



Dorset Police & Crime Panel

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

Quarter 1 Report 2014-15

Date of Panel: 11 September 2014

WORKING TOGETHER TO KEEP DORSET SAFE

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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. An updated version of the Plan for 2014/15 will be finalised and published shortly.

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 the 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 and commissioning 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

This has been another extremely busy, challenging, yet rewarding quarter for my team and me and I hope that this update continues to demonstrate the breadth of our work and the real difference that we are making locally.

I do not intend to duplicate much of the content contained within this report but as always will take the opportunity to highlight a few key headlines from the quarter.

June has seen a number of exciting developments that I am delighted to see come to fruition, including the launch of the pilot Mental Health Street Triage service, the award of the enhanced victim services contract and the launch of the Community Remedy consultation as part of the wider measures being implemented to tackle Anti-Social Behaviour and low-level crime. June also saw the launch of the Dorset Police Rural Crime Campaign, along with the move to a single Force Command Centre (FCC) based at Headquarters in Winfrith.

I am of course aware of a number of issues with the 101 non-emergency telephone service, partly caused by the move to the FCC but also due to a significant increase in call volumes during recent months compared to the same period last year. I would like to reassure Panel members, and the wider public, that these issues are being taken very seriously by both the Force and I, that measures are in place to address these issues, and that I will continue to monitor Force performance in this area extremely closely, in line with my Police and Crime Plan targets and objectives.

There was a flurry of activity earlier in the quarter with PCCs being invited to submit bids for funds from both the Victims Competed Fund (Ministry of Justice) and Police Innovation Fund (Home Office). Despite extremely challenging deadlines myself and the team, along with colleagues from the wider South West, submitted a number of strong bids, most of which ultimately proved successful. Notification of the bid outcomes was only received at the end of July so fuller updates on these projects will be provided in the quarter 2 update to the next meeting of the Panel.

The quarter has also seen the launch of the Boscombe Police Box and a hate crime support and reporting app, the ongoing review of the police estate, the launch of the College of Polices' Code of Ethics, continued work on the proposed Strategic Alliance with Devon and Cornwall, the launch of Dorset Alert and a Rural Crime campaign, an awareness raising roadshow on Honour Based Violence (HBV) and forced marriage, and the launch of the latest Special Constabulary recruitment campaign.

Finally, at the beginning of the quarter in April I was delighted to receive the national Gold Award for Community Engagement from Bernard Rix, Chief Executive of CoPaCC. Since being elected as PCC I have taken the community engagement element of my role extremely seriously and both I and my team have worked hard to ensure that I am as accessible as possible and able to engage directly with all elements of the local community. To receive some external validation of the work that we are doing is extremely pleasing, but I do not intend to rest on my laurels. Work has therefore been ongoing during the quarter to develop our Community Engagement Strategy for the remainder of my term of office to maximise engagement opportunities even further in the future.

Martyn Underhill
August 2014

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 |
| People engaged in making their communities safer |
| Reduced volumes of crime and ASB |
| Reduced repeat victimisation |
| At least a third of crimes resolved |
| Indicated by: |
| <ul style="list-style-type: none"> • Total number of crimes • Number of repeat victims • Outcome data – positive outcome and resolution rates • Percentage of people who feel safe in Dorset <see priority 5> |

Figure 1: key performance indicators and targets – 1 April – 30 June 2014

| Priority | Key Performance Indicators | 2014/15 Target | Apr - Jun | | Change | |
|---|---------------------------------------|----------------------|-----------|---------|--------|------------|
| | | | 2013/14 | 2014/15 | Actual | Percentage |
| Reduce the number of victims of crime and anti-social behaviour | Total Crime | | 9,675 | 8,739 | -936 | -9.7% |
| | Positive Outcome Rate | ≥ 28.0% ¹ | 24.8% | 26.2% | | 1.4% |
| | Number of Repeat Victims | | 1,325 | 1,254 | -71 | -5.4% |
| | ASB Incidents | | 8,033 | 7,227 | -806 | -10.0% |
| | Number of Repeat Callers ^o | | 558 | 505 | -53 | -9.5% |
| | Personal ASB Incidents | | 1,295 | 1,365 | 70 | 5.4% |
| | Dwelling Burglary | | 427 | 400 | -27 | -6.3% |
| | Positive Outcome Rate | | 22.7% | 15.8% | | -6.9% |
| | Shed, Garage and Beach Hut Breaks | | 514 | 420 | -94 | -18.3% |
| | Positive Outcome Rate | | 3.7% | 4.0% | | 0.3% |
| | Vehicle Crime | | 1,104 | 762 | -342 | -31.0% |
| | Positive Outcome Rate | | 4.5% | 4.6% | | 0.1% |

Longer term trends

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

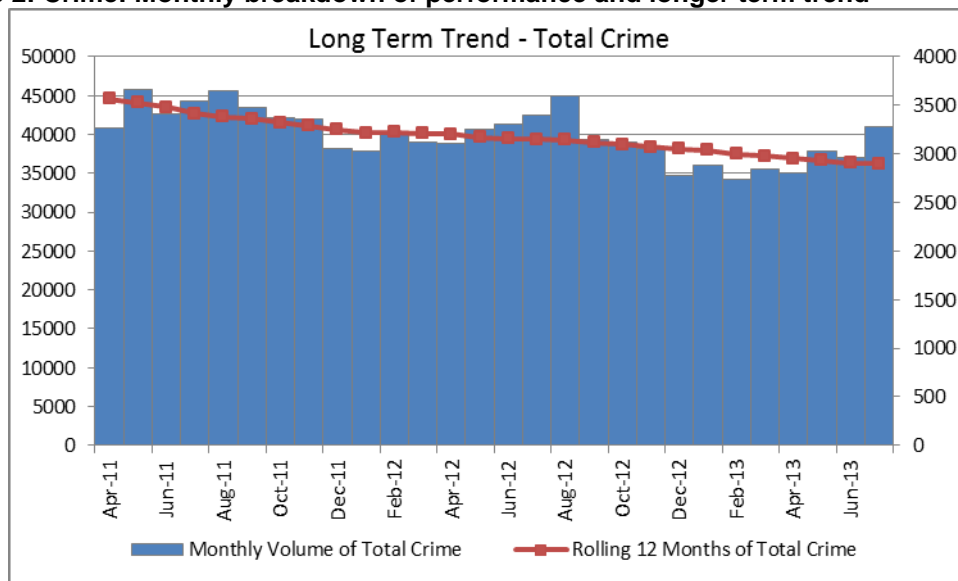
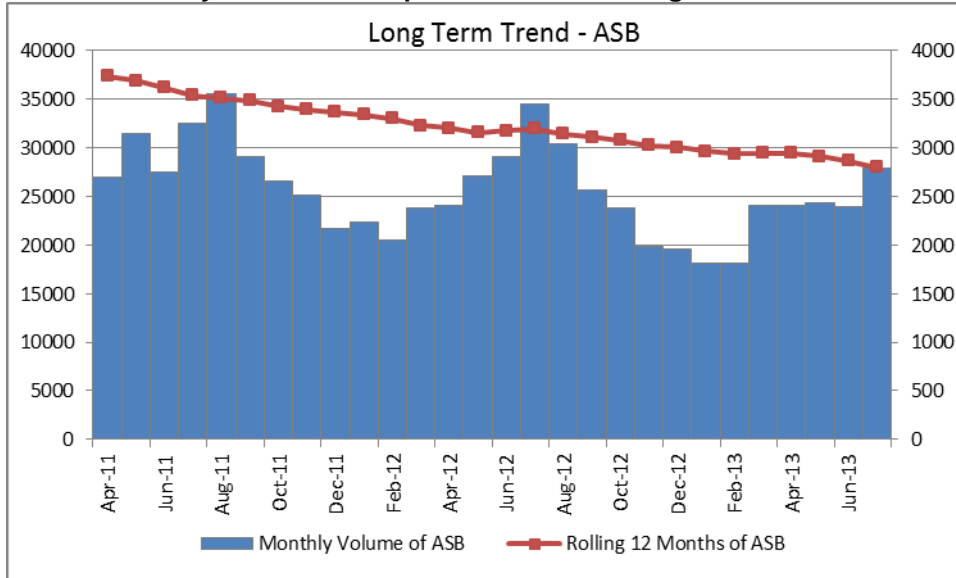


Figure 3: ASB: Monthly breakdown of performance and longer term trend



Commentary on Performance

- 1.1.1 At the end of 2013/14 **total recorded crime** had reduced by 7.3% or 2,951 fewer crimes than 2012/13. Incidents of **anti-social behaviour** had also reduced by 8.9% or 2,867 fewer incidents.
- 1.1.2 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 the period of the Plan and these have not been changed in this year’s Plan refresh.
- 1.1.3 Between April and June 2014, **total crime** has reduced by 9.7%, equating to 936 fewer crimes being recorded than during the comparable period in 2013.
- 1.1.4 Over the same period, the **positive outcome rate** for the Force has increased by 1.4 percentage points to a rate of 26.2%. The 2014/15 target set is for Dorset to reach a positive outcome rate of 28.0%. Resolution of crime is a priority for the Commissioner.
- 1.1.5 For 2014/15 the Home Office have changed the reporting of **outcomes**. It provides an opportunity to replace the current sanction detection categories (Charge, Caution etc.) with a broader framework that recognises all crime disposals. The previous methods of recording detections will all be retained but a broader set of outcomes will also be recorded. The aim is to improve transparency and provide the public with more detailed information on the majority of recorded crimes that were previously counted as ‘undetected’ but may have involved considerable investigation.
- 1.1.6 Whilst **total ASB** has continued to reduce in Q1 of 2014-15, **Personal ASB**, experienced an increase when comparing April to June 2014 with the previous year. The increase amounted to 70 additional incidents; a 5.4% increase to total 1,365 Personal ASB incidents recorded in the first quarter.
- 1.1.7 In the Q4 report, presented to the Panel in June, it was noted that although personal anti-social behaviour incidents had reduced in line with overall reductions in anti-social behaviour in 2013-14, the reduction in incidents appeared to be slowing.

- 1.1.8 The increase in personal ASB can be partly attributed to in-force hate crime training which has resulted in better use of the 'Personal ASB' closing code for hate-related and therefore targeted incidents rather than coding as 'Nuisance ASB'.
- 1.1.9 The **Anti-social behaviour, Crime & Policing Act** received Royal Assent on 13 March 2014, with an implementation date in October 2014. The overarching aim of the Act is to provide more effective powers to tackle anti-social behaviour (ASB) and protect victims and communities. Dorset Police is currently discussing the implications of the Act with partners.
- 1.1.10 **Dwelling burglary** ended the year with a 9.7% reduction or 184 fewer recorded crimes. **Shed burglaries** showed an increase early in 2013/14 but subsequently reduced resulting in a stable position with 2,096 crimes recorded in 2013/14 compared to 2,101 in 2012/13.
- 1.1.11 In the first quarter of 2014/15, the Force recorded 27 fewer dwelling burglaries than at the same time the previous year; a 6.3% reduction for April to June 2014. Shed breaks have also reduced with 94 fewer (-18.3%) recorded than in Q1 2013/14.
- 1.1.12 The Force's Operation Advance continues to strive for improved outcomes & crime reduction in volume crime.
- 1.1.13 In 2013/14 total recorded **Vehicle crime** reduced by 762 crimes or just over 16%. Since summer 2013, there has been a decreasing trend in the volume of vehicle crime, with 342 fewer crimes recorded in Q1 2014/15 compared to the same period in 2013/14.
- 1.1.14 Figures 2 and 3 (above) show the monthly breakdown (use right hand axis) and the longer term trends in crime and anti-social behaviour (use left hand axis).

Priority 1 - Geographical exceptions

- 1.1.15 In the year April to June 2014 no sections were showing an increase in total crime.

PCC's action in respect of this priority

- 1.1.16 The Commissioner has set incremental staged targets for Dorset Police with regard to **positive outcomes** (sanctioned detections, community resolutions and restorative justice) across the full life of the Police and Crime Plan, culminating in a one in three positive outcome rate by 2016. The PCC therefore fully supports the launch of Operation Advance by Dorset Police in May 2014, introducing a range of measures to reduce crime, target prolific offenders, improve victim satisfaction and improve positive outcome rates and the proportion of offenders brought to justice. A dedicated Force lead has been appointed to oversee these improvements and to lead on all crime investigations.
- 1.1.17 On 12 June, the Commissioner launched his **Community Remedy** consultation. The Anti-Social Behaviour, Crime and Policing Act 2014 places a statutory duty on all PCCs to develop a list of community remedies and part of this process involves consulting local people on the types of punishments they wish to see implemented on offenders of low-level crime and anti-social behaviour. Victims will then be able to select a punishment from the agreed

menu of options that are implemented. In addition to an on-line survey, dedicated focus groups have also been held to canvass views from members of the local community. The Commissioner is also consulting on this issue as part of his wider programme of public forums. To date over 650 people have taken part in the consultation process, which closes in early September. The PCC will then report on the consultation findings to relevant stakeholders in order to progress this work and implement Community Remedy in Dorset.

- 1.1.18 Following the changes to provision of **victim services** implemented by the Government, including the passing of funding to PCCs, the Commissioner announced on 17 June that the contract for enhanced victim support services in Dorset had been awarded to Victim Support. As one of a handful of 'early adopter' areas, the OPCC has been working closely with Victim Support and other key stakeholders to ensure that the new contract is implemented from 1 October 2014. This new approach will include a 24 hour helpline for victims of crime and additional support for victims of anti-social behaviour and business crime.
- 1.1.19 Work remains ongoing with regard to the **Victims Bureau**, both in terms of reviewing the effectiveness of phase 1 of the project, and in scoping phase 2 to broaden the Bureau out to include wider CJS partners. The OPCC Project Manager continues to drive this work forward on behalf of the PCC.

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 Establishment of a Multi-Agency Safeguarding Hub (MASH) across Dorset Fewer people detained in Police Stations whilst in mental health crisis |
| Indicated by: |
| <ul style="list-style-type: none"> • Number of most serious violent crimes • Number of alcohol related violent crimes • Number of public place violent crimes • Number of serious sexual offences • Number of domestic abuse crimes • Number of domestic abuse incidents • Number of hate crimes • Number of people killed or seriously injured on our roads • Number of people detained in police custody as a 'place of safety' as a result of mental health crisis |

Figure 4: latest performance – 1 April to 30 June 2014

| Priority | Key Performance Indicators | Apr - Jun | | Change | |
|--|--|-----------|---------|--------|------------|
| | | 2013/14 | 2014/15 | Actual | Percentage |
| Reduce the number of people seriously harmed in Dorset | Most Serious Violent Crime | 15 | 39 | 24 | 160.0% |
| | Positive Outcome Rate | 73.3% | 43.6% | | -29.7% |
| | Serious Sexual Offences | 130 | 129 | -1 | -0.8% |
| | Positive Outcome Rate | 25.4% | 18.6% | | -6.8% |
| | Public Place Violent Crime | 792 | 999 | 207 | 26.1% |
| | Alcohol Related Violent Crime | 678 | 849 | 171 | 25.2% |
| | Domestic Abuse Incidents | 2,158 | 2,278 | 120 | 5.6% |
| | Domestic Abuse Crime | 671 | 838 | 167 | 24.9% |
| | Racially and Religiously Aggravated Crime | 25 | 35 | 10 | 40.0% |
| | Hate Flagged Crime | 11 | 40 | 29 | 263.6% |
| | Hate Incidents | 74 | 87 | 13 | 17.6% |
| | Number of people killed or seriously injured | 93 | 82 | -11 | -11.8% |
| | Detainees under the mental health act | 43 | 15 | -28 | -65.1% |

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

- Domestic abuse
- Serious sexual offences
- Public place violent crime
- Hate crime and incidents
- Killed and seriously injured road casualties

Commentary on Performance

1.2.2 This priority was reviewed in detail at the panel meeting in November 2013. End of year performance showed more mixed trends in recorded crime and incidents than priority 1.

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- 1.2.3 The volume of both **Domestic Abuse crimes & incidents** have both recorded increases in Quarter 1, specifically 24.9% (+167 actual) in crimes and 5.6% (+120 actual) for incidents.
- 1.2.4 Although the volume of domestic abuse crime and incidents recorded has increased in the YTD, the repeat victim rate has reduced—from 43.9% to 33.7% between April and June 2014.
- 1.2.5 **DV Protection Notices and Orders** went live in Dorset on 2nd June, providing the police & courts with new civil powers to protect victims of domestic abuse where violence has been used or threatened.
- 1.2.6 Although the Force fared well in HMIC's recent Domestic Abuse Inspection being one of just 8 Forces specifically praised in the inspection report, there are still a number of local recommendations from that inspection being progressed.
- 1.2.7 **Serious Sexual Offences** – The volume of serious sexual offences recorded in 2013/14 exceeded that of the previous year in line with many other forces. In the first quarter, the volume of recorded serious sexual offences has remained stable when compared with the first quarter of last year.
- 1.2.8 **Public Place Violence** – recorded volumes are within normal ranges, but the Force is currently recording a 26.1% increase in public place violence (+207 actual). April and June were responsible for most of the increase, although May still saw a 10% increase (+28 actual) on the previous year.
- 1.2.9 The paper on the Police and Crime Plan that came to the February Panel meeting proposed this new indicator of 'public place violence' to try and better capture what was happening with crime in the night time economy.
- 1.2.10 The end of year report noted signs that reductions in violence have been levelling off since around October 2013 and 2014/15 may see an increase in recorded offences.

Hate Crime

- 1.2.11 Racially/religiously aggravated crime has recorded monthly totals slightly above those of 2013 during the first quarter, with a current increase of 10 crimes on the same period last year, leading to a total for the quarter of 35 crimes.
- 1.2.12 Hate flagged crime volumes are also showing an increase, with recorded volumes for Q1 exceeding those of the same period in 2013/14 by an extra 29 crimes.
- 1.2.13 In terms of hate incidents, whilst monthly volumes in the YTD have been within normal ranges, the Force is currently recording a 17.6% increase (+13 actual). The main increase is in respect of homophobic incidents where an extra 11 incidents have been recorded.
- 1.2.14 Hate crime training has been delivered to Force Command Centre (FCC) operators and frontline officers and it is likely that this has resulted in improved flagging of hate incidents and crimes, and therefore contributed to the increases currently being recorded.
- 1.2.15 The Equality Champions around the Force review the relevant hate incidents and crimes and this may also be contributing to the increased accuracy of records and reporting of relevant incidents.

- 1.2.16 The report presented to this Panel in June noted that it is likely and even desirable that reported hate incidents and hate flagged crime will increase in the wake of some of these initiatives.

Killed and Seriously Injured Casualties (KSIs)

- 1.2.17 With a total of 82 killed or seriously injured road casualties recorded between April and June 2014, the Force is currently seeing an 11.8% reduction (-11 actual) in KSIs. However, looking at the 2014 calendar year performance in accordance with Dorset RoadSafe practice, as at the end of June, Dorset was recording a 6.6% increase (+10 actual).
- 1.2.18 Funding has been secured for a dedicated No Excuse team which will be in operation from 20 October 2014.

PCC's action in respect of this priority

- 1.2.19 The Chief Executive of the OPCC attended the formal launch of a pioneering iPhone and Android app to help victims of hate crime on 22 April. The app was designed by Dorset Police in conjunction with the Borough of Poole and Bournemouth Borough Council and provides vulnerable members of society with information, guidance and a mechanism for reporting hate crime as one way to tackle under-reporting of such issues. The PCC is keen to support any such innovation locally that will support victims of crime and increase confidence in reporting matters to the authorities.
- 1.2.20 Following a high profile case locally in April, the PCC campaigned nationally to raise the profile of a potential loophole in the law regarding victims and perpetrators of sexual abuse. In this case, Dorset Police were initially obliged to return the laptop of a convicted sex offender in its original condition which included images of his victims. The images could not be removed by Police as they were not considered to be indecent and may potentially have incurred a breach of Human Rights if removed. As part of his awareness raising campaign, the Commissioner launched an e-petition to lobby government for better protection of victims in such circumstances. Whilst the decision regarding the Dorset case was ultimately taken to delete the images prior to the return of the laptop to the offender this remains a grey area and the PCC will continue to lobby for change to prevent any future potential reoccurrences.
- 1.2.21 The OPCC attended the Karma Nirvana roadshow in Poole in June which helped raise awareness of Honour-Based Violence (HBV) and forced marriage issues among local community safety practitioners and community leaders. The PCC is aware that research has shown that such issues can often arise in areas with a low proportion of ethnic minority communities, such as Dorset, so was particularly reassured by the impact of the roadshow and the numbers of people in attendance. Forced marriage has since become a crime and the Commissioner will continue to support Dorset Police and other partners in ensuring that any such offences locally are reported and dealt with quickly and sensitively.
- 1.2.22 As Panel members will be aware, the Commissioner has placed a large area of focus on mental health issues and their impact on the police service, both locally and nationally. Having successfully chaired the national PCC Mental Health Working Group which played a significant role in developing the Government's recently launched Mental Health Crisis Concordat, the PCC was able to announce the launch of a 12 month pilot Mental Health Street Triage

NOT PROTECTIVELY MARKED

service starting from 27 June 2014. The service operates across the key weekend 'out of hours' period and sees mental health practitioners working alongside police officers to provide background medical advice, information and, where necessary, full assessments regarding the mental health of an individual involved in an incident in which the police have been asked to respond. As well as providing appropriate support and assistance for the individuals concerned, including diverting them from the Criminal Justice System where appropriate, the scheme will also reduce the amount of time required by officers in tending to such individuals as well as reducing the inappropriate use of police cells as a place of safety for those in mental health crisis.

- 1.2.23 The Commissioning and Partnership Manager attended the Pan Dorset Drug & Alcohol Commissioning Group in April. At that meeting it was agreed to continue to fund the DIP services across the three top-tier local authorities at the same levels for 2015/16 - £145,318 in total.
- 1.2.24 Following the launch of the Dorset Police Paedophile Online Investigation Team (POLIT) at the start of the year, and following confirmation of a successful bid to the Ministry of Justice Victims Competed Fund for 2014/15, the PCC has pledged to support the provision of a dedicated Victim Identification Officer within the team.
- 1.2.25 Other successful bids to the MoJ include supporting victims with Severe Mental Illness (SMI) through the Criminal Justice System (CJS); independent advice and specialist counselling for child victims of sexual abuse; and enhanced support to victims, including child witnesses, of domestic abuse. Confirmation of these successful bids was received late in July so a further update on the implementation of these projects will be provided in the next quarterly update report.
- 1.2.26 The PCC has also provided £40,000 to fund a Case Manager for Sex Workers in Bournemouth. The Case Manager is employed by Bournemouth Borough Council and commenced work during the quarter, directly engaging with street sex workers and seeking to support them in leaving their current lifestyle. The Case Manager has also developed a multi-agency strategy, overseen by the Pan Dorset Sexual Violence Strategic Group.

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 and partners better informed and engaged in reducing the risk of terrorism and organised criminality Reduced risk from organised crime groups in Dorset |
| Indicated by ¹ : |
| <ul style="list-style-type: none"> • Value of assets seized from criminals • Number of Organised Crime Groups (OCGs) disrupted |

- 1.3.1 Project Spotlight is the partnership approach to tackling organised crime within Dorset.
- 1.3.2 In June 2014, Interpol launched the ‘Turn Back Crime’ campaign—a global awareness campaign which aims to highlight the issues relating to organised crime, providing support for police in dealing with this challenge.
- 1.3.3 On Friday 6 June 2014 five people were sentenced for their part in a drugs ring operating across Dorset, the five were sentenced to a total of over 35 years imprisonment.
- 1.3.4 Q1 figures for assets seized from criminals should be available for the November panel report.
- 1.3.5 In June Dorset Police took part in a roadshow raising awareness of honour-based violence and forced marriage.
- 1.3.6 Also in June, The National Fraud Intelligence Bureau released a report outlining how fraud and cyber-crime impacts on our communities. The Force has developed a cyber-crime strategy and is investing in training for officers. Dorset Police have also issued some simple guidelines to ensure all residents stay safe online.

PCC’s action in respect of this priority

- 1.3.7 In support of the Dorset Police initiatives outlined in paragraph 1.3.6 (above), the PCC has pledged to support the Chief Constable by ensuring that adequate funding and resources are made available to support their implementation.
- 1.3.8 On 12 June the Commissioner attended the Bournemouth University “Security in the Community” conference, part of their wider Festival of Learning activities. Part of the purpose of the conference was to raise awareness of cyber-crime and the potential threat that it poses to us all. The PCC continues to work closely with Bournemouth University in developing a local cyber-crime awareness campaign to help protect all elements of the community in Dorset.

¹ 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

- 1.3.9 The Commissioning and Partnership Manager met with a representative from the National Crime Agency (NCA) in June to discuss the new Serious and Organised Crime Strategy recently launched by the Government. In particular, discussions looked out how the requirement to meet the recommendation of setting up local partnerships to improve links to frontline services and better engage partners could be achieved. The Commissioning and Partnership Manager will raise this with key partners and explore whether any existing partnership arrangements may be a suitable vehicle for meeting this requirement.
- 1.3.10 In late July, the Commissioner was informed that a joint regional bid to the Home Office Police Innovation Fund 2014/15, submitted during the quarter, had been successful in secure part of the requested funds to support the South West Forensic Science Service project.
- 1.3.11 Despite victims of fraud now receiving support from Victim Support, the Commissioner continued to raise concerns over the operation of the national Action Fraud reporting system. The Commissioner has twice intervened in cases involving Dorset victims recently, where the service to the victim has been less than satisfactory, particularly with regard to being kept updated and informed over progress and follow up action concerning their case.

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"> • Total reoffending rate • Reoffending rate of high-risk offender group • Number of high-risk offenders being managed through Integrated Offender Management (IOM) • Number of high-risk offenders brought to justice |

1.4.1 This priority is cross-cutting and acknowledges at a strategic level the role played by the Police & others in reducing reoffending. It focuses on the management of those offenders responsible for the highest risk crimes and incidents through all of the priorities.

1.4.2 This priority is also the subject of significant Government reforms taking place nationally which will impact on the local provision as part of the Transforming Rehabilitation Agenda, officially launched in April 2014.

Figure 5: Rates of re-offending (data from Ministry of Justice)

| | | Actual rate of re-offending | |
|-----------------|-------------|-----------------------------|------------------|
| | | Jan-12 to Dec-12 | Jan-13 to Dec-13 |
| Local Authority | Bournemouth | 8.53% | 9.68% |
| | Dorset | 7.09% | 8.24% |
| | Poole | 8.65% | 10.56% |
| Probation Trust | Dorset | 8.06% | 9.24% |

1.4.3 The number of offenders managed through IOM at the end of June 2014 was 75.

1.4.4 Previous reports to this Panel referred to the Force exploring the Devon & Cornwall 'TurnAround' Integrated Offender Management (IOM) model. A recent evaluation of the scheme showed significant reductions in reoffending and associated crime volumes. Since then, the work has been ongoing to explore the feasibility of a Dorset 'Turnaround' scheme and a business case for the scheme will be submitted to the next Strategic Change Board in September 2014.

1.4.5 The Transforming Rehabilitation Agenda has significantly changed the way local Probation works and IOM will now be covered by Community Rehabilitation Companies responsible for IOM across Dorset, Devon and Cornwall.

1.4.6 On 15 July, the Ministry of Justice published an update to their Strategy & Action Plan for Transforming the Criminal Justice System (CJS). The updated plan features 3 key priorities to continue the work begun last year. These are to

create a CJS that: cares for and considers the needs of victims and witnesses; is digital and; does things faster and right first time.

PCC's action in respect of this priority

- 1.4.7 The recruitment process for the OPCC Restorative Justice Project Manager took place during the quarter. The Project Manager will co-ordinate the expansion of Restorative Justice across Dorset, through working in partnership with a wide range of agencies. Projects in progress include post-conviction work with Guys Marsh Prison and establishing a Neighbourhood Justice Panel in Poole.
- 1.4.8 The Restorative Justice Project Manager took up their post in July and more detail on their work will be included in next quarter's update to the Panel.
- 1.4.9 The OPCC remains actively engaged in the Transforming Rehabilitation programme locally, with representatives attending meetings with the Community Rehabilitation Company (CRC) and Contract Package Area (CPA) representatives during the quarter.

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

| Priority Outcomes |
|---|
| Increased victim satisfaction Increased public satisfaction 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"> • Percentage of victims who are satisfied with being kept informed <Source: USS> • Percentage of crime and ASB victims satisfied with the overall service received <Source: USS> • Percentage of 999 calls answered within 10 seconds • Percentage of non-emergency calls answered within 30 seconds |

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 by the police then they are more likely to report issues to the Force which in turn will help to keep Dorset safe.

Figure 6: latest performance – note periods differ

| Priority | Key Performance Indicators | 2014/15 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 | | 69.4% | 69.7% | | 0.3% |
| | Percentage of people who feel safe in Dorset | | 96% | 96% | | 0% |
| | Victim satisfaction with progress updates made by police officers and staff | + 1 Quartile | 66.5% | 78.7% | | 12.2% |
| | Percentage of victims that are satisfied with the overall service provided by police officers and staff | + 1 Quartile | 82.1% | 86.2% | | 4.1% |
| | Percentage of 999 calls answered in 10 seconds | ≥ 95% | 94.7% | 92.1% | | -2.6% |
| | Percentage of 999 calls abandoned | ≤ 2% | 0.1% | 0.3% | | 0.2% |
| | Percentage of non-emergency calls answered in 30 seconds | ≥ 75% | 61.4% | 58.7% | | -2.7% |
| | Percentage of non-emergency calls abandoned | ≤ 5% | 8.5% | 8.9% | | 0.4% |

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 Q1-Q4 (to March 2014 – data released 17 July 2014).
- **Community Safety Survey (CSS)**
This survey is a quarterly postal survey to 3,000 Dorset homes per quarter. Latest results relate to Q1 2014/15.

- **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 2014/15.
- **Call handling data** – this covers the period April 2014 – June 2014.

Confidence and satisfaction

- 1.5.2 Satisfaction of victims in relation to policing services fell in 2012/13 compared to 11/12 and was identified as a priority by the Police and Crime Commissioner.
- 1.5.3 Analysis showed that 'Keeping Informed' recorded the lowest levels of satisfaction in the User Satisfaction Survey which also measures contact, treatment, actions taken and whole experience. The setting up of a Victim Bureau in November 2013 was a key part of the delivery plan to improve victims' satisfaction with how well they were kept informed of progress.
- 1.5.4 The first quarter results for 2014/15 were released on 18 July; these were positive for the Force, with satisfaction with both 'overall experience' and 'kept informed' in particular showing improvements on the 2013/14 full year figures.
- 1.5.5 The most dramatic increases recorded for victim satisfaction in quarter 1 relate to the 'kept informed' element of service, with a 9.1 percentage point increase from 69.6% of respondents satisfied with how they were kept informed during 2013/14 compared to 78.7% for Quarter 1 of 2014/15. These latest quarterly results continue the progress made in quarter 4 of 2013/14 when satisfaction was at 74.2%. It is suggested that this improvement in satisfaction with progress updates stems in part from the introduction of the Victims Bureau who are now responsible for updating many of these victims.
- 1.5.6 Operation Restore is the name for the ongoing work being undertaken to improve the Force's understanding of the factors affecting victim satisfaction in the aim of increasing victim satisfaction during 2014/15.
- 1.5.7 The question from the CSEW that measures the percentage of people who "think the police are dealing with community issues" has remained stable with 69.7% of respondents agreeing in year ending March 2014. This places Dorset second nationally in the year to March 2014 and 2nd in its most similar² group of forces.
- 1.5.8 The Dorset CSS asks a random sample of residents about their feelings of safety. Latest results for Q1 show 96% of those replying said they feel very or fairly safe living in their local area.

Call handling

- 1.5.9 For 2014/15, call handling targets concerning call answering speeds have been retained within the Police & Crime Plan refresh. In the year to date, the targets for both emergency and non-emergency calls have not been met, with non-emergency call handling targets being most challenging. Between April and June 2014 92.1% of emergency calls were answered within the target time of 10 seconds; just short of the 95% target set within the Police & Crime Plan.

² Cambridgeshire, Dorset, Gloucestershire, Surrey, Sussex, Thames Valley, Warwickshire, West Mercia

- 1.5.10 For non-emergency calls, the target of answering 75% of calls within 30 seconds was recognised as being extremely challenging from the outset and staff shortages have hindered performance for a number of months. Although a number of new recruits have started in post in the year to date, training requirements mean that their presence will not yet be fully reflected in improved performance. Between April and June 2014, 58.7% of non-emergency calls were answered within 30 seconds, with 8.7% abandoned (target is <5%). This compares to 61.4% for the same period in 2013, although it should be noted that the YTD has seen 11,085 extra calls compared to April-June 2013; the highest volume recorded between 2007/08 and 2014/15.
- 1.5.11 Despite staffing shortages within the Force Command Centre, satisfaction with ease of contact has increased slightly for merged crime to 97.0% compared to 94.0% for 2013/14.

PCC's action in respect of this priority

- 1.5.12 In early April the Commissioner attended the formal launch and opening of the Boscombe Police Box. The Commissioner was one of a number of local sponsors supporting this initiative which provides a consistent and visible police presence in the busy Boscombe precinct area.
- 1.5.13 The College of Policing finalised and launched the Code of Ethics for the police service during the quarter and the PCC has agreed that all members of the OPCC will sign up and adhere to the Code. The Chief Constable has briefed every officer and member of police staff on her expectations with regard to the Code and the Force have a comprehensive programme in place to ensure that the Code becomes fully embedded and implemented across the service. Through his role as Joint Chair of the Professional Standards Board, the PCC maintains oversight of the progress of this project.
- 1.5.14 On 28 April the Commissioner was delighted to be formally presented with the Gold Award for Community Engagement from Bernard Rix, Chief Executive of CoPaCC, a national PCC scrutiny organisation. The OPCC has strived to deliver an effective community engagement programme with the resources available to them and the PCC was delighted that his hard work, and that of the wider OPCC team, was recognised externally.
- 1.5.15 On 16 May the Dorset Alert community messaging service was launched, upgrading from the previous Ringmaster system that was in use. Despite some early teething problems, Dorset Alert provides a modern and effective tool to communicating information to subscribers across the County and the PCC is also keen to utilise the system as part of his communication and engagement programme as appropriate.
- 1.5.16 The Commissioner is aware of the issues that have recently been affecting the 101 non-emergency telephone service and remains in regular contact with the Force and other key stakeholders with regard to making the necessary improvements. A number of factors have contributed to a recent dip in performance, including the amalgamation of the Police Enquiry Centre (PEC) and Force Control Room (FCR) into a single Force Command Centre – saving approximately £1.3 million per year. Alongside this change, call volumes have also increased by over 25% when compared to the same period last year, or an extra 1,500 calls a week to handle. Dorset Police have put a number of measures in place to address the issues with 101, including the recruitment of additional permanent and temporary staff, promoting alternative means of contact (e.g. online), and implementing a call-back service. The PCC will

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continue to monitor the progress of these actions and associated call handling performance.

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V1.1

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

| Priority Outcomes |
|---|
| Increased Special Constables' hours and volunteer numbers Increased agreement that local community priorities are being dealt with Effective multi-agency problem solving |
| Indicated by: |
| <ul style="list-style-type: none"> • Number of Special Constables recruited • Number of volunteers • Percentage of people who agree that the Police are dealing with community priorities <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.

Figure 7: Establishment of volunteers at 13 June 2014³

| | Establishment at 13 Jun 14 |
|--------------------|----------------------------|
| PCSO | 162 |
| Special Constables | 170 |
| Volunteers | 218 |

1.6.2 In June the Force launched its latest Special Constabulary recruitment campaign to coincide with National Volunteers' Week.

1.6.3 **Neighbourhood Policing** - As an essential part of neighbourhood policing, the PCC has pledged to protect PCSO numbers. On 28 July 2014, the Force launched a recruitment campaign for PCSOs.

1.6.4 **Shoplifting and Business Crime** – during 2013/14, a total of 3,982 shoplifting crimes were recorded in Dorset. This figure added an additional 459 crimes to the total recorded over the comparative period in 2012/13; a 13% increase.

1.6.5 As a result of large increases being recorded, shoplifting was explored at the April Strategic Performance Board. In the YTD, this increasing trend appears to be being reversed, with a current 13.7% reduction (-142 actual) when compared to the same period in 2013.

1.6.6 **Rural Crime** - The rural crime communications plan for 2014/15 is now complete. The plan focuses on ensuring that all staff and officers understand the nature and impact of rural crime and that all command areas work together to help reduce it.

³ Date not end of month due to transition between two recording systems for HR data.

- 1.6.7 The Force has developed a rural crime profile and strategy in consultation with the OPCC. The Force has joined the National Rural Crime Network; set up to tackle rural crime and provide an online resource for police and partners to interact and share best practice.

PCC's action in respect of this priority

- 1.6.8 The Dorset Police Estates review remains ongoing, with the PCC actively engaged with the Force, partners and local communities in order to find the right solution to the ongoing provision of police facilities whilst meeting the challenges of the financial cuts. Whilst the Commissioner believes that there are opportunities to further rationalise the police estate, he shares the Chief Constables' commitment to maintaining an operational policing footprint in every principal town in the County.
- 1.6.9 As referred to in paragraph 1.6.2 (above), the Commissioner welcomes the launch of another recruitment campaign for the Special Constabulary in support of his aim to increase the Special Constabulary resource available to Dorset Police. The PCC continues to actively support and promote the work of the Special Constabulary and both he and the Chief Executive have attended Special Constable Attestation Ceremonies during the quarter.
- 1.6.10 Also, as mentioned in paragraph 1.6.7 (above), the Commissioner and OPCC have been a key driver in relation to the Dorset Police review of their response to rural crime and their development of a rural crime strategy and profile. The PCC is also a member of the National Rural Crime Network and will continue to ensure that rural crime issues within Dorset remain high on his agenda.
- 1.6.11 The Commissioner, along with Dorset Police and Bournemouth University, has been working with national partners to develop a satellite tagging system that will track sheep. Whilst relatively small in numbers, sheep rustling is on the increase in Dorset and across the country, which has prompted this work to urgently develop an effective electronic response to this crime type.

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.

Budget & Finance

- 2.2 The Treasury Management Strategy and Prudential Indicators for 2014/15 were approved at a meeting of the Joint Executive Board (JEB) held on 23 March 2014.

Stage 2 Transfer of Staff

- 2.3 In March 2014 the Police and Crime Commissioner approved the transfer of all police staff - with the exception of those staff directly supporting the PCC - from the employment of the Commissioner to the employment of the Chief Constable. This approach was endorsed by the Home Secretary and took effect from 1 April 2014.
- 2.4 This process has been commonly referred to as the Stage 2 Transfer (S2T) of staff – Stage 1 occurred when police staff employment transferred from the Dorset Police Authority to the PCC in November 2012, following the changes to the policing governance arrangements.

Drug Intervention Programme (DIP) Funding

- 2.5 At the Pan Dorset Drug and Alcohol Commissioning Group held on 22 April 2014, it was agreed to continue the same level of DIP funding across the three top-tier local authority areas in Dorset for 2015/16.

Victim Services Contract

- 2.6 On 17 June 2014 the PCC announced his decision to award Victim Support with the contract for providing enhanced victim support services across Dorset from 1 October 2014. Dorset is one of a handful of 'early adopter' areas for the commissioning of victim services, with the majority of OPCC areas commissioning services from April 2015.

Strategic Alliance

- 2.7 An Alliance Executive Board meeting was held on 23 June 2014 to consider the Strategic Outline Case, which set out the initial scoping exercise findings for the potential strategic alliance between Dorset Police and Devon and Cornwall Constabulary. At this meeting the two PCCs and two Chief Constables agreed that the project should progress to the development of detailed business cases for the relevant workstreams to explore the potential for greater collaboration in more detail.

Section 3: Financial update against planned spending

3.1 The table below indicates the anticipated year end variances for all areas of Dorset Police, as at the end of June 2014, indicating cost pressures and areas where continued application of strong financial control has resulted in savings being achieved ahead of schedule.

| | Original Budget £'000 | Current Budget £'000 | Year End Projection £'000 | Variance £'000 |
|--|--------------------------|-------------------------|------------------------------|-------------------|
| Operational Commands | | | | |
| Territorial Policing | 750 | 812 | 783 | (29) |
| Crime & Criminal Justice | 1,820 | 1,682 | 1,690 | 8 |
| Operational Support | (2,353) | (2,727) | (3,109) | (382) |
| Operational Commands Total | 216 | (233) | (636) | (403) |
| Support Services | | | | |
| Estates (including PFI) | 6,922 | 6,921 | 7,058 | 137 |
| Transport | 1,602 | 1,601 | 1,574 | (27) |
| Information Systems | 3,902 | 3,829 | 3,753 | (76) |
| Organisational Development Unit | 545 | 582 | 552 | (30) |
| General Services | 385 | 373 | 423 | 50 |
| Governance | 1,282 | 1,083 | 1,094 | 11 |
| Personnel | 360 | 420 | 457 | 37 |
| Procurement | 3,490 | 3,551 | 3,425 | (127) |
| Major Operations | 786 | 554 | 554 | 0 |
| Recoverable Operations | 0 | (100) | (100) | 0 |
| Central Employees | 96,234 | 97,089 | 98,459 | 1,368 |
| Travel and subsistence | 254 | 257 | 248 | (9) |
| Supplies and Services | 216 | 217 | 138 | (79) |
| Partnerships and Collaboration | 1,339 | 1,432 | 1,447 | 15 |
| Transfers to reserves | 1,893 | 1,400 | 1,432 | 32 |
| Capital Financing | 2,989 | 3,168 | 3,157 | (11) |
| Grant and other income | (10,758) | (10,637) | (10,830) | (193) |
| Support Services Total | 111,441 | 111,738 | 112,841 | 1,098 |
| Office of the Police & Crime Commissioner | 870 | 870 | 883 | 13 |
| - Community Safety Fund | 555 | 555 | 555 | 0 |
| - PCC Commissioning Fund | 309 | 460 | 460 | 0 |
| Office of the Police & Crime Commissioner Total | 1,734 | 1,885 | 1,898 | 13 |
| Total Predicted Variance | 113,391 | 113,391 | 114,102 | 709 |

3.2 Overall the force is now anticipated to overspend by £709k in the current financial year, as shown in the table. Key issues arising are summarised below.

Operational Support

3.3 It is expected that the Driver Awareness Scheme will deliver significantly more education courses during 2014/15 than had been budgeted, due to increased

road safety activity, including the No Excuse project. Achieving this level of course delivery will be a challenging programme for the command.

Estates

3.4 A review of the estate has identified that a significant programme of work is required in the current year to ensure all current risks and legal requirements are addressed. A plan to carry out this work during the current year is being progressed, with the anticipation that a small overspend may be incurred as a result.

Procurement

3.5 Continuing the trend from the previous year expenditure on supplies and services is still falling through tight control and improved purchasing practices. Savings are therefore expected in the procurement budgets, despite having reduced the budgets in many areas for this year. The savings in this area are largely the result of newly negotiated contracts, or from variances in usage, and include interpreters, forensic medical examiners and detainee consumables.

Employees

3.6 The most significant risk to the financial projections is from the employee budgets. These are detailed below:

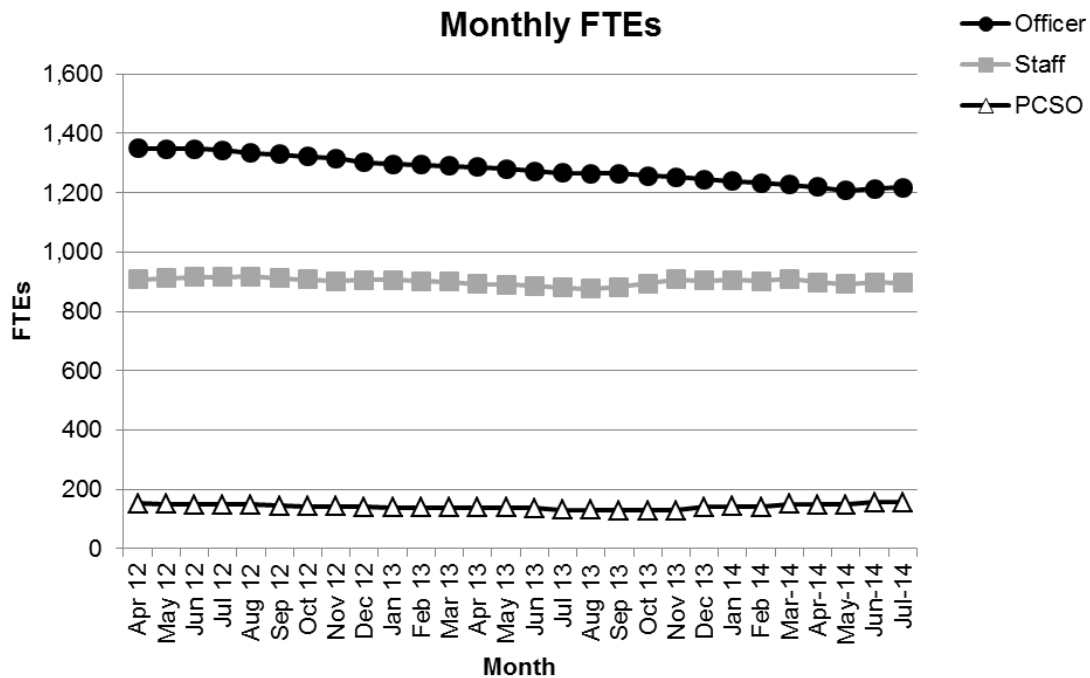
| | £000s | Year End Figures | | | |
|-----------------------------|--------|------------------|---------------|---------------|--------------|
| | | Budget | Actual | Projection | Variance |
| Police Officer Pay | 61,669 | 15,190 | 62,039 | 371 | |
| PCSO Pay | 4,512 | 1,078 | 4,378 | (134) | |
| Staff Pay | 27,376 | 7,022 | 27,973 | 597 | |
| LGPS Deficit Reduction | 1,947 | 0 | 1,947 | 0 | |
| Temporary or Agency Staff | 130 | 42 | 324 | 194 | |
| Other Employee Expenses | 59 | 245 | 289 | 230 | |
| Officer Injury / Ill Health | 1,398 | 480 | 1,508 | 110 | |
| Total | | 97,091 | 24,057 | 98,459 | 1,368 |

3.7 Police Officer budgets for 14/15 were set to maintain an establishment of at least 1204 officers by the year end. With the subsequent increase in the planned intake to 108 we were anticipating an establishment of 1242 at the year end. This was expected to be affordable this financial year due to higher than anticipated number of leavers in the early part of the year and a greater number of secondees. A further increase in recruitment has now been agreed, bringing the total intake to 138, with a projected year end establishment of 1272.

3.8 This change will increase the expenditure on Police Officer Pay by £791k this financial year due to recruiting a further 16 probationers at the beginning of October and 14 more transferees by the end of November.

3.9 Following recent intakes the number of PCSOs is now at 155 FTE, which is the budgeted level. Depending on the rate of leavers, traditionally averaging at one a month, a further intake may be needed later in the year to maintain numbers.

- 3.10 In addition to the officer budgets, we also expect staff pay budgets to overspend this year. The budget was based on an assumed continuing reduction in the number of staff throughout 2013/14 and 2014/15. Overall the number of staff employed actually increased in 2013/14 and has only shown a modest reduction since. We therefore expect staff pay budgets to overspend by 2.2% (£597k), even allowing for an overall reduction in numbers over this year. It is also now assumed that the staff pay award will be 1%, rather than the budgeted 1.5%.
- 3.11 Overspends are also expected in other employee expenses, relating to redundancy payments, and in ill health retirements, where we continue to see higher than budgeted numbers of leavers, although this is now reducing to a more usual rate.
- 3.12 The impact of the restricted recruitment on numbers of officers, staff and PCSOs since April 2012 is shown in the following chart and table to illustrate the limited reduction in staff numbers compared to officers.



| | Actual FTEs | | | | Estimated FTEs | | |
|----------|-------------|--------|--------|--------|----------------|--------|--------|
| | Apr-12 | Apr-13 | Apr-14 | Jul-14 | Oct-14 | Jan-15 | Apr-15 |
| Officers | 1,350 | 1,286 | 1,218 | 1217 | 1231 | 1254 | 1272 |
| PCSOs | 152 | 138 | 147 | 156 | 153 | 158 | 155 |
| Staff | 907 | 892 | 897 | 895 | 892 | 889 | 886 |

Changes in Budget from Original to End of Quarter 1

- 3.13 Changes in the budget since it was approved in February are shown in the following table of virements.

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| | Original Budget £'000 | Projects Carried Forward £'000 | MTFP Review £'000 | Road Safety Grant Reduction £'000 | Smarter Systems £'000 | Other Virements £'000 | Current Budget End Q1 £'000 |
|--|--------------------------|-----------------------------------|----------------------|--------------------------------------|--------------------------|--------------------------|--------------------------------|
| Operational Commands | | | | | | | |
| Territorial Policing | 750 | 16 | 0 | 0 | 0 | 47 | 812 |
| Crime & Criminal Justice | 1,820 | 0 | (200) | 0 | 0 | 63 | 1,682 |
| Operational Support | (2,353) | 0 | (200) | (131) | 0 | (43) | (2,727) |
| Operational Commands Total | 216 | 16 | (400) | (131) | 0 | 67 | (233) |
| Support Services | | | | | | | |
| Estates (including PFI) | 6,922 | 0 | 0 | 0 | 0 | (1) | 6,921 |
| Transport | 1,602 | 0 | 0 | 0 | 0 | (0) | 1,601 |
| Information Systems | 3,902 | 21 | (100) | 0 | 0 | 6 | 3,829 |
| Organisational Development Unit | 545 | 0 | 0 | 0 | 0 | 37 | 582 |
| General Services | 385 | 0 | 0 | 0 | 0 | (12) | 373 |
| Governance | 1,282 | 0 | (200) | 0 | 0 | 0 | 1,083 |
| Personnel | 360 | 20 | 0 | 0 | 0 | 39 | 420 |
| Procurement | 3,490 | 51 | 0 | 0 | 0 | 10 | 3,551 |
| Major Operations | 786 | 18 | (200) | 0 | 0 | (50) | 554 |
| Recoverable Operations | 0 | 0 | (100) | 0 | 0 | 0 | (100) |
| Central Employees | 96,234 | 81 | 1,000 | 0 | (100) | (126) | 97,089 |
| Travel & subsistence | 254 | 0 | 0 | 0 | 0 | 3 | 257 |
| Supplies & Services | 216 | 0 | 0 | 0 | 0 | 0 | 217 |
| Partnerships & Collaboration | 1,339 | 93 | 0 | 0 | 0 | 0 | 1,432 |
| Transfers to reserves | 1,893 | (493) | 0 | 0 | 0 | 0 | 1,400 |
| Capital Financing Grant and other income | 2,989 | 42 | 0 | 0 | 100 | 37 | 3,168 |
| | (10,758) | 0 | 0 | 131 | 0 | (10) | (10,637) |
| Support Services Total | 111,441 | (167) | 400 | 131 | 0 | (67) | 111,738 |
| Office of the Police & Crime Commissioner | 870 | 0 | 0 | 0 | 0 | 0 | 870 |
| - Community Safety Fund | 555 | 0 | 0 | 0 | 0 | 0 | 555 |
| - PCC Commissioning Fund | 309 | 151 | 0 | 0 | 0 | 0 | 460 |
| Office of the Police & Crime Commissioner Total | 1,734 | 151 | 0 | 0 | 0 | 0 | 1,885 |
| Total Budget | 113,391 | 0 | 0 | 0 | 0 | 0 | 113,391 |

Section 4: Update on Engagement Activity

- 4.1 During the period April 2014 and June 2104 the OPCC had contact with 71 individuals through our community engagement events. The number of contacts was reduced from the norm due to long term sick leave affecting the OPCC staff team. An additional Community Information Day was held in Wareham in June.
- 4.2 Four community engagement forums were held, in North Dorset at Sturminster Newton, East Dorset at West Moors, West Dorset at Broadwindsor and Bournemouth at Ensbury Park. The forums highlighted the upcoming Community Remedy Consultation. Each forum was followed by a PCC surgery where the PCC met with individuals who wished to raise specific issues or concerns.
- 4.3 The PCC held two Victim Surgeries during this period, one in Blandford on 17 April and one in Ferndown on 15 May. Both surgery sessions brought cases to light that have led to further police action being undertaken, highlighting the importance of the PCC's role in engaging with victims of crime
- 4.4 The Community Engagement Officer had an information stand at the Dorset Age Partnership Conference on 16 June in Dorchester and made contact with around 80 people, providing further opportunities to promote the Community Remedy Consultation.
- 4.5 In addition to the above events primarily organised by the OPCC, the Commissioner attended a number of other community meetings, events and activities, often as guest speaker. A summary of these is provided below and gives a sense of the diverse elements of the local community that the PCC is actively engaging with:
- Dorchester Rotary Club – 1 April
 - Muslim Contact Group – 8 April
 - Bournemouth Chamber of Trade and Commerce – 14 April
 - Heathlands Primary School – 25 April
 - Branksome Park, Canford Cliffs & District Residents Association – 26 April
 - Sherborne Public Meeting – 28 April
 - Boscombe Forum – 10 May
 - 0-19 VCS Forum – 13 May
 - Sandbanks Residents Association AGM – 16 May
 - Poole Watch Group – 4 June
- 4.6 Civic and formal duties undertaken by the Commissioner during the first quarter of 2014/15 include:
- Special Constabulary Attestation Ceremony – 6 April
 - Weymouth Fire Station and Safety Centre Royal Visit – 2 May
 - Mayors' Reception, Poole – 6 May
 - Borough of Poole Civic Church Service and Parade – 18 May
 - Special Constabulary Attestation Ceremony – 8 June
 - Royal Motor Yacht Club Official Reception – 10 June
- 4.7 On 8 April the PCC also attended the official launch event for the Boscombe Police Box in Boscombe Precinct. The PCC was one of a number of sponsors

supporting this initiative which provides a consistent visible police presence in the busy Boscombe town centre area.

- 4.8 The Commissioner and the OPCC's Community Engagement Officer have continued to support the work of the Dementia Action Alliance, with the OPCC now being recognised as a Dementia Friendly Organisation. Members of OPCC staff continue to attend local Dementia Alliance meetings and dementia awareness training for staff also took place in July 2014.
- 4.9 The OPCC continued its engagement work with young people and in June had a member of the Dorset Youth Council undertake a week's work experience, which included the Dorset Age Partnership Conference, and East Dorset Community Lunch.
- 4.10 PCC Advocates continue to support the PCC in consulting and engaging with specific sections of the community, in particular Polish and older people. Ongoing quarterly meetings with Advocates are held to ensure that they are receiving the necessary support from OPCC staff to effectively facilitate their role.
- 4.11 The OPCC also continue to oversee and administer the Independent Custody Visiting (ICV) Scheme for Dorset, providing independent monitoring and oversight of the treatment of detained persons locally. During the quarter a successful recruitment exercise was undertaken to strengthen our team of ICV volunteers, followed by a comprehensive training event in May. The ICV Scheme Administrator also attended a regional meeting in June, providing a valuable opportunity to share information and best practice with peers in the South West region.
- 4.12 In addition to the above, a number of other engagement activities were undertaken by members of the OPCC staff team during the quarter, including:
- DT11 Forum – 2 April
 - Communities Forum Meeting – 14 April
 - Portland Town Council – 16 April
 - Bridport Community Lunch – 23 April
 - Beaminster Community Lunch – 29 April
 - Dorchester Community Partnership – 29 April
 - Gypsy & Traveller Working Group – 12 May
 - Christchurch DAP Meeting – 14 May
 - Website Focus Group – 14 May
 - DCC Young People's Participation Meeting – 21 May
 - Swanage Youth Club – 21 May
 - Bath & West Show – 28 May
 - Pan Dorset Prejudice Free Group – 16 June
 - East Dorset Community Meeting – 17 June
- 4.13 The OPCC Communications and Engagement Plan has been developed to try and maximise the Commissioners time whilst still providing ample and effective opportunities for the public to directly connect with the PCC. Options being explored include a series of Community Days, themed months on a particularly relevant community safety topic, drop in surgeries and high street/ supermarket engagement sessions.

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- 4.14 Finally, on 28 April 2014, the Commissioner was officially presented with the CoPaCC award for Community Engagement by the CoPaCC Chief Executive, Bernard Rix. CoPaCC is a national organisation set up to scrutinise the performance of PCCs and identify best practice. In presenting the award, Bernard Rix said:

“What is particularly impressive is that Dorset OPCC is one of the smallest teams in the country. It is an indication that with the right team, it is possible to achieve great things. This award is about recognising quality, drive and dedication.”

Section 5: Update on Partnership & Commissioning 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 and Working Group
- CVS Forums
- Crime and Criminal Justice Group
- Local Area Partnerships
- Local Safeguarding Boards
- Health & Wellbeing Boards
- Bournemouth University
- Boscombe Regeneration Partnership
- West Howe Regeneration Partnership

Victims Services

5.2 Work continues in relation to the future provision of victims services in Dorset for when funding passes across to the PCC in October 2014. As an early adopter, the commissioning process for the new victims service contract commenced in March 2014. Following the bid process, the PCC announced on 17 June that a contract for enhanced victim support services had been awarded to Victim Support and would commence from 1 October 2014. The OPCC are now liaising closely with Victim Support and other key stakeholders to ensure a smooth transition to the new contract arrangements in October and a number of associated meetings took place during the quarter to progress this work.

Victims Competed Fund 2014/15 (Ministry of Justice)

5.3 During the quarter, PCCs were invited to bid for funds from the Ministry of Justice (MoJ) to support further initiatives for victims of crime in their area. Despite the challenging application timescales and the fact that funding must be spent within the current financial year, the OPCC submitted a comprehensive bid and learned in July that this bid had been successful, with £299,000 allocated to Dorset. The bid was submitted to develop specialised services to help vulnerable victims cope and recover, focused on the following main elements:

- Supporting victims with Severe Mental Illness (SMI) within the Criminal Justice System (CJS)
- Dedicated independent advice and specialist counselling for child victims of sexual abuse
- Enhancing support to victims, including child witnesses, of domestic abuse
- Developing the identification and safeguarding of victims of online child abuse

5.4 In addition, a joint regional bid for £66,000 for a project to support victims of homophobic and transphobic crime across the South West was also successful. With the confirmation of the funding work is now underway to bring these initiatives online as soon as possible.

Police Innovation Fund (PIF)

- 5.5 In a similar vein to the Victims Competed Fund, the Home Office also invited bids from PCCs for the Police Innovation Fund for 2014/15. Again, we were notified in late July that one of our bids – to support the South West Forensic Science Service project – had been partly successful. Unfortunately, other bids for funds to support a Pan Dorset CCTV Coverage project and an integrated solution to Civil Contingencies, were unsuccessful.

Transforming Rehabilitation

- 5.6 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 is fully engaged with the newly formed Community Rehabilitation Companies (CRCs) and restructured National Probation Service (NPS). The latest Contract Package Area (CPA) meeting was held on 13 May and was attended by the Chief Executive. The Commissioning and Partnership Manager has also met with the Business Director for the CRC covering Dorset and Devon & Cornwall for initial discussions over future CRC engagement in the local partnership landscape and associated governance issues.

Regional Collaboration

- 5.7 All of the South West regional PCCs remain committed to working closely together with each other and their respective Chief Constables to ensure the most efficient and effective use of resources across the region wherever possible. One regional meeting was held during the quarter, on 6 May, to provide oversight and scrutiny to the ongoing programme of regional collaboration programme. Regular weekly telephone conferences between the 5 PCCs are also held to discuss key emerging issues.

Strategic Alliance

- 5.8 Following the decision made in December 2013 to explore further collaboration between Dorset Police and Devon & Cornwall Police, the work of the joint project team continues to explore potential opportunities for further joint working in the face of ongoing budget restrictions. The PCC sits on the Alliance Executive Board (AEB) which provides strategic oversight to the delivery of the project work. At the AEB meeting held on 23 June it was agreed by the PCCs and Chief Constables that the project should progress to the development of detailed business cases after consideration of the initial scoping exercise findings in the Strategic Outline Case.

Community Safety Partnerships (CSPs)

- 5.9 The OPCC remains actively engaged with all three CSPs in Dorset, including discussions relating to the potential for moving to a single Pan Dorset CSP in the future. In March 2014, the PCC called for report from the Bournemouth CSP on street drinking and vagrancy following a number of complaints relating to issues in Bournemouth. A full response, including an associated partnership action plan, was received from the CSP in July and has been published on the PCC Dorset website in line with statutory requirements:

<http://www.dorset.pcc.police.uk/Partnership/Community-Safety.aspx>

Youth Offending Teams (YOT)/Youth Offending Service (YOS)

- 5.10 The OPCC was represented by the Commissioning and Partnership Manager at the Joint Strategic YOT/YOS Board meeting held on 20 May. The Board continues to discuss and progress the planned single YOT for Dorset by April 2015.

Serious and Organised Crime Strategy / Strategic Policing Requirement

- 5.11 The Commissioning and Partnership Manager met with the National Crime Agency (NCA) on 17 June 2014 to discuss the requirements at a local level following the recently launched Serious and Organised Crime Strategy. The OPCC are also in the process of drafting a response to the Government consultation on the review of the Strategic Policing Requirement (SPR).

National Commitments

- 5.12 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:

- APCC General Meeting
- Police Negotiating Board (PNB) – *PCC representative*
- Association of Chief Police Officers (ACPO) Implementation Board – *PCC representative*
- Independent Custody Visiting Association (ICVA) - *Chair*
- Police Staff Council (PSC) – *PCC Representative*
- PCC Mental Health Working Group - *Chair*
- Transforming Rehabilitation Group – *PCC Representative*
- National VCSE Forum – *PCC Representative*

Other Partnership Engagement

- 5.13 Other partnership activities undertaken by the Commissioner and/or his support staff during the quarter include:

- Police Innovation Fund event – 1 April
- Highways Agency liaison meeting – 3 April
- Her Majesty's Courts and Tribunal Service (HMCTS) meeting – 8 April
- Director of Public Prosecutions (DPP) meeting – 15 April
- Her Majesty's Inspectorate of Constabulary (HMIC) quarterly liaison meeting – 16 April
- Pan Dorset Sexual Violence Group – 22 April
- Home Office VCSE Forum – 29 April
- Dorset Police Hate Crime App launch event – 22 April
- Boscombe Regeneration Partnership Board – 30 April
- Police and Crime Panel away day – 2 May
- Early Intervention meeting - 7 May
- Senior Fire Service Leadership Course – 7 May
- Child Sexual Exploitation / Missing Children Commissioning Group – 8 May
- DCC Temporary Transit Site Planning Committee – 9 May

NOT PROTECTIVELY MARKED

- Joint Independent Audit Committee (JIAC) – 15 May
- Crimestoppers Dinner – 21 May
- Ethics and Appeals Sub-Committee – 22 May
- Bournemouth Airport Security Executive Group – 2 June
- Dorset Magistrates Association meeting – 3 June
- Police and Crime Panel – 5 June
- Bournemouth University “Security in the Community” conference – 12 June
- Home Office VCSE Skills Workshop – 12 June
- Youth Justice Board (YJB) Stakeholder event – 18 June
- Home Office PCC liaison meeting – 19 June

Section 6: Complaints against the Police and Crime Commissioner

- 6.1 This 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 There were no complaints received or recorded against the Commissioner during the period April to June 2014.
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