



Dorset Police & Crime Panel

Police and Crime Plan 2013-17 Progress against Plan and Priorities

Quarter 3 Report 2013-14

Date of Panel: 06 February 2014

**WORKING TOGETHER TO KEEP
DORSET SAFE**

CONTENTS	Page
My Vision and Priorities	3
Purpose of this Report	4
Introduction by Dorset's Police and Crime Commissioner	5
Section 1: Review of performance against Police and Crime Plan priorities	7
• Priority 1: Reduce the number of victims of crime and anti-social behaviour	7
• Priority 2: Reduce the number of people seriously harmed in Dorset	10
• Priority 3: Help protect the public from serious threats (local, regional, national) to their safety, including organised crime & terrorism	12
• Priority 4: Reduce Re-offending	13
• Priority 5: Increase people's satisfaction with policing in Dorset	14
• Priority 6: Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset	16
Section 2: Key decisions taken by PCC during monitoring period	18
Section 3: Financial update against planned spending	19
Section 4: Update on Engagement Activity	20
Section 5: Update on Partnership Activity	21
Section 6: Complaints against the Police and Crime Commissioner	23

My Vision

“WORKING TOGETHER TO KEEP DORSET SAFE”

My Priorities

At the core of the priorities is my manifesto which was drawn up in response to the issues the people of Dorset described during my election campaign. The priorities have also been informed by a number of other sources - consultation with over 3,500 local residents, surveying over 2,700 victims, identifying which threats cause the greatest harm in Dorset and reviewing current performance. In addition, the priorities of Dorset's Community Safety Partnerships have been taken into account to allow for consistency in focus across the whole of Dorset.

Beyond the local picture, the priorities are also influenced by the national context. The Strategic Policing Requirement, new legislation, Ministerial speeches, as well as formal national publications, all provide an indication of the direction national policy is likely to follow in the future.

My Key Priorities are to work in partnership with our communities and relevant agencies to:

- **Reduce the number of victims of crime and anti-social behaviour.**
This priority reflects my commitment to putting victims first. The focus of the priority is the types of crimes and incidents about which people have expressed significant concern directly to me or through the Community Safety Survey.
- **Reduce the number of people seriously harmed in Dorset.**
This priority recognises the crimes and incidents that have a significant physical and/or emotional impact on victims and their families whether due to the serious or persistent nature of the offending or the victim's vulnerability.
- **Help protect the public from serious threats (local, regional and national) to their safety including organised crime and terrorism.**
This priority reinforces the importance of tackling organised criminality and reducing the risk of terrorism in Dorset, as required through the Strategic Policing Requirement.
- **Reduce re-offending.**
The numbers of offenders who reoffend within a year of having been sentenced by our courts is at an unacceptably high level. This priority focuses on those offenders who pose the highest risk to our communities.
- **Increase people's satisfaction with policing in Dorset.**
In comparison to many areas Dorset enjoys high levels of confidence as illustrated through both national and local surveys, but there is room for improvement. We must improve how we keep people updated, especially victims of crime and disorder.
- **Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset.**
This priority builds on the achievements of Dorset's Safer Neighbourhood Teams who have done so much to solve local problems, to support the more vulnerable and to provide a trusted reassuring presence. It acknowledges the diverse make-up of Dorset ensuring that the unique needs of rural communities are recognised.

Purpose of this report

Under the terms of the Police Reform and Social Responsibility Act 2011, the Police and Crime Commissioner (PCC) is required to develop and publish a Police and Crime Plan for their term of office. The Police and Crime Plan 2013 - 2017 was officially launched and published on 28 March 2013.

This monitoring report has been compiled as a method of enabling the Police & Crime Panel to exercise its duty in scrutinising progress against the aims set out by the Police and Crime Commissioner in his Police and Crime Plan.

Six key priorities have been identified by the PCC. At the core of the priorities is the PCC's manifesto which was drawn up in response to the issues the people of Dorset described during his election campaign. The priorities have also been informed by a number of other sources which reflect the local and national context of policing.

Section 1 of the report is structured around these six priorities as listed on the previous page and the outcomes and indicators described in the Plan, which are identified under each priority area.

Section 2 lists some key decisions made by the PCC during the reporting period.

Section 3 provides the Panel with an update on finance against the spending plans detailed in the Plan.

Section 4 provides the Panel with an update on engagement activity undertaken by the PCC and his staff.

Section 5 provides the Panel with an update on partnership activity undertaken by the PCC and his staff.

Section 6 provides an overview of any complaints made against the PCC during the reporting period along with any action taken as a result.

The full Police & Crime Plan for April 2013-March 2017 can be accessed by [clicking here](#).

Introduction by Dorset's Police and Crime Commissioner

As usual the following sections of this report will provide a more detailed update on my work, and that of my office, during the third quarter of 2013/14 in working towards the delivery of the Police and Crime Plan. I will therefore just highlight a few key areas of activity for members here.

Issues relating to mental health and policing have very much been a topic for debate in recent months and I very much welcome the focus that has been placed on this important area. As a direct result I have established a national PCC Mental Health working group, which I Chair, to ensure that PCCs contribute to and influence this debate. I am passionate in working towards ensuring that individuals with mental health issues receive the due care and attention that they merit. Alongside this, I am keen that police resources are directed appropriately and effectively whenever officers come into contact with individuals that may be experiencing mental health problems. I am particularly concerned by what I consider to be the inappropriate use of police cells as a 'place of safety' for those people experiencing mental health issues and in crisis.

However, I am encouraged by the progress that the Working Group has already been able to make, with a national Concordat due to be launched imminently. I will be working hard to promote this document and to encourage all key agencies to sign up to its aims and objectives.

I have also been pleased to have been able to make a contribution to raising awareness of Human Trafficking and Child Sexual Exploitation (CSE) locally. As has been witnessed in other parts of the country, there have been some horrific examples of both of these issues which have unfortunately remained unseen or unrecognised for far too long. Whilst I am not suggesting that there are significant problems relating to trafficking or CSE in Dorset, I am keen to work with all relevant agencies locally, and especially the Force, to ensure that early warning signs and indicators are understood and identified so that any potential issues can be dealt with swiftly and appropriately.

Services and support for victims of crime will always be at the core of my work and I am therefore delighted that the Victims Commissioner, Baroness Newlove, was able to officially open the Dorset Victims Bureau in November 2013. All victims of crime who report to Dorset Police will be referred to the Bureau who will then work with them to keep them updated and supported according to their individual needs. Phase 2 of this work is now underway, looking to expand the Bureau into a truly multi-agency facility by encompassing all of the Criminal Justice Agencies.

Active contact and engagement with the public continues and remains focused around my dedicated Forums and Surgeries – more of which is detailed in Section 4 of the report. A particular highlight during the quarter was being able to spend time with both the Weymouth Street Pastors and the Boscombe Angels and witness first hand the excellent work that they do supporting the policing of the night time economy. I am keen to see what can be done to roll this out further and build on these solid foundations.

Staying on the theme of community engagement, I am pleased to have appointed more voluntary PCC Advocates building on my initial appointment of an Advocate for Boscombe. My recent appointments represent the Polish and older peoples communities and provide me with valuable support and assistance in staying in touch with the relevant issues most affecting them.

The Force and I are now actively working on the introduction of Clare's Law in Dorset following the successful national pilots. I have long been a supporter of Clare's Law

NOT PROTECTIVELY MARKED

which enables people to check the police record of their partners, which will help to reduce the number of potential future victims of domestic abuse.

Both I and the Chief Constable have been delighted by the levels of engagement and debate from the public in relation to the review of Enquiry Office provision. Whilst difficult decisions no doubt remain, the feedback and ideas that have been generated have required further consultation to be undertaken and the exploration with partners over innovative ways of working together and utilising resources.

Lastly, but by no means least, the ongoing financial pressures and cuts being faced by Dorset Police and colleagues in other forces, has prompted an announcement that we will be looking to explore ways in which we may work more collaboratively with Devon and Cornwall across all aspects of policing. There are only so many cuts that can be made internally before serious risk is placed on frontline service capability. It is therefore imperative that both I and the Chief Constable seek to explore all avenues for securing future policing services, hence this announcement in December.

Section 1: Review of performance against Police and Crime Plan priorities

1.1 Priority 1: Reduce the number of victims of crime and anti-social behaviour

Priority Outcomes
Effective multi-agency problem solving Increased victim satisfaction People engaged in making their communities safer Establishment of a Victim Bureau
Indicated by:
<ul style="list-style-type: none"> • Crime and anti-social behaviour data • Outcome data – sanctioned detections and resolution rates • Repeat victimisation data • Public confidence and satisfaction <see priority 5> • Feelings of safety <see priority 5>

Figure 1: key performance indicators and targets – 1 April – 31 December 2013

Priority	Key Performance Indicators	2013/14 Target	Apr - Dec		Change	
			2012/13	2013/14	Actual	Percentage
Reduce the number of victims of crime and anti-social behaviour	Total Crime	≥ 1%	30,798	28,628	-2,170	-7.0%
	Positive Outcome Rate	≥ 25.5% ¹	22.0%	26.5%		4.5%
	Number of Repeat Victims		4,237	3,717	-520	-12.3%
	ASB Incidents		25,645	23,407	-2,238	-8.7%
	Number of Repeat Callers ^o		2,397	2,194	-203	-8.5%
	Personal ASB Incidents		4,256	3,854	-402	-9.4%
	Dwelling Burglary		1,417	1,299	-118	-8.3%
	Sanction Detection Rate		13.1%	20.6%		7.5%
	Shed, Garage and Beach Hut Breaks		1,552	1,554	2	0.1%
	Sanction Detection Rate		1.1%	3.0%		1.9%
	Vehicle Crime		3,535	3,094	-441	-12.5%
	Sanction Detection Rate		4.1%	5.6%		1.5%

Longer term trends

Figure 2: Crime: Monthly breakdown of performance and longer term trend

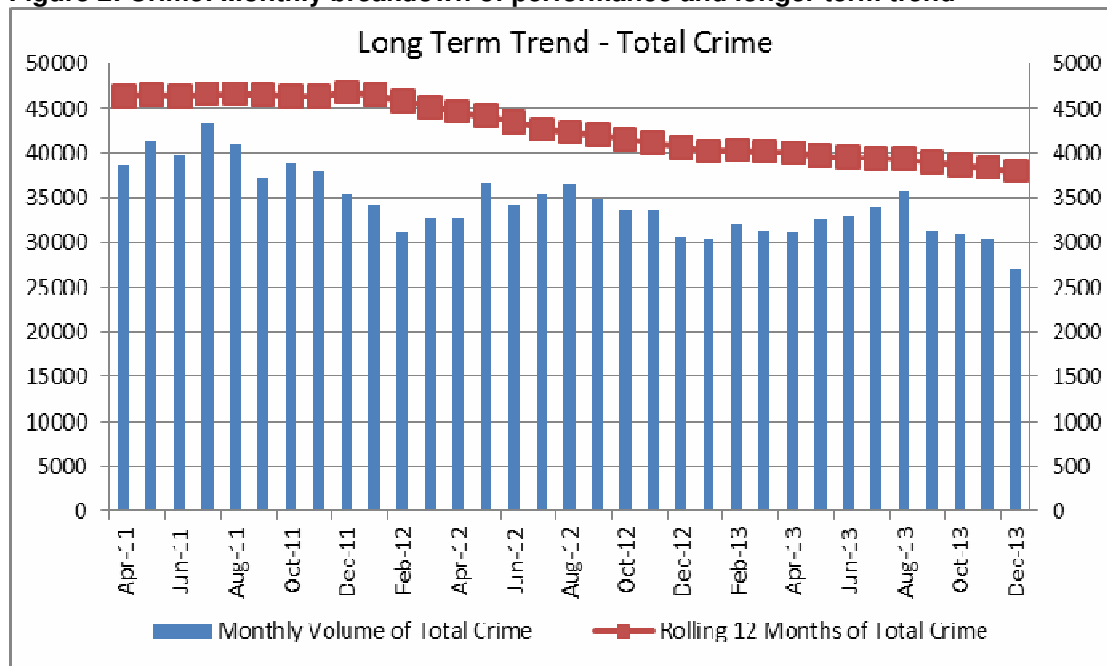
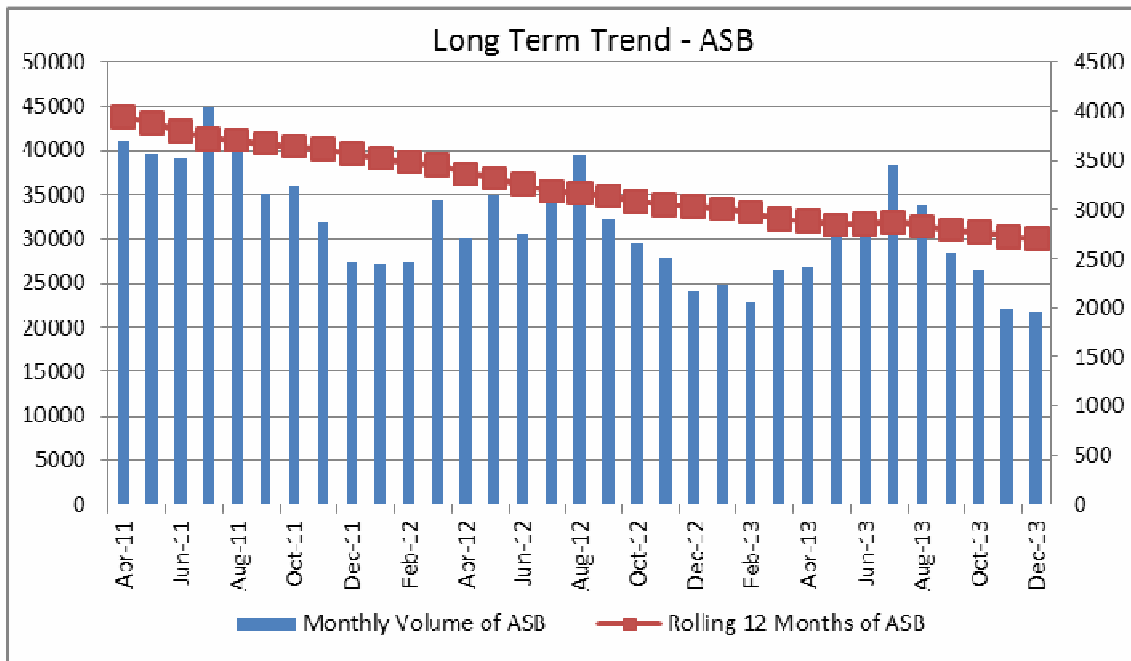


Figure 3: ASB: Monthly breakdown of performance and longer term trend



Commentary on Performance

- 1.1.1 At the end of 2012/13 crime had reduced by 11.0% or 4,985 fewer crimes than 2011/12. Incidents of anti-social behaviour had also reduced by 15.8% or 6,059 fewer incidents.
- 1.1.2 In April – December 2013 **total recorded crime** has fallen by 7.0% or 2170 less crimes. Anti-social behaviour has fallen by 8.7% or 2,238 fewer ASB incidents.
- 1.1.3 The Police and Crime Plan identified personal anti-social behaviour, dwelling burglary, including shed burglary, vehicle crime and the positive outcome rate as priorities for this year and beyond.
- 1.1.4 **Personal anti-social behaviour incidents** have reduced by 402 incidents or 9.4% in line with overall reductions in anti-social behaviour.
- 1.1.5 **Dwelling burglary** ended last year with no change in volume of recorded crimes, but in April – December 2013 has recorded an 8.3% reduction or 118 fewer crimes. **Shed burglaries** showed an increase early in 2013/14 but have since reduced resulting in a stable position compared to last year with 1,554 crimes recorded Apr-Dec 13/14 compared to 1,552 in the same period 12/13.
- 1.1.6 **Vehicle crime** has reduced by 441 crimes or 12.5%. The rolling 12 monthly total has been reducing since June and in December the monthly total dipped just below the lower threshold of significance. The reduction is in both theft from and of motor vehicles and coincides with co-ordinated operational activity under the Operation Wave banner which took place between June and September and has led to some of the tactics being embedded into daily business.

NOT PROTECTIVELY MARKED

- 1.1.7 The **Sanction Detection Rate (SDR)** for April - December 2013/14 is 23.4% with a **Positive Outcome Rate¹** of 26.5%, both have shown an increase on Apr-Dec 12/13 which recorded 21.3% and 22.0% respectively. Resolution of crime is a priority for the Commissioner and the Force and a target of 25.5% for Positive Outcome Rate has been set for 2013/14, building to 33% over the 4 years of the Plan.
- 1.1.8 Figures 2 and 3 show the monthly break down (use right hand axis) and the longer term trends in crime and anti-social behaviour (use left hand axis).

Priority 1 - Geographical exceptions

- 1.1.9 Four sections have shown an increase in recorded crime as follows:

Bournemouth Central +6.8% - an increase of 250 crimes

- 1.1.10 Bournemouth Central saw increases in crime in all months from May to December although the largest increase was in August. The main cause of Bournemouth's increase is an increase in theft offences of +345 crimes or 20.4%.

East Dorset +3.0% - an increase of 57 crimes

- 1.1.11 Recorded increases in recorded crime compared to 12/13 in July with smaller increases in October and December. The main area of increase was theft with an extra 52 or 9.5% increase in recorded crimes.

Purbeck +13.4% – an increase of 149 crimes

- 1.1.12 The main increases in recorded crime occurred in April, May and October with September and December falling below last year's monthly totals. The main areas of increase were in non-dwelling burglary (54, criminal damage +46 and TFUMV +31.

Dorchester & Sherborne - +0.8%, an increase of 12 crimes

- 1.1.13 Dorchester's increases occurred during the summer months with October - December all reduced on the previous year's monthly figures and December falling below the lower level of significance. Violence against the person and theft were the biggest causes of the increase in Dorchester & Sherborne.

PCC's action in respect of this priority

- 1.1.14 The Dorset Victims Bureau was launched in November 2013 and will provide support and updates to victims of crime, tailored to their individual requirements. Phase 2 of the project will see the Bureau expand to encompass all criminal justice agencies. The creation of a Victims Bureau was a key PCC manifesto commitment.
- 1.1.15 Dedicated Victims Forums have been launched, enabling the PCC to learn first hand of victims' experiences and to help drive forward improvements in service and support.

¹ Sanction Detections plus Community Resolutions

1.2 Priority 2: Reduce the number of people seriously harmed in Dorset

Priority Outcomes
Fewer victims of serious crime Fewer people killed or seriously injured on Dorset roads Reduced offending rates Establishment of a Multi Agency Safeguarding Hub (MASH) across Dorset
Indicated by:
<ul style="list-style-type: none"> • Crime and outcome data - violence • Crime and outcome data – sexual offences • Crime and incident data – domestic abuse • Crime and incident data - hate • RTC data –people killed or seriously injured on Dorset’s roads

Figure 4: latest performance – 1 to 31 December 2013

Priority	Key Performance Indicators	2013/14 Target	Apr-Dec		Change	
			2012/13	2013/14	Actual	Percentage
Reduce the number of people seriously harmed in Dorset	Most Serious Violent Crime		72	49	-23	-31.9%
	Sanction Detection Rate		70.8%	63.3%		-7.5%
	Serious Sexual Offences		318	343	25	7.9%
	Sanction Detection Rate		26.4%	22.7%		-3.7%
	Alcohol Related Violent Crime		1,465	1,630	165	11.3%
	Domestic Abuse Incidents		6,384	6,459	75	1.2%
	Domestic Abuse Crime		2,026	1,910	-116	-5.7%
	Racially and Religiously Aggravated Crime		112	74	-38	-33.9%
	Hate Related Crime		45	57	12	26.7%
	Hate Related Incidents		195	225	30	15.4%
	Number of people killed or seriously injured		303	298	-5	-1.7%

1.2.1 Sitting beneath this priority are 5 key areas of delivery, each of which have a senior lead who develops the strategy for delivery. The five areas are:

- Domestic Abuse
- Serious Sexual offences
- Alcohol related violent crime
- Hate crime
- Killed and Seriously injured road casualties

Commentary on Performance

1.2.2 This priority was looked at in detail at the previous panel meeting in November. The main points of April – December performance as identified by figure 4 are as follows:

1.2.3 **Domestic abuse** – the number of incidents have increased by 75 or +1.2%, however the trend over the last 6 months has been stable with monthly figures between August to November falling below those recorded in 2012. The Force activated Operation Maple over Christmas and the New Year. This is a proactive operation tackling domestic abuse during periods of anticipated higher demand. The Force plans to run the operation again during June and July to coincide with the FIFA World Cup.

- 1.2.4 **Serious Sexual Offences** – as identified in the performance report in November, the Savile enquiry and a number of similar cases has led to an increase in reporting of historic cases relating to sexual abuse. These have led to an increase in reported serious sexual offences and a reduction in the SDR.
- 1.2.5 **Alcohol Related Violent Crime (ARVC)** – increased by +165 or 11.3%
Recorded alcohol related crime exceeded the upper control limit in July and has stayed above it ever since. Total violent crime however has reduced by 7.4% or 384 crimes.

Hate Crime

- 1.2.6 Previous reports have presented the figures for racially and religiously aggravated crime only, however that only presents one aspect of hate crime, and consequently figure 4 has been expanded to include hate flagged crime and hate incidents. Figure 4 shows that although racially and religiously aggravated crimes have reduced, hate flagged crime and hate incidents have increased.
- 1.2.7 The increase in hate incidents has been in disability incidents with an increase of 10 incidents and racial incidents which increased by 19.6% or 30 incidents more. The increase occurred mainly during August 2013 which recorded nearly double the number of incidents recorded in August 2012.

Killed and Seriously injured Casualties (KSIs)

- 1.2.8 Latest figures show a small 1.3% reduction or 5 less killed or seriously injured people in road traffic collisions between April and December 2013 when compared with 2012.

PCC's action in respect of this priority

- 1.2.9 PCC attendance at local Human Trafficking events and role in promoting awareness of the issue.
- 1.2.10 OPCC work with partners to develop a contract for dealing with Child Sexual Exploitation (CSE) in Dorset.
- 1.2.11 Instigation of a Road Safety Seminar in November to take a fresh look at the local Road Safety Strategy and ways to reduce KSI's on the roads.
- 1.2.12 Ongoing PCC support for the Clare's Law pilots, which will now be introduced as a national scheme from March 2014.

1.3 Priority 3: Help protect the public from serious threats (local, regional and national) to their safety including organised crime and terrorism.

Priority Outcomes
Criminals deprived of their assets Communities better informed and engaged in reducing the risk of terrorism and organised criminality Reduced risk from organised crime groups in Dorset
Indicated by ² :
<ul style="list-style-type: none"> • Serious crimes flagged ‘organised criminality’ • Arrests of identified ‘organised criminals’

- 1.3.1 Project Spotlight, the multi-agency integrated operating model approach to Organised Crime Group management continues to be progressed within Dorset, with a Project Spotlight meeting with partners being held in January.
- 1.3.2 Nationally, a draft bill has been published which forms part of a government White Paper setting out the action that is required to eradicate slavery from the UK. The draft legislation, entitled the Draft Modern Slavery Bill, will be subject to pre-legislative scrutiny, with the aim of publishing a Bill in the spring.
- 1.3.3 Training and guidance for front line staff such as the police, border officers, asylum case workers and health workers is already taking place, to improve the way potential victims are identified and supported. Tackling slavery is a key component of the Serious and Organised Crime Strategy, which was published by the Home Office in October, and is a priority for the National Crime Agency.
- 1.3.4 A regional 3-day conference on cyber-crime attended by all South West Forces is due to take place at Bournemouth University on 14 February, arranged by the regional Organised Crime Unit. In addition, there is a plan to recruit ‘Cyber Specials’, skilled student volunteers, to aid the police response to cyber-crime regionally.
- 1.3.5 Nationally, the government has recently launched a £4million initiative called ‘Cyber Streetwise’ which is encouraging internet users to take precautions while shopping, socialising or banking online. Research shows less than a third of people across the country use complex passwords to protect their accounts and more than half do not check websites are secure before making a purchase. Experts advise internet users to install anti-virus software, to check privacy settings on social media and to download software and application patches when prompted. Dorset’s Police and Crime Commissioner has backed the cyber campaign.

PCC’s action in respect of this priority

- 1.3.6 Engagement by the PCC and OPCC with the recently launched National Crime Agency (NCA), including attendance by Keith Bristow, NCA Director, at a South West Regional meeting of PCCs and Chief Constables.

² These measures around ‘organised criminality’ have superseded those flagged ‘drug-related’ as thought to be a better and more reliable indicator of activity related to organised criminality

- 1.3.7 Presentations at the ‘Putting Crime out of Business’ conference in November on Cyber Crime, Counter Terrorism, Serious and Organised Crime and the Action Fraud reporting and co-ordination service, overseen by the National Fraud Intelligence Bureau (NFIB).

1.4 Priority 4: Reduce Re-offending

Priority Outcomes
Reduced reoffending rates of highest risk offenders Increased number of offenders diverted from offending Increased number of offenders in accommodation and employment
Indicated by:
<ul style="list-style-type: none"> • Reoffending rates <probation data> • Reoffending rate of high-risk offender group <probation data> • Mentoring including re-offending and mentoring of high risk offenders being mentored <in development>

- 1.4.1 This priority is cross-cutting – it acknowledges at a strategic level the Police role in reducing reoffending. It focuses on the management of those offenders responsible for the crimes and incidents prioritised through the other Police and Crime Plan priorities. Once again, partnership working is crucial in respect of reducing reoffending, with Dorset Probation Trust being a key partner in this respect.

		Actual rate of re-offending	
		Jul-11 to Jun-12	Jul-12 to Jun-13
Local Authority	Bournemouth	8.94%	9.48%
	Dorset	7.85%	7.57%
	Poole	9.30%	10.02%
Probation Trust	Dorset	8.52%	8.85%

- 1.4.2 A list of Priority and Prolific offenders (PPOs) has been sent out to each of the Neighbourhood Sections as a pilot to be used for briefings, making local officers aware of the prolific individuals operating in their area.

PCC’s action in respect of this priority

- 1.4.3 Ongoing PCC and OPCC engagement and involvement with the Dorset Criminal Justice Board (DCJB), the Reducing Re-offending Strategy Group and the Crime and Criminal Justice Group.
- 1.4.4 Continued lobbying of the Ministry of Justice for a decision in relation to the resettlement prison provision for Dorset, ideally ensuring that the prison is sited within Dorset rather than outside of the County.
- 1.4.5 Work both locally and nationally to meet the aims of the Government’s reforms through the Transforming Rehabilitation programme.

1.4.6 Commissioning of a dedicated review of existing Restorative Justice approaches and initiatives locally and recommendations for developing and enhancing further.

1.5 Priority 5: Increase people’s satisfaction with policing in Dorset

Priority Outcomes
Increased victim satisfaction Increased public confidence At least 95% of emergency calls answered within 10 seconds At least 75% of non-emergency calls answered within 30 seconds
Indicated by:
<ul style="list-style-type: none"> • Satisfaction with being kept informed <source: USS> • Satisfaction with overall service received <source: USS> • Dorset Police – contact management data for emergency & non-emergency calls • Feelings of safety <source: CSS> • Public confidence <source: Crime Survey in England and Wales >

1.5.1 This priority is cross-cutting and recognises the importance of increasing the public’s satisfaction in the delivery of policing in Dorset. The Police & Crime Plan recognises that if people are pleased with the service provided then they are more likely to report issues to the Force which in turn will help to keep Dorset safe.

Figure 5: latest performance – note periods differ

Priority	Key Performance Indicators	2013/14 Target	Previous Performance	Current Performance	Change	
					Actual	Percentage
Increase people's satisfaction with policing in Dorset	Percentage of people who think the police are dealing with community priorities		68.5%	69.6%		1.1%
	Percentage of people who feel safe in Dorset		96%	96%		0%
	Victim satisfaction with progress updates made by police officers and staff	≥ 3rd in MSG	68.6%	68.0%		-0.6%
	Percentage of victims that are satisfied with the overall service provided by police officers and staff	≥ 3rd in MSG	80.6%	82.7%		2.1%
	Percentage of 999 calls answered in 10 seconds	≥ 95%	95.0%	94.9%		-0.1%
	Percentage of 999 calls abandoned	≤ 2%	0.1%	0.3%		0.2%
	Percentage of non-emergency calls answered in 30 seconds	≥ 75%	71.0%	65.5%		-5.5%
	Percentage of non-emergency calls abandoned	≤ 5%	4.9%	7.5%		2.6%

Context/Commentary on performance

1.5.2 The data informing this priority comes from a number of sources as follows:

- **Crime Survey in England and Wales (CSEW)**
 This survey is carried out on behalf of ONS and takes place quarterly in all force areas. Results are reported nationally. Latest results cover Q2-Q1 (to June 2013).

NOT PROTECTIVELY MARKED

- **Community Safety Survey (CSS)**
This survey is a quarterly postal survey to 3,000 Dorset homes per quarter. Latest results relate to Q1 – Q3 cumulative 2013/14
- **User Satisfaction Survey (USS)**
This is a Home Office mandated survey carried out for every Police Force area. The survey is carried out quarterly by telephoning victims of dwelling burglary, violent crime and vehicle crime. Latest results relate to Q1 – Q3 cumulative 2013/14.
- **Call handling data** – this covers the period April – December 2013

Confidence and satisfaction

- 1.5.3 Although measures relating to confidence in local policing remain high, satisfaction of victims in relation to policing services fell in 12/13 compared to 11/12 and has been identified as a priority by the Police and Crime Commissioner.
- 1.5.4 Keeping Informed records the lowest levels of satisfaction in the User Satisfaction Survey which also measures contact, treatment and actions taken. The setting up of a Victim Bureau in November 2013 is a key part of the delivery plan to improve victims' satisfaction with how they were kept informed of progress.
- 1.5.5 Latest results for Q1-3 2013/14 (compared to 2012/13), show an increase in satisfaction with the overall service provided, with satisfaction with progress updates remaining stable.
- 1.5.6 The question from the CSEW that measures the percentage of people who "think the police are dealing with community issues" placed Dorset Police third nationally and first in our MSG in June 2013.
- 1.5.7 The Dorset CSS asks a random sample of residents about their feelings of safety. Latest results (Q1-3 cumulative – 2,133 respondents) show 96% of those replying said they feel very or fairly safe living in their local area.

Call handling

- 1.5.8 Emergency call handling data is exceeding target for abandoned calls and just below target for call answering in the year to date.
- 1.5.9 Non-emergency call handling is not reaching target in the year to date for abandonment rate and for call answering times. This is due to reduced performance in May, June and July. Performance improved following a number of interventions through late summer and into the autumn with calls answered in 30 seconds exceeding 70% in the discrete months of October, November and December 2013.

PCC's action in respect of this priority

- 1.5.10 Much of the PCC's activity relevant to this priority is summarised in Section 4 of this report, below. The main focus for engaging with members of the public continues to be through the scheduling of dedicated PCC Forums and Surgeries across the County throughout the year to enable the PCC to communicate directly with local people and to understand their issues and concerns.

1.5.11 In July the PCC intervened over the issue of non-emergency call handling to the 101 number following poor performance and a number of related complaints from members of the public. The measures introduced by the Chief Constable later that month were in direct response to this intervention and have seen a considerable improvement in performance as a result.

1.5.12 The PCC and Chief Constable jointly launched the review of Dorset Police counter service provision in October 2013 and were extremely pleased with the level of consultation and debate that was generated as a result. In December it was announced that further consultation would take place based on the responses and ideas that had been generated.

1.5.13 Members will hopefully be aware that a public consultation was also launched in December as part of the precept setting process and proposal that the Panel will also be considering at today's meeting.

1.6 Priority 6: Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset

Priority Outcomes
Fewer victims of crime and ASB Fewer repeat victims Effective multi-agency problem solving Improved progress updates to the public
Indicated by:
<ul style="list-style-type: none"> • Workforce - Special Constables <to be developed to include priority lead deployment> • Workforce - Volunteers • Crime data - Total crimes - <see priority 1> • Incident data - ASB incidents - <see priority 1> • Repeat victimisation - <see priority 1> • Public confidence/ satisfaction in policing <see priority 5>

1.6.1 This priority recognises the importance of neighbourhood policing in achieving all of the priorities in the Police & Crime Plan, working to provide a visible presence which offers reassurance to local communities as well as working with communities to prevent crime and ASB and problem solve when the need arises.

	Establishment at 30 Dec 13
PCSO	151
Special Constables	220
Volunteers	161

- 1.6.2 **Shoplifting and Business Crime** - between April and December 2013, a total of 3,033 shoplifting crimes were recorded in Dorset. This figure adds an additional 448 crimes to the total recorded over the comparative period in 2012; a 17.3% increase. Over the same period however, the detection rate (including community resolutions) has increased from 44.2% to 51.9%..
- 1.6.3 **Rural Crime** – the Force has developed a rural crime strategy in consultation with the OPCC.

PCC's action in respect of this priority

- 1.6.4 The PCC continues to actively promote and support an increase in Special Constable and Volunteer numbers.
- 1.6.5 Support for the Force's ongoing review of the police estate, including consultation on future enquiry office provision.

Section 2: Key decisions taken by PCC during monitoring period

- 2.1 The following provides a summary of the key entries in the PCC Decision Log during the reporting period.

Resource Management

- 2.2 A proposed new Commissioning Reserve of £174k was approved at the October meeting of the Force Executive Board (FEB).

Strategic Commissioning Board

- 2.3 A Strategic Commissioning Board has been established and met for the first time in October 2013 (see also 5.2, below).

Regional Forensic Collaboration

- 2.4 At the South West Regional Joint meeting of PCCs, Chief Constables and Chief Executives in November it was agreed to pursue a new regional forensic services collaboration across the five police forces in the region.

Strategic Alliance with Devon & Cornwall Police

- 2.5 Following a meeting between the respective PCCs and senior officers, it was announced in December that a project has been launched to explore how the Dorset and Devon & Cornwall forces may collaborate effectively across all areas of policing. Detailed work will now be undertaken to ascertain whether or not such an Alliance will help to meet the ongoing financial pressures that both forces are facing.

Pan Dorset Multi Agency Software System

- 2.6 Agreement has been reached by the OPCC and other key local agencies to explore the potential of introducing a pan Dorset multi-agency software system to encompass all victims of anti-social behaviour and to assist in providing the co-ordinated management of risk and harm.

Body Worn Cameras

- 2.7 The provision of body worn cameras for all frontline officers will be explored. The potential introduction of this technology will increase police accountability, enhance evidence gathering, which in turn will improve positive outcomes particularly in cases of domestic abuse, and protect officers evidentially in confrontational situations.

Cyber Crime Awareness Campaign

- 2.8 The PCC is looking to devise and launch a local awareness campaign to better inform the public in relation to cyber crime, fraud and cyber bullying. Such a campaign will complement national initiatives and will provide local people with the knowledge and assistance to better protect themselves on-line.

Section 3: Financial update against planned spending

3.1 The table below indicates the anticipated year end variances for all areas of Dorset Police indicating cost pressures and areas where continued application of strong financial control has resulted in savings being achieved ahead of schedule.

	Year End Projections		
	Budget £000's	Projection £000's	Variance Over / (Under) spend £000's
Operational Commands			
Territorial Policing	787	696	(91)
Crime & Criminal Justice	1,707	1,539	(168)
Operational Support	3,585	3,480	(105)
Operational Commands Total	6,078	5,714	(364)
Support Services			
Estates (including PFI)	6,794	6,697	(97)
Transport	1,587	1,399	(188)
Information Systems	3,827	3,841	14
Organisational Development Unit	503	461	(42)
General Services	379	344	(34)
Governance	1,234	1,326	92
Personnel	381	521	141
Procurement	3,517	3,290	(228)
Major Operations	850	850	(0)
Recoverable Operations	(0)	(94)	(94)
Central Employees	97,387	96,926	(461)
Travel and subsistence	255	218	(37)
Supplies and Services	191	236	45
Partnerships and Collaboration	965	931	(34)
One Site Programme	0	685	685
Capital Financing	3,691	3,678	(13)
Grant and other income	(14,184)	(14,306)	(122)
Brought forward from previous year	(208)	(208)	0
Savings carried forward to 14/15	-	-	303
Support Services Total	106,769	106,446	(70)
Office of the Police & Crime Commissioner	1,045	1,048	3
Total Predicted Variance	114,291	113,207	(431)

Section 4: Update on Engagement Activity

- 4.1 The period Between October and December 2013 was an extremely busy period in terms of Community Engagement, with 490 individuals having contact with the PCC and/or OPCC through our engagement activities.
- 4.2 Eight community engagement forums were held, in Sherborne, Blandford, Gillingham, Broadstone, Hamworthy, Verwood, Kinson and Central Bournemouth. Each forum was followed by a PCC surgery where the PCC met with individuals who wished to raise specific issues or concerns. The PCC also held the first of his victim focus groups and surgeries in Poole.
- 4.3 In November the PCC, Federation of Small Businesses (FSB) and Dorset Local Economic Partnership (LEP) jointly hosted a successful 'Putting Crime Out of Business' conference, aimed at members of the Dorset business community. The event was attended by a broad range of businesses, home watches and other interested groups. The Police and Crime Panel was also represented at the event by Cllr Drane. This is now set to become an annual event. The conference built on earlier engagement and meetings held with organisations such as the National Farmers Union (NFU).
- 4.4 The Community Engagement team attended the Dorset Learning Disability partnership Event in October, and undertook bespoke consultation with learning disabled adults, and distributed copies of the Police and Crime Plan in 'Easy Read'. The team has now recruited a cohort of learning disabled adults as Community Engagement Volunteers, who will be assisting at forums in Bridport, Dorchester and Weymouth
- 4.5 During this period the team has also intensified its engagement with Young People, by exhibiting at a youth conference in Poole, and holding 2 focus groups in Bournemouth and Dorset, which will lead to a Young peoples' version of the Police and Crime Plan being produced. The PCC also hosted a Young peoples 'takeover day' in November, where young people were invited to a forum, and then met with different representatives of the force to better understand how policing works in Dorset,
- 4.6 During October the Community Engagement Team recruited two Polish Advocates covering Poole and Bournemouth, and four Older Peoples Advocates covering North Dorset, Weymouth and Portland, Christchurch and Purbeck. In addition 5 new Community Engagement Volunteers were recruited in addition to the learning disabled volunteers.
- 4.7 Other engagement opportunities undertaken include:
- High Sheriffs Association (PCC guest speaker)
 - Police and Crime Panel visit to the OPCC offices
 - DAPTC Annual General Meeting (PCC guest speaker)
 - Bournemouth Compact and BCVS Annual General Meeting
 - Verwood Local Action Group (PCC guest speaker)
 - North Bournemouth Area Forum (PCC guest speaker)
 - West Howe Regeneration Partnership Board
 - Purbeck Area Parish Meeting
 - Dorset 55 Forum Steering Group
 - Dementia Action Alliance
 - ASB Officers Focus Group (convened by OPCC)

Section 5: Update on Partnership Activity

5.1 The PCC and OPCC continue to be routinely engaged, and actively working with, a number of partnerships which all assist in contributing to the achievement of the Police and Crime Plan priorities. These partnerships include:

- Leaders and Chief Executives meetings
- Community Safety Partnerships
- Dorset Local Criminal Justice Board (DCJB)
- Children's Trust Boards
- Reducing Reoffending Strategy Group
- DAAT Board
- CVS Forums
- Crime and Criminal Justice Group
- Local Area Partnerships
- Victims First Board

Strategic Commissioning Board

5.2 An internal Strategic Commissioning Board (SCB), jointly chaired by the PCC and the Deputy Chief Constable, has been established to oversee and coordinate strategic commissioning and partnership activities and inform and support the Police and Crime Commissioner with commissioning decisions to support the plans and priorities set out in the Police and Crime Plan.

Transforming Rehabilitation

5.3 The PCC continues to work with key partners at both a national and local level in relation to the Government's Transforming Rehabilitation reforms. The PCC is a member of the national PCC Reference Group and has been particularly active nationally in lobbying the Ministry of Justice to try and secure a resettlement prison for Dorset within the County border. Early engagement with the new Community Rehabilitation Companies (CRCs).

Victims Services

5.4 Work continues in relation to the future provision of victims services in Dorset for when funding passes across to the PCC in October 2014. Government support for the further development of a proposed referral mechanism locally has recently been obtained. This is of course in addition to the development of a Victims Bureau in Dorset, which launched in November 2013.

Contract and Funding Meetings

5.5 A number of meetings have taken place to discuss contracts and funding in relation to a number of areas and initiatives. These include Neighbourhood Justice Panels (NJPs), the ISVA service, Missing Children, Rape Crisis and CSE commissioning.

National Commitments

5.6 The PCC continues to work closely with PCC colleagues across the country and with the Association of Police and Crime Commissioners (APCC). With this comes a number of national responsibilities, representing the views and interests of PCCs, and includes the following activity during the previous quarter:

- Police Negotiating Board (PNB)
- Independent Custody Visiting Association (ICVA) Executive Committee
- Police Staff Council (PSC)
- PCC Mental Health Working Group
- Transforming Rehabilitation
- National VCSE Forum

5.7 The PCC is also one of three PCC's responsible for the review and restructure of the Association of Chief Police Officers (ACPO) nationally. This work led to the commission of an independent review by General Sir Nick Parker which reported in November 2013. As a result a new ACPO Transition Board, chaired by Sir Bill Jeffrey, now sits to implement the Parker Review recommendations. Both I and Chief Constable Debbie Simpson sit on the Transition Board.

Section 6: Complaints against the Police and Crime Commissioner

- 6.1 This new section has been included within the report to provide members with an overview of any complaints about the PCC that may have been received, along with any associated action taken. Whilst some complaints will be referred to the Police and Crime Panel for their consideration, in line with the agreed protocol, the Chief Executive and Monitoring Authority has delegated authority in relation to the initial handling and recording of complaints.
- 6.2 During quarter 3 of 2013/14 there has been one complaint against the PCC, which has been considered by the Chief Executive and Monitoring Officer. The complaint was not upheld due to there being no allegation or supporting evidence that the PCC had been directly or indirectly involved with the matter or had acted inappropriately in any way. The complainant and the Panel have been informed of that decision.