



## OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY

### PCC PROGRESS REPORT TO THE THAMES VALLEY POLICE AND CRIME PANEL 4<sup>th</sup> September 2020

#### Police and Crime Plan Strategic Priority 5: **Police Ethics and Reform**

I ensure delivery of my Police and Crime Plan 2017-2021 objectives by holding to account Thames Valley Police (TVP) and other PCC-funded and commissioned service providers for their delivery of specific operational policing, crime reduction and community safety objectives.

The Chief Constable produces an Annual Force Delivery Plan which complements and supports my Police and Crime Plan. I attend monthly Service Improvement Reviews across Local Policing Areas in Thames Valley and Force Performance Group meetings whereby I can witness the Chief Constable and Deputy Chief Constable (DCC) holding relevant operational personnel to account for their performance in delivering their respective specific aims, objectives and targets. Furthermore, at my quarterly 'Level 1' public meetings I hold the Chief Constable to account for overall delivery of operational policing against the Force's Annual Delivery Plan.

In respect of **Strategic Priority 5 ('Police Ethics and Reform')** my objective is to increase the pace of change, with particular focus on:

- Continuous improvement and innovation
- Perceptions of the police

**My Police and Crime Plan sets out the following 'Key Aims' for addressing Police Ethics and Reform:**

1. Improved routes into services from police and other agencies for victims and witnesses who require support.
2. Clarification of processes for referring on issues that sit best with other authorities.
3. Encourage accelerated up-take of new technology in order to prevent, reduce and detect crime.
4. Development of strategies to improve perceptions of police among young people.

I have summarised below the progress to date (Year 3, 2019/20, Qtr. 4) on the delivery of the above, four-year, Police and Crime Plan 'Key Aims'.

## **2019/20 PROGRESS ON DELIVERY OF STRATEGIC PRIORITY 5 'KEY AIMS'**

(Year 3, 2019/20, Qtr. 4)

### **1) Improved routes into services from police and other agencies for victims and witnesses who require support**

#### **TVP Delivery Plan actions & progress:**

2019/20:

- Victim satisfaction, a strand of the 'Endeavour' programme, was been a focus in Qtr.1. A working group was set up to build on the findings from the Victim Satisfaction Survey. This is aiming to better understand what drives satisfaction, how to improve our service, and ensure that TVP meets the requirements of the Victims and Witness Charter.
- In Qtr.2, the Victim Satisfaction 'bronze group' focused on putting an action plan in place and conducting a survey with front line officers in September 2019. This aimed to better understand blockages and inform training packages and operational guidance. Work is also taking place with the Office of the Police and Crime Commissioner and the Local Criminal Justice Group to create a compliancy framework, and TVP has attended the national victim satisfaction forum, feeding back national developments to teams involved with victim satisfaction.
- During Qtr.3, TVP prepared guidance, correct processes and communications for the introduction of Stalking Protection Orders. The implementation of these and awareness around the Force will improve our service to victims of stalking and harassment. The College of Policing have provided a number of training tools to be delivered at a local level to educate officers around stalking and harassment and the orders.
- TVP has been involved in the final consultation on the draft victims' rights for the new national code. TVP's victim satisfaction group have introduced a 'welcome pack for new starters to the LPA' to be piloted along with officers' business cards to provide to victims as a point of contact with the Force. The group will monitor the increase in victim contact and Victims First referrals.
- A Violence Reduction Taskforce was set up to respond using demand data around our most vulnerable members of the community, which includes targeting medium risk Domestic Abuse victims during COVID-19 to give reassurance and the opportunity to disclose and be signposted. A pilot is being trialled, using technology to send signposting information in a non-TVP branded 'advert' so as not to raise the risk. A communication strategy includes: increase awareness of DA Victims, neighbours to look for signs of abuse, training supermarket staff to spot signs and increase awareness of using Apps to be able to raise the alarm.

#### **OPCC general activities:**

2019/20:

- The OPCC Victims First Hub allows for a centralised referral pathway for any victim, witness or family member of a victim who requires additional support.

- We have worked closely with Thames Valley Police to create new guidance and put a technical solution in place to allow officers and staff in contact with victims to check on their welfare and where support is required refer them directly to Victims First.
- Victims First has also being promoted to the public and other partners to ensure that people that need support, regardless of whether they have reported the crime to the police, are aware of Victims First and know how to access it. This includes the creation of the Victims First Website ([www.victims-first.org.uk](http://www.victims-first.org.uk)) and 'Victims First Connect', which involves points in local communities that people can access information about support and be referred to Victims First.
- We have co-commissioned some domestic abuse services with local authorities, including Medium Risk Safety Planners who are located in Domestic Abuse Investigation Units and work with medium risk victims, to deliver safety planning and signpost to support services.
- Project Vital – working with SafeCall and Missing People to develop a system where a young person being exploited by 'county lines' crime gangs can call for help. This enables them to be picked up as a victim rather than arrested as a suspect and increases the safeguarding around the young person.
- Violence Reduction Unit – the OPCC worked with local authorities and criminal justice agencies, making use of an exploitation tool to better assess the risk around a young person so that more appropriate interventions are put in place.
- The OPCC has worked closely with TVP ICT to improve the referral mechanism for victims in to support. This will increase the information available to Victims First, allowing better triage of victims for a priority service, and reduce the need for victims to repeat their story.
- The OPCC and TVP have jointly developed a strategy to improve safety planning for medium risk victims of domestic abuse.
- The OPCC has received the final evaluation of the Domestic Violence Perpetrator Programme, which the PCC has funded and piloted since 2018. A further literature review of 'what works' was commissioned to inform next steps. In addition, the OPCC Policy Team has undertaken a review of existing domestic violence (DV) perpetrator programmes in Thames Valley and is seeking a more coordinated approach via the DV Commissioners group, which the OPCC chairs.
- The OPCC approached NHS England to agree to develop a governance group and strategy to improve the health and criminal justice response to sexual abuse and stalking (particularly non-DA stalking/harassment). A Strategic Group has been formed with representation from Clinical Commissioning Groups (CCGs), Police, Probation, etc. and held their first meeting in October 2019.
- The OPCC responded to the MoJ offer for extraordinary funding to assist charities and community groups to respond to the Covid-19 crisis. We obtained over £807,000 additional funding to support 26 different charities, including funding for electronic upgrades to assist remote working, personal protection equipment (PPE), office equipment or cleaning to assist safe working practices, and funding to replace lost fundraising opportunities.
- The OPCC supported all commissioned service providers to quickly adopt remote working practices with victims when lockdown commenced, and worked closely with all providers throughout the period to understand demand pressures and ensure that services supported one another when necessary if capacity issues arose.

- We carried out research and produced a report looking into the Medium Risk Safety Planning services commissioned by the PCC's office. It evaluated areas such as the model used, resilience, and how much support they were able to provide to victims. In turn, this has informed the future model and the service will be re-commissioned in 2020/21.

**OPCC Community Safety Fund initiatives:**

- Substance misuse, including Drug Alcohol Action Team services, substance misuse treatment provision, awareness raising and education: £571,758
- Domestic abuse (DA), including outreach support, Independent Domestic Violence Advocates, DA champions, awareness raising campaigns to improve reporting and access to support, and needs assessments: £485,646
- Tackling hidden harms, including modern slavery, exploitation and vulnerable adults without support networks: £85,973
- An elders abuse project: £30,012

**Police Property Act Fund (PPAF) initiatives**

(inc. funds allocated through Community Foundation and High Sheriff awards):

- In 2019-20, PPAF funding was allocated to organisations and bodies who provided services that supported the delivery of my other four key strategic priorities.

**2) Clarification of processes for referring on issues that sit best with other authorities**

**TVP Delivery Plan actions & progress:**

2019/20:

- Further communications are planned during the rest of the performance year to reduce demand from non-police matters, such as calls about noise complaints, parking issues or damage-only road traffic collisions.
- In Q1, the force set out its strategic direction to tackle serious violence, combining law enforcement with a partnership approach recognising the problem as a public health issue.
- TVP continue to have a strong Thames Valley Anti-Slavery Partnership, sharing national best practice regarding Modern Slavery. Coercive control, stalking and harassment have been a focus this past quarter and, as such, SaVE3 training has been delivered across the force. This includes improved crime recording for stalking and harassment offences.
- A Service Improvement meeting in February 2020 carried out an end-to-end process review and found 5 key findings resulting in recommendations and an action plan. There is evidence that TVP is taking positive steps towards a co-ordinated approach with partners in tackling Exploitation. However, a number of areas of concern have been identified concerning the consistency of delivery across local policing areas.

**OPCC general activities:**

- 2019/20: See update under 1) above, detail of which runs across this strategic aim.

**OPCC Community Safety Fund initiatives:**

- Tackling re-offending through improvement of take up of accommodation, employment and education: £112,532
- Local Community Safety service provisions to maintain and improve local problem solving and multi-agency work around crime and anti-social behaviour reduction: £206,930
- Contribution to the Local Criminal Justice Board: £25,000

**Police Property Act Fund initiatives**

(inc. funds allocated through Community Foundation and High Sheriff awards):

- In 2019-20, PPAF funding was allocated to organisations and bodies who provided services that supported the delivery of my other four key strategic priorities.

### **3) Encourage accelerated up-take of new technology in order to prevent, reduce and detect crime**

**TVP Delivery Plan actions & progress:**

2019/20:

- An additional £1m was invested in 2019/20 in laptop computers to improve the mobility of officers and their access to information.
- Crime recording on the Contact Management Platform went live in June 2019 with minimal issues. At the end of Qtr.1, all Contact Management Unit staff had completed their training, and training is now being rolled out to more widely to all other relevant staff.
- Digital pre-charge, the first phase of the Two-Way Interface (a new system to share data with the Crown Prosecution Service), is currently in delivery, putting TVP in line with Hampshire. Staged deployment was due by the end of Qtr.2/early Qtr.3.
- The Digital Evidence Management System pilot was delivered in Aylesbury, including CCTV and body-worn video. Follow-up evaluation involved an assessment of data volumes uploaded, usability of the system within the criminal justice process and direct officer feedback. This allowed for the system to be validated in progress to rollout.
- The pilot of the Drone Unit became operational in October 2019. This reduced the Force's requirement for National Police Air Service (NPAS) helicopter deployments. The drones support officers for both pre-planned operations and spontaneous incidents, such as searching for suspects committing crimes and searching for missing people.
- The Data Architecture Discovery Project is progressing to implement a new strategic and modern data architecture. Lessons learnt were inputted to the design of the Power BI Proof of Concept in the Data Visualisation project. We enabled Video Conferencing in Criminal Justice Custody with the intention of enabling video interviews with external parties, e.g. solicitors, in both HC and TVP in response to COVID-19 – this work is 40% complete.
- Windows 10 and Office 365 programmes continue to ensure that new devices are deployed at pace and that older Windows 8 devices are re-purposed throughout the Force. COVID-19 led to ICT working through the 'Gold group' structure to enhance working practices - accelerated

deployment of W10 devices, introduced new capabilities (e.g. Microsoft Teams), enabled staff who are unable to attend their normal place of work to use their own devices for normal working practices. ICT also significantly scaled-up the infrastructure to increase resilience and performance for staff working remotely.

- Following its initial go live on the Isle of Wight on 17 January this year, the Contact management Platform (CMP) completed its full cut over in Hampshire in February and is already being used for crime recording in TVP's Contact Management unit. The programme is currently planning to fully cutover to CMP in Thames Valley Police.

#### **OPCC general activities:**

2019/20: See update under Key Aim (1) above, detail of which runs across this strategic aim.

#### **OPCC Community Safety Fund initiatives:**

- Other crime prevention activities, such as improved analysis of crime trends, training of professionals, drugs dogs, responses to specific rural crimes and burglaries: £40,204
- Contribution to GPS tagging project: £25,000
- Other expenditure includes contributions to Crimestoppers, the Modern Slavery helpline and Modus software.

#### **Police Property Act Fund initiatives**

(inc. funds allocated through Community Foundation and High Sheriff awards):

- In 2019-20, PPAF funding was allocated to organisations and bodies who provided services that supported the delivery of my other four key strategic priorities.

### **4) Development of strategies to improve perceptions of police among young people**

#### **TVP Delivery Plan actions & progress:**

2019/20:

- A newly established Children and Young People Board has been set up to coordinate positive engagement initiatives across the force, like Boxing Clever, allowing for actions with a positive impact to be shared widely.
- As at Qtr.3, TVP saw increasing numbers of engagement and followers across Facebook and Twitter. The Force's main Twitter account had 206,745 followers, up 809 from Qtr.2. The Force's Facebook page had 182,360 followers, an increase of 8,862 from Qtr.2. TVP's LPA Facebook and Twitter account followers continue to grow.
- A new Positive Action & Engagement Team is now in place to focus on engaging with under-represented communities to encourage people from black, Asian and minority ethnic (BAME) communities to consider a career in policing. Work continues to develop new entry pathways into policing, including the Police Constable Degree Apprenticeship and Degree Holder Entry Programme, which was due to open in May 2020.

## **OPCC general activities:**

2019/20:

- The OPCC jointly delivered Year 1 of the Violence Reduction Unit with TVP, including:
  - Project Vital – police and partners, including health, education and social care are developing a ‘Consensual Disruption’ approach, working with an exploited child and their parent/guardian to make a child “too hot to handle” for exploiters. This can include increased visits to the child’s home, more focus at school, letters from the police, etc.
  - Commissioned organisations such as ROC (Redeem Our Communities) who are leading facilitated community conversations with large community groups, police, partners and the PCC to identify key areas of need and what assets exist within the community. This project has led to groups of local leaders and volunteers emerging and an improved relationship with local police.
  - Drug Diversion Pilot in areas of Berkshire to increase informal routes, rather than enforcement, to encourage young people caught with substances to seek help instead of having to be involved in the criminal justice system. This aims to change the relationship as well as the process over the coming month.
  
- See also update under Key Aim (1) above, detail of which runs across this strategic aim.

2020/21 (Qtr.1):

- The 18-month Early Intervention Youth Fund programme was wound down from March 2020 to the end of July. Analysis work collating, evaluating and analysing responses from young people who were part of the programme contributed to the overall evaluation work for the Early Intervention Youth Fund, which highlights where significant outcomes were achieved and sustained, and lessons learned for future projects with vulnerable young people.

## **OPCC Community Safety Fund initiatives:**

- Youth offending, including youth restorative justice, intervention work with young offenders and participation in youth crime prevention projects: £814,810.
  
- Earlier intervention and prevention with young people, including programmes in schools, targeted local youth work, safeguarding and diversionary activities: £296,022.
  
- Contribution to Early Intervention Youth Fund projects: £83,732.
  
- Youth, gangs and exploitation projects: £44,810.

## **Police Property Act Fund initiatives**

(inc. funds allocated through Community Foundation and High Sheriff awards):

- In 2019-20, PPAF funding was allocated to organisations and bodies who provided services that supported the delivery of my other four key strategic priorities.

**Anthony Stansfeld**

Police and Crime Commissioner for Thames Valley

26 August 2020