept has been raised to maximum level year on year because of limited government funding*
 - o *Page 6: Footnote missing from grant spending. Would be more helpful to show start-of-year budget, funding received and spending figures/bars in way that facilitates visual of comparison*

- *Page 7: Re-design for accuracy and clarity. Subtotals should not be shown as separate segments. Show FTE, not employee, figures (for part-time and collaborated staff). Would be useful to annual additions to officer and admin staff counts. Panel would like to review amended version before publication.*
 - *Page 8: Suggest adding: cycle thefts (if these are a significant proportion across the county) and successful prosecutions.*
 - *Page 9–10: Show absolute numbers and percentages in all cases for consistency. Clarify categorisation (e.g. that drug offences fall within ‘Other Crimes Against Society’). Include mention of fraud and cybercrime. Start intro with “Although” rather than “With”. Expand ‘ONS’.*
 - *Page 10: Include dropped calls, online reports and time to completion of report [person who first picks up a call is typically not an officer ready to record an incident]*
 - *Page 11: Caption photo (Head of Victims & Witness Hub)*
 - *Page 12: Worth highlighting amazing work of 3 mental health nurses. Define ‘County Lines’. Remove (here and elsewhere) superfluous text, such as paragraph beginning “Operators responding to both” not needed*
 - *Page 13: Highlight Modern Day Slavery to be highlighted. Expand on “73% of 246”: what further support was provided to the 27% who reported that they were not coping better? Clarify why 112 of 170 victims did not report a crime to the police but self-referred.*
 - *As a general observation, reporting of grants should be linked to the positive outcomes achieved, and how these are monitored.*
 - *Page 14: Over the last 12 months 77.2% of victims of crimes were at least satisfied; what were the other levels?*
 - *Page 18: Explain what “out of court disposals” are, what role Peterborough’s Outside Links Service has, what positive outcome(s) it has achieved, and how this is assessed.*
 - *Page 19: What has the £400k of funding from the government’s Early Intervention Youth Fund been spent on and what the outcomes have been? What are the team of specialists and what are they doing?*
 - *Page 22: Maybe use the title page picture to depict Stop Scams and dated due to covid19 and social distancing (picture shows people stood next to one another).*
 - *Page 23: Mention work on raising awareness of scams. Highlight GoodSam.*
 - *Page 25: More detail on Ethics Panel, and how members of the public get to be involved. Reference to more info on Think Communities more info should be p31*
 - *Contact us page: Correct typo in web address and omit ‘https://’ from other URLs*
3. Report to next meeting: How will the Acting Commissioner be engaging proactively and widely with the public over the next six months?
 4. Future report: Monitoring outcomes and effectiveness of grant funding, in particular the £400k of funding from the government’s Early Intervention Youth Fund.
 5. Future Report: How effective does the Acting Commissioner feel the Prison Education and Employment Strategy 2018 has been, and will be in future years in which unemployment rates may exceed 10%?

7. Acting Police and Crime Commissioner's Responses to Questions from the Police and Crime Panel

The Panel received a report to provide them with responses to questions they had raised both on reports submitted to the Acting Police and Crime Commissioner’s Business Co-ordination Board meeting and on other matters.

The Acting Commissioner gave a short introduction:

“He thanked the Panel for providing him with their areas of questioning prior to the meeting and for giving him the opportunity to respond to the questions which were within the attached report. He stated it needed to be recognised in these exceptional circumstances that both he and his team must focus on the three big areas of his role – Police Governance, Community Safety and Criminal Justice:

in addition to adding support and action with the constabulary and partners to save lives as part of the response to the Covid crisis. This clearly demonstrated that the Police and Crime Commissioner and officers must balance the need to be able to get involved in and respond to the mission critical issues not just the hot national issues of the day. Whilst at the same time going through deep rooted and complex issues that do not have a quick fix whether that is a collaboration issue or housing for offenders, I am sure the Panel will join me in thanking the Chief Constable for his attendance at the Panel today particularly as you will appreciate how busy the Chief Constable is and the Constabulary at this time. As you will be aware, the Chief Constable willingly attends this Panel meeting given the interest the Panel has shown through their questions on operational matters. It is evident that there is effective constructive working relationship between Commissioners, Chief Constables and Panels is more likely to be achieved where there is clarity of this understanding of roles and responsibilities and that is in order to allow community confidence in policing. However, as it is stated in my report on my responses to the Panel's questions, I would like to remind the Panel that they do not hold the Chief Constable to account for operational policing. If there are any questions where we are not able to provide a full response today, we will get back to you with that information."

Edward Leigh – 7.1.2. - Is there a new date set yet for the first phase of establishing the Acting Commissioner's Independent Advisory Group (IAG)? The Acting Commissioner stated that it was hoped to be by December.

Edward Leigh – 8.1.6 - Can the Acting Commissioner confirm if the monthly figures of domestic abuse have increased since April/May? The Chief Constable explained there had been an acceleration in domestic abuse nationally however, within Cambridgeshire that increase has been slight, around 1% increase therefore the analysis could not direct that increase to lockdown, but daily incidents of domestic abuse were now at a pre-covid level.

Edward Leigh – 8.1.6 - Responses to demand have increased and now levelled out to what was predicted but with no additional funding to support this. Jim Haylett responded stating grants have been sought for partners that have more work due to covid and the additional demand costs incurred. In terms of the long-term increase in domestic abuse reports then there is a countywide approach in partnership with local authority, third sector and other people and the requirements to deal with that are on a frequency basis and the offer is adjusted ongoing. We could always use more money and we seek that money wherever we can but ultimately the services we provide are using that money to target the most high-risk harm cases. If we could get more money we would and we would be able to provide more services but unfortunately there is an element of triage.

Edward Leigh – 10.1 - Mobile phone data extraction, given the skills required are highly specialised, is this collaborated between BCH? The Chief Constable explained that this was a purely a Cambridgeshire Cyber Directorate within the bands of the organisation and not within the collaborated space.

Edward Leigh – Is it worth making a collaborated service to which the Chief Constable stated he was open to the suggestion however the expertise and intricate nature of all technological investigations are intrinsic to most investigations now so the reason why the Cyber Directorate is formed is actually bringing together a number of different units such as digital forensics unit, cyber crims investigations, digital management investigations which sit now within Cambridgeshire Police under one Directorate to make them more efficient and more effective in terms of the legislation and the standards the ISO Accreditation, which is coming over the horizon; so we may look to those opportunities in the future. The first port of call is to secure up Cambridgeshire as a service within the Cyber Crime Directorate and to ensure that we take all the efficiencies out of Cambridgeshire before we look to any collaborative venture.

Councillor Nicky Massey – 9.1. - When will the public be consulted on the location of a police station in Cambridge City centre? The Acting Commissioner explained that it would depend on planning and that they were in discussion with different partners. Jon Lee, Director of Finance, added that the discussions were around co-location opportunities with other public sector partners within the city.

Currently down to two to three options, once a decision has been taken on the preferred option then they would look to consult before any planning is submitted. Nicky Massey asked if the public would be consulted on the different options. The Acting Commissioner explained they would be informed and consulted.

Councillor Nicky Massey – Appendix - Stop and Search Data – the Acting Commissioner, Ray Bisby explained that whilst he had a statutory responsibility for the complaints process oversight he was looking at an independent scrutiny panel which will be ready by the end of this year. Academic work has been commissioned around stop and search to gain better understanding and clarity of the local figures. In October the Chief Constable will launch an Ethics, Diversity, Equality and Inclusions Strategy.

ACTION

The Panel **AGREED** to note the report

8. Decisions by the Acting Police and Crime 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.

The Panel **AGREED** to note the report and decisions that had been made by the Acting Commissioner.

The Acting Commissioner and his staff left the meeting.

9. Eastern Network Meeting/Frontline Conference Update - Verbal

The Chair, Edward Leigh, updated the Panel on the Eastern Network Meeting; it was decided that notes would be sent round to the Panel Members.

Frontline would now be hosting a three-day virtual conference on the 23/24/25 November 2020 and that the Panel meeting scheduled, or the 25 November would need to be rescheduled.

10. Proposal for a Task and Finish Group – Review of Panel Working Arrangements

The Chairperson introduced the report which provided the Panel with a draft set of Terms of Reference and report for consideration and approval for the proposal to set up a task and finish group to consider working arrangements.

It was **AGREED** to **ADOPT** the Terms of Reference and formerly set up the Task and Finish Group.

11. Meeting Dates and Agenda Plan 2020-2021

It was decided that the November 2021 meeting be rescheduled to December 2021 due to the Frontline three-day conference.
 March 2021 date to be added and appointments sent out.

The meeting began at 3:00pm and ended at 5:00pm

CHAIRPERSON

ITEM	ACTION
1. Acting Police and Crime Commissioner's Annual Report 2019/20	<p>Having reviewed the Annual Report of the Police and Crime Commissioner the Panel AGREED to ENDORSE the Annual Report for 2019/20 and <i>made the following recommendations:</i></p> <ol style="list-style-type: none"> 2. Acting Commissioner to report back on how many readers have read/downloaded the Annual Report. 3. Recommendations for the Annual Report: <ul style="list-style-type: none"> ○ <i>On all graphics - Ensure legibility and accessibility is not overridden by the graphic design</i> ○ <i>Ensure compatible with web readers and assisted technology</i> ○ <i>Contents Page - Re-design contents page for improved legibility and accessibility</i> ○ <i>Foreword - Include by-line as to who is featured in the picture</i> ○ <i>Page 2: Does not include: elected by community, is the voice of the community and is answerable to the community</i> ○ <i>Page 4: Re-design infographic for improved legibility and accessibility</i> ○ <i>Page 5: Mention that precept has been raised to maximum level year on year because of limited government funding</i> ○ <i>Page 6: Footnote missing from grant spending. Would be more helpful to show start-of-year budget, funding received and spending figures/bars in way that facilitates visual of comparison</i> ○ <i>Page 7: Re-design for accuracy and clarity. Subtotals should not be shown as separate segments. Show FTE, not employee, figures (for part-time and collaborated staff). Would be useful to annual additions to officer and admin staff counts. Panel would like to review amended version before publication.</i> ○ <i>Page 8: Suggest adding: cycle thefts (if these are a significant proportion across the county) and successful prosecutions.</i> ○ <i>Page 9–10: Show absolute numbers and percentages in all cases for consistency. Clarify categorisation (e.g. that drug offences fall within ‘Other Crimes Against Society’). Include mention of fraud and cybercrime. Start intro with “Although” rather than “With”. Expand ‘ONS’.</i> ○ <i>Page 10: Include dropped calls, online reports and time to completion of report [person who first picks up a call is typically not an officer ready to record an incident]</i> ○ <i>Page 11: Caption photo (Head of Victims & Witness Hub)</i> ○ <i>Page 12: Worth highlighting amazing work of 3 mental health nurses. Define ‘County Lines’. Remove (here and elsewhere) superfluous text, such as paragraph beginning “Operators responding to both” not needed</i> ○ <i>Page 13: Highlight Modern Day Slavery to be highlighted. Expand on “73% of 246”: what further support was provided to the 27% who reported that they were not coping better? Clarify why 112 of 170 victims did not report a crime to the police but self-referred.</i>

		<ul style="list-style-type: none"> ○ As a general observation, reporting of grants should be linked to the positive outcomes achieved, and how these are monitored. ○ Page 14: Over the last 12 months 77.2% of victims of crimes were at least satisfied; what were the other levels? ○ Page 18: Explain what “out of court disposals” are, what role Peterborough’s Outside Links Service has, what positive outcome(s) it has achieved, and how this is assessed. ○ Page 19: What has the £400k of funding from the government’s Early Intervention Youth Fund been spent on and what the outcomes have been? What are the team of specialists and what are they doing? ○ Page 22: Maybe use the title page picture to depict Stop Scams and dated due to covid19 and social distancing (picture shows people stood next to one another). ○ Page 23: Mention work on raising awareness of scams. Highlight GoodSam. ○ Page 25: More detail on Ethics Panel, and how members of the public get to be involved. Reference to more info on Think Communities more info should be p31 ○ Contact us page: Correct typo in web address and omit ‘https://’ from other URLs <p>4. Report to next meeting: How will the Acting Commissioner be engaging proactively and widely with the public over the next six months?</p> <p>5. Future report: Monitoring outcomes and effectiveness of grant funding, in particular the £400k of funding from the government’s Early Intervention Youth Fund.</p> <p>6. Future Report: How effective does the Acting Commissioner feel the Prison Education and Employment Strategy 2018 has been, and will be in future years in which unemployment rates may exceed 10%?</p>
2.	Acting Police and Crime Commissioner's Response to Questions from the Police and Crime Panel	The Panel AGREED to Note the report.
3.	Decisions By the Commissioner	The Panel AGREED to note the report and decisions that had been made by the Acting Commissioner.
4.	Eastern Network Meeting/Frontline Conference Update	The Panel AGREED to NOTE the update.
5.	Proposal for a Task and Finish Group – Review of Panel Working Arrangements	The Panel AGREED to approve the Task and Finish Group.
6.	Meeting Dates and Agenda Plan	The Panel NOTED the forthcoming meeting dates.