

Agenda

Meeting: Dorset Police and Crime Panel

Time: 10.00 am

Date: 10 June 2016

Venue: Committee Room 1, County Hall, Colliton Park, Dorchester, DT1 1XJ

John Adams	Bournemouth Borough Council
Mike Short	Independent Member
Bernie Davis	Christchurch Borough Council
Norman Decent	Bournemouth Borough Council
Bobbie Dove	Bournemouth Borough Council
Francis Drake	Weymouth & Portland Borough Council
Fred Drane	Dorset County Council
Phil Eades	Borough of Poole
Ian Gardner	Dorset County Council
Andrew Kerby	North Dorset District Council
Barbara Manuel	East Dorset District Council
Mohan Iyengar	Borough of Poole
Iain McVie	Independent Member
Bill Pipe	Purbeck District Council
John Russell	West Dorset District Council
David Smith	Bournemouth Borough Council
Ann Stribley	Borough of Poole

Notes:

- The reports with this agenda are available at www.dorsetforyou.com/countycommittees then click on the link "minutes, agendas and reports". Reports are normally available on this website within two working days of the agenda being sent out.
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- **Public Participation**

Guidance on public participation at County Council meetings is available on request or at <http://www.dorsetforyou.com/374629>.

(a) Public Speaking

Members of the public can ask questions and make statements at the meeting. The closing date for us to receive questions is 10.00am on 7 June 2016, and statements by midday the day before the meeting.

(b) Petitions

The Committee will consider petitions submitted in accordance with the County Council's Petition Scheme.

Debbie Ward
Chief Executive

Contact: Fiona King, Senior Democratic Services
Officer
County Hall, Dorchester, DT1 1XJ
f.d.king@dorsetcc.gov.uk - 01305 224186

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1. **Election of Chairman**

To consider the election of a Chairman of the Panel for the remainder of the year 2016/17.

2. **Appointment of Vice Chairman**

To consider the appointment of a Vice-Chairman of the Panel for the remainder of the year 2016/17.

3. **Apologies for Absence**

To receive any apologies for absence.

4. **Code of Conduct**

Councillors are required to comply with the requirements of the Localism Act 2011 regarding disclosable pecuniary interests.

- Check if there is an item of business on this agenda in which the member or other relevant person has a disclosable pecuniary interest.
- Check that the interest has been notified to the Monitoring Officer (in writing) and entered in the Register (if not this must be done on the form available from the clerk within 28 days).
- Disclose the interest at the meeting (in accordance with the County Council's Code of Conduct) and in the absence of a dispensation to speak and/or vote, withdraw from any consideration of the item.

The Register of Interests is available on Dorsetforyou.com and the list of disclosable pecuniary interests is set out on the reverse of the form.

5. **Minutes**

1 - 12

To confirm and sign the minutes of the meeting held on 4 February 2016.

6. **Public Participation**

(a) **Public Speaking**

(b) **Petitions**

7. **Introduction from the Police and Crime Commissioner - Key Priorities**

8. **Confirmatory Hearing for the Deputy PCC**

13 - 24

To consider a report by the Interim Chief Executive, OPCC.

9. **Update on the Strategic Alliance with Devon and Cornwall Police**

25 - 28

To receive a report by the Police and Crime Commissioner.

10. **Police and Crime Plan 2013 - 17 - Quarter 4 (April - March 2015/16)**

29 - 72

To consider a report by the Police and Crime Commissioner.

Members of the Panel are asked to review the performance of the Police and Crime Commissioner against objectives in the Police and Crime Plan.

11. **PCC's Draft Annual Report 2015/16**

73 - 118

To consider a report by the Police and Crime Commissioner.

Members are asked to review and make a report or recommendation (as necessary) on the annual report.

12. **Victims Bureau** 119 - 120

To consider a report by the Police and Crime Commissioner.

13. **101 Service Improvement Panel** 121 - 126

To consider a report by the Interim Chief Executive, OPCC.

14. **Complaints Protocol** 127 - 144

To consider a report by the Chief Executive, Dorset County Council.

15. **Panel Membership** 145 - 152

To consider a report by the Chief Executive, Dorset County Council.

16. **Work Programme** 153 - 158

To receive the work programme for the Dorset Police and Crime Panel.

17. **Questions from Panel Members**

To answer any questions received in writing by the Chief Executive by not later than 10.00am on 7 June 2016.

Exempt Business

To consider passing the following resolution:

To agree that in accordance with Section 100 A (4) of the Local Government Act 1972 to exclude the public from the meeting in relation to the business specified below it is likely that if members of the public were present, there would be disclosure to them of exempt information as defined in the paragraphs detailed below of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public.

18. **Estates - Long Term Strategy (Paragraph 4)** 159 - 172

To consider an exempt report by the Police and Crime Commissioner.

19. **Arrangements for the Chief Executive to the PCC (Paragraph 1)**

To receive an oral update from the Police and Crime Commissioner.

Panel Training Session

Training for all members will follow the business meeting. Topics covered will include:-

- Media training for Panel members; and
- A tour of the new PCP website



Dorset Police and Crime Panel

Minutes of the meeting held at County Hall, Colliton Park, Dorchester, DT1 1XJ on Thursday, 4 February 2016

Present:

John Adams (Chairman) (Bournemouth Borough Council)
Mike Short (Vice-Chairman) (Independent)

Bernie Davis (Christchurch Borough Council), Norman Decent (Bournemouth Borough Council), Bobbie Dove (Bournemouth Borough Council), Francis Drake (Weymouth and Portland Borough Council), Fred Drane (Dorset County Council), Phil Eades (Borough of Poole), Ian Gardner (Dorset County Council), Andrew Kerby (North Dorset District Council), Barbara Manuel (East Dorset District Council), Mohan Iyengar (Borough of Poole), Iain McVie (Independent), Bill Pipe (Purbeck District Council), John Russell (West Dorset District Council) and David Smith (Bournemouth Borough Council)

Officers Attending:

Debbie Ward (Chief Executive, Dorset County Council), Mark Taylor (Group Manager - Governance and Assurance, Dorset County Council), Adam Richens (Finance Officer, Borough of Poole) and Fiona King (Senior Democratic Services Officer, Dorset County Council).

Also in attendance

Martyn Underhill (Police and Crime Commissioner), Colin Pipe (Deputy Police and Crime Commissioner), Richard Bates (Chief Financial Officer), Dan Steadman (Chief Executive to the PCC) and Debbie Simpson (Chief Constable).

(Note: These minutes have been prepared by officers as a record of the meeting and of any decisions reached. They are to be considered and confirmed at the next meeting of the Dorset Police and Crime Panel to be held on **Friday, 10 June 2016.**)

Apologies for Absence

1 An apology for absence was received from Ann Stribley (Borough of Poole).

Code of Conduct

2 There were no declarations by members of any disclosable pecuniary interests under the Code of Conduct.

The two Independent members advised the Panel that for the item on the agenda relating to the Appointment of Co-opted Independent Members they would leave the meeting.

Minutes

3 The minutes of the meeting held on 10 November 2015 were confirmed and signed.

Matters Arising

Minute 71.2, 71.4 and 71.9 – Progress against the Police and Crime Plan (Quarter 2)

Following a question from the Chairman about the improvement in the confidence in the data that was provided, the Chief Constable advised that the capturing of the repeat victimisation data was not quite satisfied and there remained a caveat on all documents but advised that this would be removed by the end of this quarter.

The Panel champion for mental health advised he was still awaiting a response with regards to mental health training and the Chief Executive to the OPCC undertook to follow this up.

In relation to cyclists, cycle paths and enforcement members were advised that a new protocol would be published shortly.

Representations to the Joint Committee

4 Public Speaking

There were no public questions received at the meeting in accordance with Standing Order 21(1).

Mr Patrick Canavan addressed members of the Panel in accordance with Standing Order 21(2) in relation to the item the Appointment of Co-opted Independent Members. He felt that the paper failed to consider other options that were available to the Panel in this regard. He also felt that the suggested timetable failed to take into account the election in May where any new PCC might wish to review the structure of the Panel or to increase the number of co-opted members. He added that members might wish to completely change the way in which members of the public could become involved in decision making and scrutiny. Mr Canavan's statement invited members of the Panel not to take any steps which would restrict any new PCC from making adjustments to the existing arrangements.

The Chairman thanked Mr Canavan for his statement. He advised that the purpose of the Panel was to act as the formal scrutiny mechanism for the PCC and therefore it was not for the PCC to determine either the structure of the Panel or those representatives who were appointed to serve upon it. The statutory role of the Panel was established in legislation, as set out in the Police Reform and Social Responsibility Act 2011, Schedule 6 – Part 2 (Paragraph 4 membership and status) of these regulations and set out the specific representation requirements that local authorities must meet when formulating a Panel. He concluded that although brief reference to the forthcoming PCC election was included in the timetable this was for information only and had no direct impact or influence on the duty to ensure that the panel was properly constituted.

Petitions

There were no petitions received in accordance with the County Council's petition scheme at this meeting.

Complaints update

- 5 Members' attention was drawn to a letter from the Home Office regarding the public consultation on proposals for Police and Crime Commissioners complaints and asked members to forward any comments they wished to make on the three specific areas to the Clerk by Thursday 11 February 2016 when a formulated response would be prepared and sent.

In respect of a revised Complaints Protocol members were advised that this would be ready for members to consider at their meeting on 10 June 2016.

Noted

Appointment of Co-opted Independent Members

6 (Independent Members - Mike Short and Iain McVie left the meeting for this item)

The Panel considered a report by the Chief Executive, Dorset County Council, which outlined the options for the recruitment of co-opted independent members of the Police and Crime Panel, including the possible establishment of a Selection Panel to shortlist and interview candidates.

Following a question from a member from the Borough of Poole about further options that might be available the Chief Executive, Dorset County Council, advised that the regulations stated a minimum of 2 independent members should be appointed and that to appoint further members would require a revision to the constitution of the Panel. One member from Bournemouth Borough Council noted that at present the Panel had 2 very qualified and skilled independent members and that in some instances quality was better than quantity.

In response to a comment about the number of members on the Panel, the Group Manager Governance and Assurance, Dorset County Council, advised that at present the agreed membership was for 15 local authority members and for 2 independent co-opted members. The report for consideration by the Panel at its meeting today was to specifically address the legislative requirement for the Panels membership to include 2 independent co-opted members as their current terms of office would expire in May 2016. Any changes to the structure of the governance would need to be looked at in line with the structure of the Panel and he undertook to produce a follow up paper to explore further options to the Panel's next meeting in June, following the PCC election.

Resolved

1. That the current term of the two Co-opted Independent members be extended for a further 4 years.
2. That a further report would be presented to the Panel at its meeting in June setting out the options available to the Police and Crime Panel.

Reason for Decision

1. To ensure that the Panel had the appropriate balance of skills, knowledge and experience and its constitution met the legislative requirements.

Proposed Precept for 2016-17

7 The Panel considered a report by the Treasurer to the Police and Crime Commissioner which set out the proposed 2016-17 precept for the Police and Crime Commissioner for Dorset.

The Treasurer advised members that the provisional settlement had been received and noted that the final settlement was not expected until after the notification to the Panel of the PCC's proposed precept but there was no indication that the funding position would change.

The Commissioner set the financial context by highlighting the changes in formula funding and the cost pressures facing the Police in 2016/17. He also shared with member's feedback from the public consultation on the precept proposals which showed 82% in favour of an increase. He also advised members of the Panel that future increases would be necessary, in order to maintain policing services. He also highlighted that there was no freeze grant available for 2016-17 and that when the provisional financial settlement announcement had been made the Home Secretary had written to confirm her view that in order to protect police funding there was an expectation of a rise in the precept, to protect policing budgets.

The Commissioner addressed members prior to taking any questions and his opening address is attached as an Annexure to these minutes.

Members of the Panel asked the following questions to the Police and Crime Commissioner, who responded accordingly:

- 1) Bearing in mind that before any consideration of the impact of the proposed 1.97% precept increase, Police Officer numbers have reduced by 4% (1,221 down to 1,177 – section 4.5 of Appendix 2), can the Commissioner explain why there has been this reduction in numbers and what has happened to the 2015/16 base budget funding for these posts.**

In order to meet the budget constraints in 2016/17 significant savings have already been achieved - over £6m. Whilst fully appreciating the Government's approach to protecting police funding, there has still been a reduction in central grant, an increase in National Insurance, pay and price inflation and reductions in specific grant funding. Every effort has been made to mitigate this reduction. However there has still been a net reduction of 44 posts. This reduction relates to two specific areas.

Firstly, to posts funded through the Dedicated Security Post Grant. We are still awaiting notification of the grant for 2016-17 but we are expecting this to reduce by around £1m. We have therefore made a corresponding reduction in officer numbers of 22. The reduced grant may be phased over a number of years or be of a different scale to our expectations, in which case our assumption of 22 officers will need to be adjusted. The loss in officer numbers will be made through re-deployment and an adjustment to recruitment numbers.

The second element is due to savings arising from the Strategic Alliance with Devon and Cornwall Police. Business cases due to be implemented by the end of 2016-17 show efficiency savings of around 70 officer posts across the two forces and the Dorset share will be around 22 officer posts. Savings arising from this will contribute towards the overall savings target for the Strategic Alliance of £5.2m over the next 3 years.

- 2) In section 15.1 of the Treasurers report the Commissioner makes it clear that the £1m generated by a 1.97% Council Tax increase will be invested in the policing priorities referenced in the public consultation. Can the Commissioner outline how this £1m will be divided between the 3 main priorities and what outcomes the community can expect from such investment.**

The precept increase will go some way towards mitigating the extent to which the Force resources are required to reduce, while also allowing resources to be directed to the three priority areas set out in the report. The three priority areas of protecting vulnerable people, emerging threats and making contact require significant investment in officers and staff, as well as equipment, IT infrastructure, training, and other support.

The exact resource will vary in response to changing demand, as is the case in all policing activities. In broad terms however the £1m approximately equally across these three areas of the business:

- *Protecting Vulnerable People*
- *Dealing with Emerging Threats*
- *Improving Public Contact*

Protecting Vulnerable People

This funding will enable dedicated detectives and civilian investigators to work within our Public Protection Department and with our local partners to create a Multi-Agency Safeguarding Hub and further invest in training and technology, disseminating best practice and rolling out national capability such as access to the Child Abuse Image Database.

Another area where there is less awareness but is equally damaging is the increase in child exploitation in drugs supply and their manipulation through dangerous drugs networks. Further investment, both direct and with regional and national agencies in both intelligence and disruptive tactics, is essential

Emerging Threats

This funding will be primarily aimed at combating Cyber Crime, including the ever developing threats arising from the use of new technology. The funding will enable:

- *Increase training and investment in tools to improve intelligence gathering.*
 - *Partnership with Bournemouth University.*
 - *Develop cyber security information sharing protocol.*
 - *Embedding nationally accredited digital media investigators in the Force.*
- *Purchase of latest equipment to deal with high tech crime, including storage and analysis facilities*

Making Contact

It is absolutely critical that our systems and processes enable the public not just to contact us but that we have the resources, risk management and expertise to deliver the appropriate response. The funding made available by the precept increase will allow ongoing development of web solutions, providing an efficient 24/7 means of contact and provide a means for the public to obtain advice. This will, over time, enable the resources within the Control Room to be better focused and more responsive to manage both the emergency and non-emergency calls that are received

We continue to interact at every level and need to invest to ensure that officers and staff have the right training, support and technology to meet the public needs. This will include the development of Apps to equip officers with mobile data functionality, development of protocols to facilitate estate sharing with partners and the continuous commitment to tailor training and briefings to address the public's expectations.

Following a supplementary question in relation to the body worn cameras, the PCC advised members that they had been delivered but the issue was with connectivity to the data cloud that sat above them, but confirmed that they should be online by the end of March/April and work was now ongoing testing the high speed database. The funding for the cameras was partly from the Police Innovation Fund and it did not include funding for the support of the digital evidence platform.

In relation to the 101 service, a member from Bournemouth Borough Council asked the PCC where he felt it was not performing. The PCC advised that a lot of work had been undertaken to measure performance within the 101 service and to try to address the abandoned call rates. He noted that 101 performance had increased and in the last six months had exceeded that of neighbouring forces. The Deputy PCC advised members of the difficulty with public perception in the past but improvements were

now being seen. The Chief Executive to the OPCC added that the accessibility of policing needed to increase and officers were exploring different ways of contacting communities which was really important.

3) As a Council Tax increase will deliver ongoing funding to the Commissioner can he explain if the commitment to the 3 main priorities will be ongoing or alternatively what will happen to this £1m funding in 2017/18.

The assessment of priorities is not a one-off exercise but a continuous process of monitoring demand, public consultation and national direction. This is supported on an annual basis by the National Strategic Policing requirements.

All I am able to say is that the three areas identified are priorities and in need of investment. It is highly likely that they will remain so for many years to come. However it is important to be able to react and respond to changes in order to minimise Threat, Risk and Harm.

Robust governance arrangements are in place to constantly monitor and, if required, redirect resources. Where this is a material change to the Police and Crime Plan then it will be agreed between the PCC and the Chief Constable.

4) Bearing in mind the Commissioner has only received a 1 year financial settlement and the indication from the formula review was that it is likely to deliver significant ongoing extra resources for Dorset Police, can the commissioner explain the extent to which he considered using reserves to fund these priorities in 2016/17 with the extra formula funding delivering the increase in funding level from 2017/18 onwards.

The first iteration of results from the formula review showed a net increase in funding for Dorset of around £2m. Following the consultation process, the second iteration showed a significantly reduced saving of under £1m, mainly due to the Area Cost Adjustment {which is a factor contained in the formula to reflect different labour costs across the country} being added back in. Even if that was the result of the formula review, changes were going to be phased in over 3 to 5 years, so the annual benefit would only be £200k to £300k. This would obviously have been very welcome but not of a level to significantly change our budget plans.

However, we are now facing a further fundamental review of the formula which could have completely different results.

Dorset Police has consistently made the case for increased central resources. In the past the inequality in grant funding was recognised with an increase of £4m which was immediately taken back through the national grant dampening mechanism.

The use of reserves to support the revenue budget is not something I would recommend without a clear view of how we would sustain the budget in future years. Once spent, the budget gap will increase the following year amplifying the issues we face. Dorset Police reserves have been and are calculated on a risk assessed basis to meet in-force events that could not be covered through the normal budget.

These events could be operationally focused ranging from extreme weather through to major crime or areas that affect our infrastructure, denial of access to a site. The balances are correlated to our Risk Register and regularly

reviewed through the audit process.

Using reserves to bridge the delay in implementation of a new funding formula was therefore not an option both due the timescales of any implementation and also the uncertainty over whether Dorset will even end up as a net beneficiary under the new formula.

One final point is around our level of reserves. In the HMIC PEEL efficiency report published in October 2015 they stated “**As the levels of reserves the force has access to are among the lowest in England and Wales, it has limited funds to fall back on if the future savings cannot be found in time, or take longer to achieve than expected.**” Whilst we are content with our level of reserves and balances we would not be in a position to reduce them further to provide any bridging funding and if we did, would receive further significant criticism from HMIC.

- 5) **Bearing in mind that over £6m of original budget set for 2015/16 has been redirected by virements as part of the in-year monitoring, can the Treasurer please advise why he is confident that the estimates used in putting this budget together are robust.**

The Treasurer advised that virements were an essential part of any robust budget management process, allowing the flexibility required in dynamic services such as policing to realign funding to emerging demands throughout the course of the year. This will include the removal of in year savings, which can be redirected.

For example, during 2015/16, savings have been achieved which have allowed a virement to fully fund the £51k risk line, as expected in the original budget.

Other virements have allowed the realigning of the budget to better reflect the management information requirements – for example by separating out individual grant streams, such as the Victims Funding, to allow clarity, or by moving budgets relating to collaboration, such as regional forensic collaboration. Again these sorts of virements are necessary throughout the course of the year, and are not a reflection on the quality of the original budget.

However, the budgets for any year will of course always be based on numerous estimates and assumptions. When forecasting spend for over a year in advance this is inevitable. It is therefore occasionally appropriate to realign budgets to reflect this, whether to address increased charges, or savings that have accrued in the year in excess of the level expected.

I am, for 2016/17, as in previous years, confident that the budget preparation has resulted in robust budget estimates for the year ahead, based on all information available throughout the process.

- 6) **Bearing in mind that £3.6m could be used to cover the 2016/17 precept proposal for 3 ½ years. Can the Commissioner explain the outcomes the community can expect from the £3.6m Workforce Change Earmarked reserve scheduled to be spent between April 2016 and April 2019.**

The Medium Term Financial Plan is underpinned by our work both internally and in collaboration both with our Strategic Alliance partner, Regional forces, other emergency services and the wider Public Sector.

Without the resource to meet the cost of change, we will be unable to re-engineer our services and deliver our challenging agenda. Whilst applying £3.6m directly to the budget would in theory meet the precept proposal for 3½ years; in effect it would jeopardise the achievement of £5m of Strategic Alliance savings, the net effect being an increased precept requirement of over 8%. After the 3½ years the original gap would still exist.

The Workforce Change reserve is designed specifically to address the significant organisational change required to enable the force to perform its required service with considerably reduced finances.

Change is being delivered in numerous ways – internally, through the ongoing change programme, including Smarter Systems and other substantial projects, through the Strategic Alliance with Devon & Cornwall Police.

Regionally we have submitted a bid for PIF funding to create a single ICT infrastructure and governance model. This is alongside continued development to existing programmes such as forensics, regional organised crime and back office services.

Locally we continue to work with our blue light partners, further investing in estates rationalisation and enhancing joint response through the LRF.

Nationally we are engaging with the Police IT Company and Criminal Justice partners to deliver truly integrated and national systems.

None of this can be achieved without investment.

All of this change comes at a cost, which can be capital investment, infrastructure changes, redundancies and other costs. Additional funding is therefore required in the short term to drive out significant on-going revenue savings.

It is currently expected that the Strategic Alliance, for example, will save in excess of £13m, of which £5m will be a direct annual saving to the running costs of Dorset Police. To achieve this ongoing saving, one off costs will be required in IT infrastructure, estate costs, and redundancy costs. The Workforce Change reserve will be used towards funding these costs.

- 7) Can the Commissioner please confirm that a net £2.7m (£7.9m minus £5.2m) is included in this budget to cover Private Finance Initiative payments, why a PFI Earmarked reserve is required and provide the panel with reassurance that he believes these payments represent good value for local council taxpayers.**

The PFI schemes covered both the provision of and the running costs of new buildings with a net present value when the contracts were entered of over £100m. As they were provided through PFI deals, government grant of £5.2m per annum is received in respect of them. The net cost is £2.7m for 2016-17.

The schemes were fully scrutinised by the then Police Authority, the Home Office, DCLG and the Treasury. More recently I invited the Treasury Task Force to review the value provided by both schemes with a view to reducing costs. This review provided no material recommendations, the effective conclusion being they continue to provide value.

An issue often misunderstood by the wider public is what happens at the end of the contract. All the PFI sites, five police stations, two Custody blocks and two hubs, revert to the ownership of the OPCC. At the time of transfer the PFI provider has to warranty the buildings for a further ten years to ensure the assets have been maintained to an acceptable standard.

The original business case showed significant net benefit to Dorset Police of providing the new facilities by PFI rather than funding through traditional methods such as borrowing which would have attracted no government support.

The use of sinking funds for PFI schemes is standard practice across the public sector. This is because the grant received from government is fixed for the contract period whilst the costs increase annually by inflation. The sinking fund is therefore used to smooth the cost increases, and is particularly important at times of reduced funding levels.

We have looked at the options for re-financing the schemes several times over the past 5 years but cannot get a better deal than was achieved at financial close. The schemes therefore continue to be very good value to the taxpayer.

8) Can the Commissioner explain why he has accepted £6.3m of savings from Dorset Police Force but it would appear no efficiencies have been made in the £2.034m cost of the Office of the Police and Crime Commissioner. The indication being that a similar level of savings on the OPCC costs would deliver a saving of over £100,000.

Well firstly, the question appears to be incorrect. Just to clarify, the cost of staff to support the PCC is £680,000, so a pro rata saving similar to the 5% saving in Dorset Police would realise £35,000 not £100,000.

In the same way that Dorset Police have had to grow resources in places to meet emerging demand, so have the resources in the OPCC been increased flexibly to meet the demand of new statutory responsibilities that greatly exceed those of the Police Authority that preceded the PCC. The £2.034m funds managed by the OPCC cover a number of areas of expenditure such as the Community Safety Fund, other commissioned services and the Local Innovation Fund as well as the running costs of the OPCC itself.

Importantly, as has been explained to the Panel many times, additional resources are NOT funded from the budget delegated to the Chief Constable to run Dorset Police. They are funded through new funds direct to the OPCC from the Ministry of Justice and Home Office.

These additional funds allow the OPCC to support my considerable ambitions regarding:

- *The commissioning of victims services across Dorset*
- *Engaging with the public in an unprecedented and ambitious programme to continuously stay connected with the public (which has been recognised to be the best in the country)*
- *Facilitating the embedding of restorative justice best practice across the county*
- *Awarding and managing community safety awards through the Safer Dorset Fund*
- *Being a champion for victims through victims surgeries and influencing the criminal justice system*
- *Driving the mental health agenda to ensure better treatment for*

- *vulnerable people and reducing demand on policing*
- *Ensuring Dorset Police meets the new Victims Code*
- *Generating additional income through the Police Innovation Fund, partnership and sponsorship opportunities which would otherwise have fallen to the Chief Constable.*

Additionally, I have been determined to be transparent over and above his considerable statutory obligations in this regard. All staff costs are highlighted on the OPCC website and we have operated a clear policy that staff will not be “hidden” within Dorset Police budgets, and this transparency has been recognised with a recent national award.

Staffing within the OPCC is under constant review and post-election, there will be a natural opportunity to match resources with statutory demand and the PCCs ambitions and preferences of delivery. I have already put in place an independent review of the OPCC immediately following the election. If I am returned I will seek to involve members of the panel in that process. We must remember that any review must include four things:

- 1. Who the new PCC will be*
- 2. What the winning manifesto says*
- 3. What the resulting Police and Crime Plan says*
- 4. What the plans of Government are, the Home Secretary constantly alludes to increasing the PCC remit after May, indeed she is currently speaking about her ambitions in London as I speak. We wait to see what she says, but increasing governance in the Criminal Justice System, Fire, and Youth Offending Services, as well as expanding the direct role of PCCs in managing complaints, are clearly on her agenda.*

There will be further opportunity to collaborate more across OPCCs (which could see the Dorset OPCC grow to deliver services of course) but also the PCC post-will need to consider how additional emerging responsibilities will need to be met. It is important to note that with increased collaboration and responsibilities comes increased corporate governance.

Following a comment from the Vice Chairman that from a public perception they saw police numbers falling but OPCC numbers were increasing, the Chief Executive to the OPCC advised that there was some muddying between statutory responsibilities and PCC aspirations and to help delineate these roles there was a breakdown on their website about which roles applied to statutory functions. The emerging collaboration would press the need for governance but accepted it was difficult to get the message across.

Further to a question about the need to drive out savings and benchmarking, the PCC felt that they had looked at everything, outsourcing had also been considered across many areas jointly with Devon and Cornwall. Dorset Police were recognised as a lean force when the PCC was elected and the Strategic Alliance had been very useful in checking and then checking again. The Treasurer added that the back office costs were significantly lower than other forces.

Following a comment from the member from North Dorset District Council regarding CCTV in Weymouth, the PCC believed that this had now been preserved.

In response to a question from the member from Christchurch Borough Council regarding the progress of the sale of the Ferndown and Christchurch police stations, the PCC advised that there was no date fixed as yet but it was being managed by Christchurch Borough Council. The OPCC were fully engaged in the process and had agreed to part fund the CCTV move from the police station at Christchurch to the Civic

Offices to the tune of £72k.

In summary the PCC noted that the £1m saving from a £6m cut was not extra funding and he strongly believed that there was a need to invest in people and systems for the future. He also reminded members that he had received the highest precept response from members of the public to anywhere else in the country.

It was agreed to hold a recorded vote on the recommendations in the Treasurer's report. Members voted unanimously to support the 1.97% rise in precept for 2016-17 and accepted the council tax requirement and the basic amount of council tax for police purposes in Dorset for 2016-17 as detailed in the Appendix 1 of the Commissioner's report.

Resolved (Unanimous)

1. That the increase in the precept of 1.97% for 2016-17 be supported.
2. That for the purposes of issuing a report to the Commissioner on the proposed precept, the Panel endorsed the council tax requirement and the basic amount of council tax for police purposes in Dorset for 2016-17.

Reason for Decisions

1. The Police and Crime Panels (Precepts and Chief Constable Appointments) regulations 2012 required the Police and Crime Commissioner to notify the panel of their proposed precept for 2016-17 by 1 February 2016. This then needed to be considered by the Police and Crime Panel who could either approve the proposed precept or veto it. A two thirds majority of the Police and Crime Panel was required to veto any precept proposal.

Progress against the Police and Crime Plan (Q3 - April to November)

- 8 The Panel considered a report by the PCC which informed members of the progress against the Police and Crime Plan and Priorities 2013 – 17 for Quarter 3. The PCC highlighted elements of performance against the Plan during this quarter.

The PCC provided commentary for members on a few key areas of activity and highlighted the priorities in the Plan. In respect of the Local Innovation Fund, the Vice Chairman noted that only £67k had so far been spent. The Treasurer advised that the majority of costs e.g. the funding for the Victims Bureau had not yet been recharged to that budget line. It was noted that the HMIC Peel report provided some helpful answers and he undertook to circulate it to members of the Panel.

Following a comment from the member from Christchurch Borough Council about the reduction in the rate of positive outcomes, the Chief Constable advised that the number of crimes had increased by around 14% and they were showing a positive percentage increase although there had been a reduction in the trend of anti social behaviour.

The Vice Chairman asked if there was a timeline in relation to the business cases for the Strategic Alliance work that was ongoing. The Chief Executive to the OPCC confirmed that everything had a timeline associated with it and projects were all mapped out. He highlighted the statutory consultation period in relation to staff changes and undertook to circulate timeline information to members of the Panel.

In respect of rural crime the Chairman highlighted that 39% of people were concerned for their safety, the Chief Constable advised that this was not evidence based but anecdotal. No issues regarding lighting had been highlighted and she noted that some rural communities felt they didn't see a police presence as was seen in urban areas. She accepted that the visibility of policing had an impact on the public's perception of safety.

One of the Independent member's drew members' attention to the issue of port security which the PCC had highlighted as a key concern and asked if there was anything the Panel could do to support him in this regard. The PCC noted that any help would be gratefully received, he had not received any response to the two letters he had previously sent and his primary concern was about the Border Force which he would again be writing about the following week, and undertook to send a copy to the Chairman of this Panel.

The member from North Dorset District Council congratulated the PCC on his success in the dramatic reduction of detainees held under the Mental Health Act. The PCC advised that street triage was now in place in 30 out of 41 Police Forces and that access to NHS records and Care plans was key to assisting the Police in dealing with mental health issues.

Following on from this the Mental Health Champion for the Panel highlighted the mental health implications of prisoners not being able to be sent to a prison in Dorset and the cost implications for family/friends to visit them. The PCC undertook to continue lobbying in this regard, he had been successful in several areas of lobbying but to date unsuccessful in this area. The Chairman, along with the Mental Health Champion for the Panel, undertook to write to the Lord Chancellor and local MPs to add the Panel's views on this and would also consider the merits of a carefully scripted letter to the press to try and bring this matter to the forefront.

Noted

Dorset Police and Crime Panel Work Programme

9 The Panel considered and agreed its Work Programme for 2016.

Members were reminded of the dates for future meetings as follows:

2016

- Thursday 12 May - Informal briefing session for members
- Friday 10 June 2016
- Thursday 8 September 2016
- Tuesday 8 November 2016
- Thursday 8 December 2016 – training session for all members

Noted

Questions

10 No questions were asked by members of the Panel.

Meeting Duration: 10.00 am - 1.00 pm



POLICE AND CRIME PANEL – 10 JUNE 2016

CONTINUATION OF APPOINTMENT OF DEPUTY POLICE AND CRIME COMMISSIONER FOR DORSET

REPORT BY THE INTERIM CHIEF EXECUTIVE

PURPOSE OF THE PAPER

This paper, by agreement with the Panel secretariat, is intended to provide an overview for the Panel of the continuation of the proposed appointment of a Deputy PCC (DPCC) for Dorset following the Police and Crime Commissioner election held on 5th May 2016.

The status of that appointment and the criteria by which the Police and Crime Commissioner (PCC) made that appointment was formally considered by the Panel at the meeting held on 10th September 2015, and further details, including the proposed salary of the role from 12th May 2016, were informally agreed by the Panel on 12th May 2016.

The pertinent facts are unchanged and reproduced below, and the Panel is invited to note the appointment and to feed back to the PCC its deliberations on that appointment.

1. INTRODUCTION

- 1.1 Under the Police Reform & Social Responsibility Act 2011 (the Act), a Police and Crime Commissioner (PCC) may make a personal appointment of a Deputy Police and Crime Commissioner (DPCC) for the policing area. The PCC proposes to appoint Mr Colin Pipe as the DPCC for Dorset.
- 1.2 As this is a decision of significant public interest, the PCC is obliged under the Act (Schedule 1, paragraph 9) to advise the Police and Crime Panel (the Panel) of his proposed appointment of a DPCC, and to include the following details:
 - The name of the person who the PCC is proposing to appoint as DPCC.
 - The criteria used to assess the suitability of the candidate for the appointment.
 - Why the candidate satisfies those criteria.
 - The terms and conditions on which the candidate is to be appointed.
- 1.3 This report publicly explains the role of a DPCC, the legitimacy of that appointment under the Act, and addresses each of the criteria spelt out at 1.2 above.
- 1.4 The Panel is required to collectively review the proposed appointment and make a feedback report to the PCC. The report to the PCC should be received within three weeks from when the Panel receives this paper.
- 1.5 The Act makes clear that whilst the PCC is not obliged to follow the recommendation of the Panel he must take into account the feedback from the Panel within the public decision notice.

2. THE ROLE OF DEPUTY POLICE AND CRIME COMMISSIONER

2.1 The PCC has a broad range of statutory responsibilities over the “totality of policing” for their policing area. The PCC must:

- secure the maintenance of the police force for that area;
- ensure that the police force is efficient and effective;
- work with criminal justice bodies in that area to provide an efficient and effective criminal justice system for the police area; and
- obtain the views of local people (especially victims of crime) regarding matters concerning the policing of the area.

2.2 Under Section 18 of the Act the PCC may arrange for the DPCC “to exercise any function of the police and crime commissioner”.

2.3 However, the PCC may not delegate the following functions to a DPCC (or anyone else):

- Issuing a Police and Crime Plan.
- Determining police and crime objectives.
- Attendance at a Police and Crime Panel in lieu of the PCC.
- Preparing an Annual Report to the Police and Crime Panel.
- Matters relating to the employment or discipline of a Chief Constable.
- Agreeing a budget (including the setting of a precept for the police area).
- Appointing statutory officers (Chief Executive and Treasurer).

2.4 Unlike all other staff within the Office of the Police and Crime Commissioner who are required to be in politically restricted posts (under the Act and Section 2(2) of the Local Government and Housing Act 1989), the DPCC appointee is **not** a politically restricted post. This means that the DPCC is able to:

- provide political advice to the PCC;
- represent the PCC at political meetings or rallies;
- act as an election agent or sub-agent for a political candidate for public election;
- be an officer of a political party (or any branch of such a party);
- canvass on behalf of a political party or on behalf of a candidate for public election;
- speak publicly with the apparent intention of affecting public support for a political party or a political candidate; and
- publish, author or co-author any written work or artistic works in which the PCC or DPCC has acted in an editorial capacity (or permit anyone else to publish such a work or collection of that work) with the intention to affect public support for a political party or a candidate for public election.

2.5 Due to the overtly political nature of this role, Parliament has granted PCCs exemption to Section 7 of the Local Government and Housing Act 1989 (appointment of staff on merit) for this appointment **only**. This means that the PCC can appoint a DPCC of their personal choosing, **without** a competitive appointment process or interview.

2.6 However, there are some limited restrictions to that free-reign to appoint, with the DPCC candidate being ineligible for appointment if they are:

- (a) a person who has not attained the age of 18 on the day of the appointment;
- (b) a person who is subject to a relevant disqualification (a police officer or a current member of OPCC staff, police staff, not a citizen of the UK, a bankrupt,

has criminal convictions or has been involved in corrupt or illegal election practices);

- (c) a Police and Crime Commissioner for another police area;
- (c) a Member of the House of Commons;
- (d) a member of the European Parliament;
- (e) a member of the National Assembly for Wales;
- (f) a member of the Scottish Parliament; or
- (g) a member of the Northern Ireland Assembly.

2.7 The DPCC is required as a condition of appointment to make a declaration of eligibility. That declaration is attached at Appendix A.

2.8 If a PCC is unable to continue as the PCC (temporarily or permanently) the DPCC will not automatically become the interim PCC. The Act defines that the interim PCC must be a member of OPCC staff and it is for the Panel to determine which member of the OPCC staff (of which the DPCC will be) should perform those duties for the period of absence (up to six months). However, it is reasonable to assume that in most instances the Panel would appoint the DPCC into the post of temporary PCC as they will have the experience and the unrestricted ability to perform the political functions of the role.

3. THE CRITERIA USED TO ASSESS THE SUITABILITY OF THE CANDIDATE FOR APPOINTMENT AS DPCC AND WHY THE CANDIDATE SATISFIES THOSE CRITERIA

3.1 The criteria for appointment are for the PCC to personally define. The criteria are attached at Appendix B, along with the reasons why the PCC considers that Mr Colin Pipe is suitable for this appointment. The PCC has also made a personal statement as to why it is an appointment that he feels is necessary to maximise the effectiveness of his broad role. The curriculum vitae for Mr Pipe is attached at Appendix C.

3.2 Questions from the Panel regarding Appendix B are for the PCC to personally respond to.

4. TERMS AND CONDITIONS FOR THE DPCC

4.1 The salary for the DPCC role has been set at £56,000, plus pension, which is 80% of the PCC salary. The role includes access to an employer funded psychoanalyst and an annual medical. The role does not include a company car, but the postholder will receive an Essential Car User Allowance for travel outside that of commuting to a permanent place of employment. Expenses will be paid in line with the OPCC allowances and expenses and scheme.

4.2 Mr Colin Pipe will be performing the role of DPCC on a part-time basis (30 hours per week) for the duration of this appointment, and therefore his salary and annual leave allowance will be adjusted on a pro-rata basis (£44,800 and 24 leave days per year).

4.3 The Terms and Conditions shown at Appendix D to this report relate to this appointment and for this term only and may not be the same terms and conditions agreed with any future appointment of a DPCC (or other roles).

5. CONCLUSION

5.1 In accordance with the Act, the PCC is entitled to personally appoint a DPCC for Dorset. As explained in this report, the process of appointment of Mr Pipe is in accordance with the requirement of the Act and is a personal appointment of the PCC.

- 5.2 The Panel is invited to consider the appointment and to feed back to the PCC the views of the Panel.
- 5.3 The PCC is obliged to consider the views of the Panel in his final decision to appoint. Should the PCC go ahead with the appointment, the appointment will be from the date of the decision notice.

SIMON BULLOCK
INTERIM CHIEF EXECUTIVE AND MONITORING OFFICER

Press Enquiries to: Kristian Ward, Digital Engagement Officer (01305) 229088

DECLARATION

*In relation to my appointment as a Deputy Police and Crime Commissioner for Dorset, I, **Colin Pipe**, DECLARE AND AFFIRM that:*

1. I am a citizen of the UK and I have attained the age of 18 on the day of the appointment;
2. I am not subject to a relevant disqualification (a police officer or a current member of OPCC staff or police staff, a bankrupt, with criminal convictions or involved in corrupt or illegal election practices)
3. I am not a Police and Crime Commissioner for another police area;
4. I am not a Member of the House of Commons;
5. I am not a member of the European Parliament;
6. I am not a member of the National Assembly for Wales;
7. I am not a member of the Scottish Parliament;
8. I am not a member of the Northern Ireland Assembly;
9. I will notify the Chief Executive should my circumstances change in relation to the appointment criteria 1-8 above; and
10. I will notify the Chief Executive of other significant change in my circumstances which may affect my position as Deputy Police and Crime Commissioner for Dorset in accordance with the Nolan Principles of Standards in Public Life, the Policing Code of Ethics and the Police and Crime Commissioner's Oath of Office.

Dated this day of 2015

.....
MR COLIN PIPE

Signature witnessed by:

.....
SIMON BULLOCK
INTERIM CHIEF EXECUTIVE AND MONITORING OFFICER

**CRITERIA FOR APPOINTMENT OF A DEPUTY POLICE AND CRIME COMMISSIONER FOR
DORSET POLICE
(AS DEFINED BY THE PCC FOR DORSET, MR MARTYN UNDERHILL)**

1. INTRODUCTION

1.1 As the PCC for Dorset my role is broad and my ambitions to maintain Dorset as one of the safest places in the UK to live, work or visit are as strong now as the day I was elected. Parliament has simply defined my role as to:

- secure the maintenance of the police force for that area;
- ensure that the police force is efficient and effective;
- work with criminal justice bodies in that area to provide an efficient and effective criminal justice system for the police area; and
- obtain the views of local people (especially victims of crime) regarding matters concerning the policing of the area.

1.2 During my first election campaign, and since then, I publically stated that I would not appoint a DPCC. In both cases, my main reason was the matter of funding. In times of austerity, I was not prepared to spend public money on a person to deputise for me.

1.3 However, at the times I stated this, the role of the PCC was new, and in many ways, evolving. For example, the “Commissioner” part of my role initially involved approximately £200,000 pa. It now involves £2.6m.

1.4 In the last years, several things have happened to alter my view about appointing a Deputy:

- The increase in PCC responsibilities, especially in relation to victims and restorative justice;
- The Home Secretary has made clear she envisages the role of the PCC increasing even more – especially in relation to police complaints, the blue light agenda, and in the expansion of the services that PCC’s are responsible for commissioning;
- I represent more than 700,000 people over an area of 1,000 square miles. The working hours are long. Several PCCs have suffered personal illness, leading to long absences from work, or even personal tragedy. Sadly, we are all aware of the awful and untimely death of PCC Bob Jones in the West Midlands.
- The Police and Crime Panel, and the Chief Constable, have both suggested I consider appointing a Deputy;
- My role nationally has expanded, and continues to expand – I now represent PCCs in relation to mental health, the 101 review, and I chair the Independent Custody Visiting Association. I sit on the NPCC Audit and Assurance Board, and am Chair of the PCC Partnership Standing Group, and Vice Chair of the PCC Performance and Standards Group. I also sit on three HMIC Reference or Expert Reference Groups; and
- As austerity in policing continues, I face an unrelenting drive for my role to adapt the way that police deliver their services to the public whilst meeting the challenges and changing demand our policy brings.

1.5 Notwithstanding all of the above, I was still uncomfortable about appointing a DPCC during my previous term, especially in relation to paying that individual.

- 1.6 The Panel will recall that when they asked me to consider a DPCC, I expressed my disquiet about using public funds without a mandate. I stated that I would consider this matter for the next election, and that I would consider “running for election” with a Deputy.
- 1.7 The issues above have clearly changed my view, and I felt comfortable with asking the electorate to support funding a DPCC in the next term of 2016-20. As I was successful in seeking re-election, I consider this a public mandate to justify the remuneration.
- 1.8 In my first term, I found a suitable person and this was by no means an easy thing to do. As the covering report clearly states, this is an appointment of my choosing so the candidate would need to be someone that I trusted, respected and that I could work with on a day-to-day basis. As Parliament recognised when they removed the requirement for this appointment to follow a competitive recruitment process, this role is simply too complex, intricate and dependent on relationships to succeed with a person unknown. I therefore started searching for a suitable candidate that I could be satisfied was equipped with the following skills:
- An ability to chair and participate in meetings;
 - An ability to challenge;
 - Extensive knowledge of victim services;
 - Extensive knowledge of policing;
 - Extensive knowledge of the criminal justice system;
 - The ability to be a team player;
 - A person independent of party politics but able to give discerning advice on political implications; and
 - A person who is independently minded who passionately shares my aims and ambitions for the role.
- 1.9 After a year of looking I have been fortunate to find, in Mr Pipe, an individual who I believe has the requisite skills and abilities that I need.
- 1.10 Having identified Mr Pipe as a potentially suitable candidate, it then became apparent that he needed to work with myself and the OPCC team for a period of time to acquaint himself with the policing plan and policing. This would enable us to work together to test that professional relationship.
- 1.11 Mr Pipe worked voluntarily for my team (part-time) from February 2015 to May 2016. I am now very confident that Mr Pipe is a suitable and qualified person to be my paid Deputy.
- 1.12 Appendix C from Mr Pipe illustrates why I feel he meets the criteria and is therefore my preferred candidate for the role of DPCC.
- 1.13 I would welcome the Panel’s support of my view that Mr Pipe has the requisite ingredients to assist me with my role. Once formally appointed, I intend for Mr Pipe to be the strategic lead for three areas:
- Public satisfaction and public contact with both Dorset OPCC and Police;
 - The transition of police complaints to the OPCC as per national guidance;
 - Other strategic projects nominated by me as they arise.

MARTYN UNDERHILL
POLICE AND CRIME COMMISSIONER FOR DORSET

**CURRICULUM VITAE FOR MR COLIN PIPE
DEPUTY POLICE AND CRIME COMMISSIONER FOR DORSET**

PERSONAL STATEMENT

I am an experienced manager and administrator. I have extensive experience in the machinery of Government, both domestic and international having spent 29 years as a career civil servant in central government. I also spent 15 years sitting as a Justice of the Peace. I retired early in my late forties from the Home Civil Service. Since retirement I have undertaken a range of voluntary work, most recently with the Office of the Police and Crime Commissioner and with the Royal Bournemouth and Christchurch Hospital NHS Foundation Trust. I wholeheartedly embrace the Nolan Principles of Conduct Underpinning Public Life.

I live with my partner of 22 years, Chris. He is also involved in a range of voluntary work.

CAREER HISTORY

- **February 2015 – date: Special Advisor to the Police and Crime Commissioner for Dorset, then Deputy Police and Crime Commissioner for Dorset.** This voluntary role has enabled me to offer political and central government perspective to the work of the PCC.
- **2013 - 2015: Independent Critical Incident Advisor and Independent Custody Visitor for Dorset Police.** This was my first insight into Dorset Police and it was after being appointed an Independent Custody Visitor that I met Martyn Underhill.
- **September 2014 – August 2015: Governor of the Royal Bournemouth and Christchurch Hospital NHS Foundation Trust.** The Council of Governors is statutorily responsible for calling the Non-Executive Directors to account for the performance of the Trust's Board. This role involved stakeholder management and an ability to ensure that openness and transparency are applied to the operational and policy of the organisation. Governors are advisors, guardians, strategists and ambassadors to and for the Trust.
- **1982 – date: Charity Trustee and Chairman and Company Directorships.** Over the last thirty years I have been involved in a variety of voluntary services including several charities where I have undertaken counselling work, been a Trustee and Chairman. These include being a Trustee of NORCAP, a charity supporting adoptees and their parents, and Body Positive Dorset where I was a Trustee and then Chairman. I have also run three management companies and remain a director of two of those companies.
- **1995 – 2010: Justice of the Peace (including 12 years as Court Chairman).** I sat from 1995 to 2007 in Ealing and Acton and from 2007 onwards in Camberwell and London Bridge. Sitting in London courts I had experience of a wide variety of cases and was able to see first-hand the effect of crime on victims and perpetrators as well as the broader impact on society.
- **1997 - 2009: Senior Policy Advisor Ministry of Justice.** Responsible for advising on the Government's domestic policy on divorce and the effects and outcomes for children caught up in their parents' marital breakdown. In 1999 I became the UK delegate to the Council of Europe and from 2000-2009 I led the UK delegation at Special Commissions in the Hague to monitor the operation of, and consider amendments and protocols to, the

1980 Hague Convention on the Civil Aspects of International Child Abduction. I chaired the Lord Chancellor's Advisory Committee on International Child Abduction co-ordinating Ministry of Justice, Foreign and Commonwealth Office, Home Office, Police and Voluntary Sector involvement. During this time I also led the UK delegation during a four year negotiation resulting in the 2007 Hague Convention on the International Recovery of Child Support and Other Forms of Family Maintenance which I signed on behalf of the UK. This was negotiated in tandem with negotiation of the EU Maintenance Regulation which I also led.

- **1994 – 97: Specialist Job Evaluator.** I was involved in conducting a pay and grading review of the entire Lord Chancellor's Department and its Associated Offices. This provided a useful insight into efficiency and doing more for less.
- **1992 – 1994: Parliamentary Clerk to the Lord Chancellor.** I handled all Parliamentary business in both Houses of Parliament on behalf of the Lord Chancellor. This essentially involved being the liaison between the Department and the Parliamentary authorities. It required negotiating skills at every level to ensure that all the competing demands of both were effectively met and ensuring that the Department complied with its Parliamentary accountability.
- **1989 – 1992: Private Secretary to the Attorney General.** During this time my Department was involved with the release of the Guildford Four and Birmingham Six, the development of referrals in cases of Unduly Lenient Sentencing, Sunday Trading, Matrix Churchill (Arms to Iraq) as well as handling the publicity surrounding the resignation of the DPP following kerb-crawling activities. The Attorney superintends the operation of the CPS and I visited most of the CPS regions during this time. During this period I was also introduced to Parliamentary business which led in 1989 to my being asked by the Lord Chancellor to become his Parliamentary Clerk.
- **1987 -1989: Assistant Private Secretary to the Permanent Secretary Department of Social Security.**
- **1982 – 1987: Civil Servant Department of Health and Social Security.** After three and a half years as a benefits advisor I moved to the Department of Health for two years.

RELEVANT SKILLS AND EXPERIENCE

An ability to chair and participate in meetings

Leading a UK delegation in a complex international negotiation required an ability to chair meetings of individuals with wide and varied interests in the subject of the negotiation, including Ministerial staff, lawyers and policy officials. In particular it was important to find the balance between competing pressures to drive the agenda, be involved as a participant and still ensure that all voices were heard. Similarly, as a court chairman it was important to ensure all members of the bench had input into decisions whilst being mindful of the need to progress a daily court list.

An ability to challenge

As a government policy official, it was essential to walk a fine line between delivering the policy goals of Ministers and challenging elements of either that goal or the path to delivering it. This sometimes required a robust approach which needed to be underpinned by a solid evidence base as it may not be something the minister wished to hear but which, nevertheless, you are duty bound to advise. For example, I had to advise Ministers on the implementation of a Council of Europe Convention on cross border contact between children and their non-resident parents. The UK had been in the vanguard of this Convention but the final Convention would

have resulted in a massive legal aid bill to establish a very few contact cases. Although there was political and presentation will to ratify this Convention I challenged the wisdom of doing so by demonstrating the cost to the public purse. Although disappointed, Ministers accepted my challenge and the instrument remains unratified to this day. I have experience of public speaking both in the context of addressing European Commission Committees on behalf of the UK Government during negotiations and in presenting to groups of lawyers to raise awareness of the issues around international child abduction and the legal remedies available through both the Hague Convention and European law. Most recently, I challenged the Governance of the RBCH NHS Foundation Trust about which I had concerns. These concerns were brought into sharp focus very recently in the press and I continued to challenge the Trust's position. When it became clear that the Trust was unprepared to satisfy the public that taxpayers' money was being properly used I resigned as a matter of principle. I have received a great deal of support both from members of the public and from Trust staff for taking this step which is now bringing the matter to a head and will force the Trust Board to be more transparent and open about how it conducts its affairs which are funded by the taxpayer.

Extensive knowledge of victim services

During fifteen years as a Magistrate I developed a keen appreciation to the needs of victims and to which of them may need ongoing support services. This was not a one size fits all exercise. Some victims will be more robust than others and the degree of intervention and support varies significantly. Ultimately it will be for the individual to determine but it is essential that they are signposted to the right place where they can either receive support or be referred on to agencies which can offer more specialist help. I have been able to extend my knowledge of the services available to victims in Dorset over the last six months and also see how this can be further broadened and developed in the restorative justice field. I have seen first-hand from sitting in on victims' surgeries and meeting members of the public at engagement events at Wheels, Bourne Free and the Air Festival. It is also important to avoid people becoming victims and I have been involved with initiatives through the church and other voluntary schemes to reduce key factors such as isolation and loneliness which can make people more vulnerable to becoming victims of crime. Victim services are a key element to underpinning public confidence in the police and in enabling people to gain closure so that they do not remain ongoing victims.

Extensive knowledge of policing

My knowledge of policing was limited to the exposure through the Magistrates Courts system until I first volunteered with Dorset Police and subsequently the OPCC. The work I did as a Critical Incident Advisor for Dorset Police was a good insight into how the Force handles serious offences (usually murder and rape) and, in particular, the public impact. As an Independent Custody Visitor I was able to see the whole spectrum of people who find themselves in police custody from those for whom their detention was a new experience to those who were very familiar with the workings of the custody suite. The seven months I have spent working in the OPCC has provided an opportunity to see the entire management structure from Chief Constable down and to get a good insight into the competing pressures faced by the Force particularly in the light of the need to drive costs down and deliver more for less.

The role of the PCC is a complex relationship between working together with the Chief Constable and Chief Officers in a collegiate way yet remaining sufficiently distanced to be able to effectively challenge and hold the force to account. The collegiate approach makes for a smooth working relationship but a degree of distance has to be maintained to ensure the public transparency in scrutiny which is essential to public confidence. For example, difficult questions have to be asked over the use of Taser and stop and search. Whilst these are operational issues, the public expect their use to be scrutinised by the PCC to prevent abuse. Similarly, public concerns about 101 and the closure of police stations require close examination to satisfy the man in the street that the approaches proposed offer the best possible service to the people of Dorset.

Extensive knowledge of the criminal justice system

I have spent a large part of my life involve with the criminal justice system. The Attorney General is the ultimate prosecuting authority; the Lord Chancellor is responsible for both the court service and for appointing the judiciary. I worked closely with both of these offices of state, indeed I was appointed to the Bench by the Lord Chancellor. It is a large and complex machine with a great many component parts which have to deliver the priorities of the prosecution, defence and victims and maintain public confidence. Over some 25 years I had an opportunity to see how this machine fitted together to deliver a justice system which is still seen as gold standard throughout the world notwithstanding massive pressures to reduce cost and delay. In order to deliver the best possible service, a more joined up approach needs to be developed. This will include faster and more efficient justice through the use of technology such as reducing the need for live court appearances and for more out of court disposal of cases. In particular, the development of restorative justice will use a multi-agency approach in more cases both to make offenders face up to the consequences of what they have done in order to deter further offending and also to help victims feel that their trauma has a finite conclusion from which they can move on. In this way it is hoped not simply to address offending in terms of crime and punishment but to adopt an approach which gives better outcomes now and for the future of all involved. This will draw in greater public involvement in addressing offending behaviour and produce a better outcome for society as a whole.

The ability to be a team player

Small organisations only operate well when teams work as one and each member plays their own part. I experienced this in Private Offices and in leading negotiating teams. The key is in trust and support for one another which facilitates the removal of blame cultures and encourages creative thinking. As a Bench of Magistrates, or indeed as a Council of Governors in a hospital, although the group is made up of individuals the whole is a single corporate entity which must speak as one. Whatever disagreements or errors have occurred between members, the team must speak, act and carry responsibility as one body. As a team leader and as a Bench Chairman I would consider this a particular strength.

A person independent of party politics but able to give discerning advice on political implications

I have always exercised my right to vote but I have never been a member of a political party. Professionally, I believe that the need to do what is right is paramount irrespective of party politics and that there is no place for such politics in certain areas. It is my strong view that services such as the police, fire services, ambulance services and others should not be run by party politicians. I recognise the need for political knowledge and ability but this should not be influenced by political party loyalties which may influence judgment and not be in the public interest. Having worked for party political Ministers whilst remaining personally independent I have significant experience of providing advice which takes into account political implications without allowing it to influence the integrity of that advice.

A person who is independently minded but who passionately shares the aims and ambitions of the PCC

Loyalty is a vital component to working as closely as a PCC and DPCC need to. This does not mean that individuals cannot disagree but it does sometimes require support for a position with which you disagree. Working with Ministers it is not uncommon to disagree with a particular policy but it is essential that you provide unswerving support because your first duty must be to the individual you are serving. This may, for example mean that you disagree with a position but refrain from making your disagreement known or even suspected. Loyalty is the bedrock on which the integrity of all relationships rests and is vital to the effective oversight of essential services. I have worked for people with whom I vehemently disagreed and told them my view but to the outside world I gave no inkling of my own view since this was simply not relevant in that context.

**CONDITIONS OF EMPLOYMENT OF
MR COLIN PIPE AS THE DPCC FOR DORSET**

Mr Colin Pipe has agreed to the appointment as DPCC under the following terms and conditions that are personal to this appointment:

- a. The DPCC will be an OPCC member of staff, but by statute will not be politically restricted as per other staff members.
- b. Be afforded full access to the OPCC IT system, training and welfare facilities.
- c. Accept that the appointment will end if the DPCC becomes disqualified under the Act.
- d. Accept that the appointment may be terminated at any time by the appointing PCC.
- e. Accept that the appointment will terminate upon the appointing PCC ceasing to hold office for any reason, including reaching the end of the term of office under which the appointment is made (May 2020).
- f. Be paid travelling and subsistence expenses at the rates applicable to the Dorset OPCC staff (which will be disclosed quarterly on the Dorset PCC's website under the Elected Local Policing Bodies (Specific Information) Order 2012).
- g. Accept that he will be subject to public scrutiny and comment and must behave in a consistently professional manner, in accordance with the Nolan Principles of Standards in Public Life, the Policing Code of Ethics and the Police and Crime Commissioner's Oath of Office.
- h. Accept that as the DPCC he will be subject to the complaints process under the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012. This means that the DPCC will have complaints against him considered by Dorset Police and Crime Panel.
- j. Not have line management of any OPCC staff.
- k. Will be subject to the constraints and obligations defined in the Official Secrets Act.
- l. Will be enhanced vetted by Dorset Police.



POLICE AND CRIME PANEL – 10 JUNE 2016

STRATEGIC ALLIANCE WITH DEVON & CORNWALL POLICE

REPORT BY THE POLICE AND CRIME COMMISSIONER

PURPOSE OF THE REPORT

To present to the Police and Crime Panel an update on the current position of the Strategic Alliance work with Devon & Cornwall Police.

1. BACKGROUND

- 1.1 A strategic outline case for a strategic alliance between Dorset Police and Devon & Cornwall Police was approved in June 2014.
- 1.2 As part of the strategic outline case there was a commitment to develop detailed business cases (DBC's) for those areas in scope for the Alliance by March 2016.
- 1.3 The design and implementation phase commenced in August 2014 with the setting up of a dedicated Programme Team and appropriate governance structure.
- 1.4 Prior to any DBC's being submitted detailed overarching strategies were agreed including a people strategy, ICT convergence strategy, financial strategy and communication strategy.
- 1.5 The signing of the overarching Section 22A collaboration agreement took place in March 2015 once all the strategies were in place.

2. CURRENT POSITION

- 2.1 The Alliance Executive Board (AEB) have now approved 22 DBC's for numerous operational and support functions. A further 9 DBC's are due to be submitted between June to December 2016, with the Command and Control/Public Contact DBC due in April 2017.
- 2.2 In terms of implementation, 7 Business Areas are live and operating as Alliance Departments with a further 10 going live throughout 2016/17. Live Alliance Departments include:
 - Operational Support Command
 - Integrated Offender Management (IOM)
 - Automatic Number Plate Recognition (ANPR)
 - Dogs
 - Finance
 - Administrative Services
 - Audit, Insurance and Strategic Risk Management

- 2.3 Six departments actually went live on 1 April 2016 and have been operating for just over a month. Go Live packs assisted with the transition and feedback has been good. Staff are utilising workarounds as IT solutions come on board. Initial Post Implementation reviews are being scheduled with these departments, with some taking place in May.
- 2.4 The next two business areas to 'go live' are the Prevention Department on 1 June 2016 and Information Management Phase 1 on 13 June 2016.
- 2.5 In line with the agreed Management of Change process, most staff have been redeployed into other roles with limited voluntary and compulsory redundancies.
- 2.6 With the introduction of a single Finance Department both Forces are operating from a single Agresso Finance and HR system and a joint Finance policy has been agreed. A joint force insurance policy has also been introduced which is the first in the country across any collaborations.

3. OVERALL PROGRAMME SAVINGS TO DATE

3.1 To date changes that will deliver £1.716m savings have been implemented.

	£m
Savings implemented	1.716
Implementation variance to DBC (Less)/More	(0.173)
Overall programme target savings	12.00
Current forecasted savings	15.00

3.2 The variance of £0.173m implemented savings compared to the approved DBC arises from an agreed retention of one Chief Inspector for 12 months in Ops Command (£0.073m) and a revision to the structure of the Finance Department approved as part of the DBC

3.3 Other non-cashable benefits are tracked as part of the programme in line with the benefit strategy agreed as part of the programme:-



4. SUMMARY

- 4.1 The focus for the programme has moved from design into implementation with cashable savings now being achieved through the introduction of the first tranche of single Alliance Departments on 1 April 2016.
- 4.2 Delivery of the remainder of the DBC's as well implementation of those already approved will be the key delivery requirements for the remainder of the year.

5. RECOMMENDATION

- 5.1 Members are asked to NOTE the report.

**MARTYN UNDERHILL MSc PGCE
POLICE AND CRIME COMMISSIONER**

Members' Enquiries to: Simon Bullock, Interim Chief Executive (01305) 229084
Press Enquiries to: Kristian Ward, Digital Engagement Officer (01305) 229088

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Dorset Police and Crime Panel

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

**Quarter 4 Report 2015-16
(Note: main data relates to April – March
2015/16)**

Date of Panel: 10 June 2016

**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 last election campaign in 2012. 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. It has also been decided to carry out an annual review of the Plan to ensure that it remains current and fit for purpose. The 2014 review and updated version of the Plan was finalised and published on 3 October 2014. The draft 2015 review is being presented to this meeting of the Panel to give members the opportunity to provide feedback before it is completed.

This monitoring report has been compiled as a method of enabling the Police and 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.

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

Introduction by Dorset's Police and Crime Commissioner

I am pleased to present the latest Quarterly Performance Report, highlighting progress against the Police and Crime Plan priorities for the final quarter of the 2015/16 financial year.

This was another busy period, particularly in the run up to purdah prior to the PCC Elections in May 2016. As usual, I do not intend to duplicate here the content contained within the specific sections of this report, but sections 4 (engagement and consultation activity) and 5 (commissioning and partnership work) in particular give a very real sense of the breadth and scale of my role and the work that I and my team undertake to progress these agendas.

I reported last quarter how ports security had become a key concern of mine following the tragic events in Paris and developments concerning Syria and Iraq. I continue to push this matter with the Home Secretary in order to receive the reassurance that we all need regarding the security of all maritime ports, in Dorset and nationwide.

I am pleased with the progress being made relating to victims services locally, particularly the Victim Hub facilities in Boscombe and Blandford. After months of planning and refurbishment, the Victims Hub, Gloucester House opened in Boscombe in April and will only enhance the support available to victims of crime and ASB further, and in a non-police setting and environment. Similarly, grant funding has been made available to establish a similar full-time hub in Blandford to serve the north and west of the County and I look forward to this becoming established very soon.

As always, the quarter saw me able to make contact with a number of members of the public and to hear first-hand the issues and concerns affecting them. In visiting our rural areas I was particularly struck by the scale and impact that poaching can have on local communities and I will be looking at how the police can strengthen their response to these types of issues, including lobbying MPs for greater penalties and more effective police powers. I was also able to meet with a number of frontline police officers during the period, and witnessed a specific road safety operation in Shaftesbury. Measures used to tackle road safety do divide opinion, but I was extremely impressed with the balance of enforcement and education tactics adopted by officers during the operation. Road safety will continue to feature high on my priorities during my next term of office.

Quarter 4 also saw opportunities for me to further promote and explore the use of technology in policing. I am excited by the potential that Unmanned Aerial Vehicles (UAVs), or drones, offer and am also pleased that a Body Worn Video (BWV) pilot project is progressing in Dorset, albeit not as quickly as I had originally hoped.

Finally, I am honoured to have been re-elected as PCC for Dorset for a second term and, whilst never under-estimating the challenges that I face, I am excited to have the opportunity to carry on my work in helping to deliver excellent local policing services and to enhance community safety even further. I look forward to working together with the Police and Crime Panel again over the next four years to achieve these aims.

Martyn Underhill
Police and Crime Commissioner

27 May 2016

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 2015 – 31 March 2016

Priority	Key Performance Indicators	Apr-Mar		Change	
		2014/15	2015/16	Actual	Percentage
Reduce the number of victims of crime and anti-social behaviour	Total Crime	36,084	41,540	5,456	15.1%
	Positive Outcome Rate	28.3%	22.9%		-5.4%
	Number of Repeat Victims	2,395	3,203	808	33.7%
	ASB Incidents	25,816	22,708	-3,108	-13.7%
	Number of Repeat Callers	2,486	2,105	-381	-15.3%
	Personal ASB Incidents	4,981	4,115	-866	-17.4%
	Dwelling Burglary	1,434	1,585	151	10.5%
	Positive Outcome Rate	16.9%	13.2%		-3.7%
	Shed, Garage and Beach Hut Breaks	1,883	1,215	-668	-35.5%
	Positive Outcome Rate	2.5%	3.1%		0.6%
	Vehicle Crime	3,353	3,546	193	5.8%
	Positive Outcome Rate	6.0%	7.4%		1.4%

Longer term trends

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

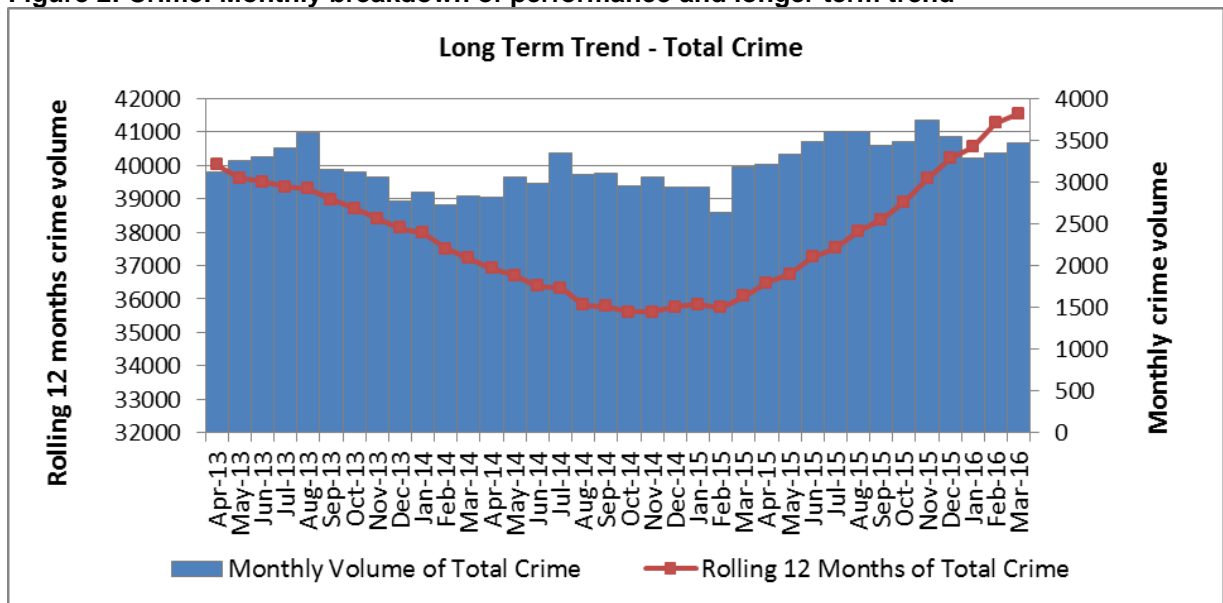
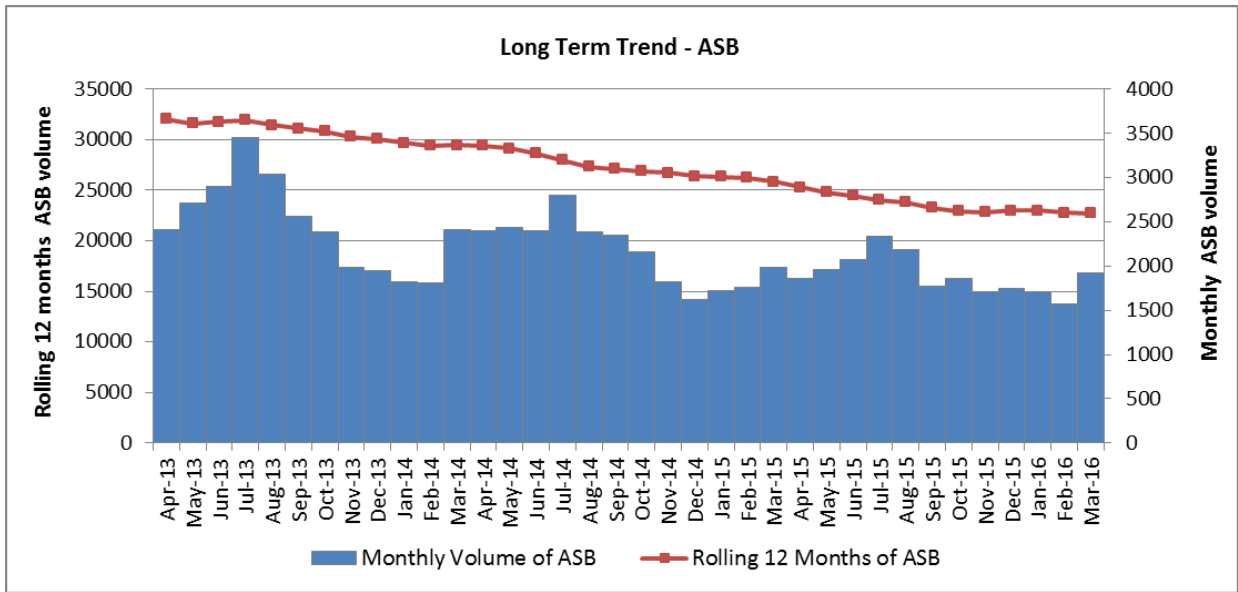


Figure 3: ASB: Monthly breakdown of performance and longer term trend



Commentary on Performance

- 1.1.1 Between 1 April 2015 and 31 March 2016 **total police recorded crime** increased by 15.1% or 5,456 additional crimes when compared to the same period in 2014/15. The increase in total crime continues to be caused primarily by a rise in recorded lower level violence, which is discussed in more depth under priority 2. In contrast to crime volumes, incidents of **anti-social behaviour** have reduced by 13.7%, with 3,108 fewer incidents during 2015/16 when compared to the previous year.
- 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 they remain key areas of focus for Dorset Police. Vehicle crime was removed as a specific delivery plan area for 2015/16 as a result of a long-term decreasing trend but is still closely monitored.
- 1.1.3 Reflecting the downward trend in **total ASB**, the volume of **personal ASB** incidents recorded between April and March 2015/2016 equates to a 17.4% reduction on the same period the previous year, with 866 fewer incidents recorded. Force systems show that the number of repeat callers for ASB overall has also reduced by 15.3% as at 31 March 2016.
- 1.1.4 During 2015/16, the volume of **dwelling burglaries** recorded increased by 10.5% from the previous year, equating to 151 additional burglaries. It should be noted however, that this year on year comparison masks the fact that 2014/15 was an exceptional year, when an abnormally low volume of dwelling burglaries were recorded. The 2015/16 figure of 1,585 crimes although an increase on the previous year, is still lower than the 4 year average of 1,657 dwelling burglaries. The reduction in the positive outcome rate for dwelling burglary during 2015/16 is being explored to understand any blockers to achieving a higher positive outcome rate. In contrast, there have been notably fewer **shed breaks** in the year to date, with a 35.5% reduction in 2015/16, equating to 668 fewer crimes being recorded.

- 1.1.5 When comparing April to March 2015/16 with the same period in 2014/15, **vehicle crime** has shown a 5.8% increase, with 193 additional vehicle crimes recorded (theft of or from a vehicle) – primarily in relation to theft of motor vehicle. This follows a long term decreasing trend in vehicle crime, and results in a year-end figure that is slightly above the 4 year average. The increase in volume has been accompanied by a slight increase in the **positive outcome rate** for vehicle crime from 6.0% to 7.4%.
- 1.1.6 During the period 1 April 2015 to 31 March 2016, the recorded **positive outcome rate** for the Force was 22.9%. The recording of positive outcomes has been affected by the introduction of a new records management system and these issues have been explored and continue to be resolved. It is worth noting that the last four months of 2015/16 recorded an increasing trend in the positive outcome rate as some of these issues were resolved.
- 1.1.7 In terms of **repeat victimisation**, reports have now been developed to capture this information on a comparable basis. In 2014/15, there were a total of 2,395 victims who experienced more than one crime during that 12-month period. This compares to a total of 3,203 repeat victims during 2015/16. Whilst this equates to an additional 808 repeat victims, given that total crime increased by 15.1% in 2015/16, it is not unexpected that the volume of repeat victims would also increase. To put this increase in context, the average number of crimes which these repeat victims have experienced remains stable across the two periods at 2.4 crimes for each repeat victim.
- 1.1.8 Figures 2 and 3 show the monthly breakdown (use right hand axis) and the longer term trends in crime and anti-social behaviour (use left hand axis) volumes. Figure 2, in particular, shows that the rolling annual figure for total crime is on an upward trajectory, reflecting a national picture, affected primarily by a rise in recorded low level violent crime. Conversely, ASB volumes have been on a long term downward trend.

National Position

- 1.1.9 Figure 4 shows Dorset's national position for the rolling annual year to 31 December 2015 alongside the Force's position at 31 March 2013. This is purposely shown as a separate table as it covers a different period from the locally produced crime figures shown elsewhere in this report. This difference is due to the time delay in publication of national figures by the Office of National Statistics (ONS). These latest figures were published on 21 April 2016.
- 1.1.10 Comparing the latest position with the Force's position for the 12 months ending at the 31 March 2013, Dorset has moved up a quartile nationally in 9 categories (highlighted in yellow). In general, **Dorset Police is in the first or second quartile of all forces for most crime rates, with an improved national position across nearly all main crime types, in particular total crime, dwelling burglary, vehicle crime and criminal damage**. Its lowest positions are recorded for non-dwelling burglary and theft of pedal cycle where it is in the third quartile, although the Force's national position for pedal cycle theft has improved notably since March 2013.
- 1.1.11 Acquisitive crime has seen the greatest improvements in the latest period, and whilst violent crime rates have increased, the national position is generally better than previous performance, indicating that the rise in violence is a national trend. When compared nationally, Dorset has seen a higher increase in recorded drug offences which will have been affected by a number of targeted

NOT PROTECTIVELY MARKED

policing operations in the current year inflating the number of drug offences recorded. As a result, the Force's national position in relation to this crime type has worsened, from 2nd place to 26th nationally.

Figure 4: National positions –December 2015 compared to March 2013

Crime		12 Months Ending Dec 2015		12 Months Ending March 2013	
		Result	National	Result	National
Crime Rate Per 1,000 Population	Total Crime	53.80	11	53.89	15
	Violence Against the Person	12.97	12	8.31	13
	<i>Homicide</i>	0.01	15	0.01	10
	<i>With Injury</i>	5.50	7	4.91	18
	<i>Without Injury</i>	7.44	15	3.39	10
	Sexual Offences	1.47	7	0.76	10
	Robbery	0.25	9	0.27	11
	Theft Offences	26.37	20	29.98	25
	Burglary	6.19	18	7.02	19
	<i>Burglary in a Dwelling</i>	1.98	9	2.55	15
	<i>Non-Dwelling Burglary</i>	4.20	32	4.47	32
	Offences Against Vehicles	5.13	19	6.70	32
	<i>Theft from the Person</i>	0.67	24	0.85	23
	<i>Theft of a Pedal Cycle</i>	1.62	31	2.60	41
	<i>Shoplifting</i>	5.56	21	4.73	14
	All Other Theft Offences	7.20	20	8.08	31
	Criminal Damage and Arson	8.10	13	9.65	23
	Drug Offences	2.31	26	2.07	2
	Possession of Weapon Offences	0.30	10	0.23	5
	Public Order Offences	1.54	4	1.32	4
Miscellaneous Crimes against Society	0.50	1	0.44	4	
Dwelling Burglary (per 1,000 households)		4.53	8	5.8	13

The yellow shading indicates where the Force has moved up a quartile since March 2013.

PCC's action in respect of this priority

Community Remedy

1.1.12 The introduction of the Anti-Social Behaviour, Crime and Policing Act 2014 placed a statutory duty on all PCCs across the country to consult on appropriate sanctions for Community Remedy. Following the consultation the Chief Constable and the PCC was required to publish a Community Remedy document showing the options available.

1.1.13 The sanctions are designed to tackle both anti-social behaviour and low-level crimes. Victims are consulted using the Community Remedy document to express a preference on the type of sanction they would like to be taken by the police or other agency.

- 1.1.14 Work remains ongoing within Dorset Police and in partnership with a range of organisations to deliver a range of community remedy options, this is due to be in place during 2016. For more detail please see the update under Priority 4 - Reducing reoffending.

Victim Services

- 1.1.15 Refurbishment of the former Boscombe Police Station commenced in January 2016 to create the new Victims Hub. This work was completed in April, allowing both the Victims Bureau and Victim Support to move into the premises, newly renamed as The Victims Hub, Gloucester House. Particular attention has been taken to ensure that the building no longer looks like a part of the police estate to ensure that individuals wishing to access services there do not feel that it is particularly related or led by Dorset Police.
- 1.1.16 OPCC Grant funding has been agreed to enable Victim Support to operate a satellite hub in the north of the county, to ensure a rounded and robust service to victims in rural North and West Dorset. Victim Support do already have a presence in the hub facility in Blandford but plans are in place to make this a full time arrangement very shortly. The hub provides an extended partnership arrangement between Victim Support, TREADS information and advice centre for young people, Citizens Advice Bureau, Shelter, Rethink Mental Health Dorset and the Dorset Mental Health Forum.

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 5: latest performance – 1 April 2015 to 31 March 2016

Priority	Key Performance Indicators	Apr-Mar		Change	
		2014/15	2015/16	Actual	Percentage
Reduce the number of people seriously harmed in Dorset	Most Serious Violent Crime	150	136	-14	-9.3%
	Positive Outcome Rate	56.0%	58.8%		2.8%
	Serious Sexual Offences	763	1,003	240	31.5%
	Positive Outcome Rate	19.4%	15.5%		-3.9%
	Public Place Violent Crime (exc harassment)	3,840	6,018	2,178	56.7%
	PPVC Baseline (with Public Place flag)		4,577		
	Domestic Abuse Incidents	6,556	5,975	-581	-8.9%
	Domestic Abuse Crime	4,687	4,799	112	2.4%
	Racially and Religiously Aggravated Crime	181	233	52	28.7%
	Hate Flagged Crime	105	222	117	111.4%
	Hate Incidents	318	191	-127	-39.9%
	Number of people killed or seriously injured	400	409	9	2.3%
	Number of CSE Investigations	173	240	67	38.7%
	Detainees under the mental health act	75	19	-56	-74.7%

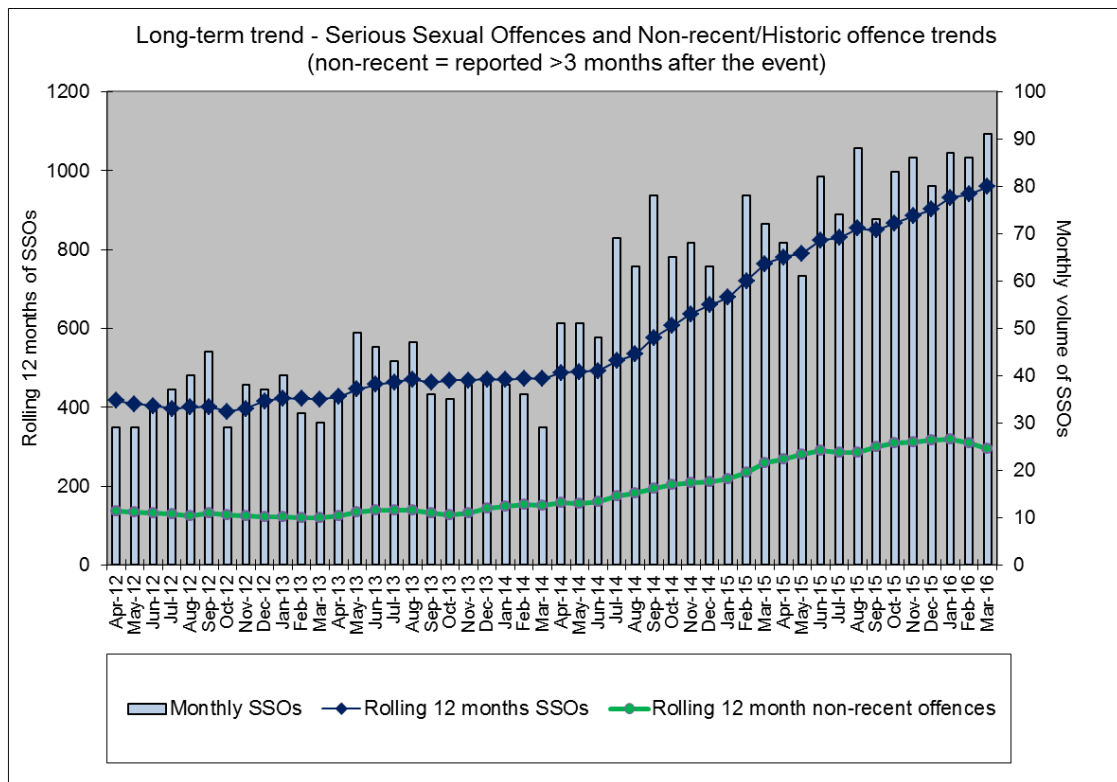
1.2.1 Sitting beneath this priority are 6 key areas of focus, each of which have a senior lead within Dorset Police who develops the strategy for delivery. The six areas are:

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

Commentary on Performance

- 1.2.2 Whilst the volume of **domestic abuse crime** being recorded between 1 April 2015 and 31 March 2016 represents a 2.4% increase on the previous year (+112 actual), **domestic abuse incident** volumes have decreased in the year to date. There have been 581 fewer domestic abuse incidents recorded in the year to date; an 8.9% reduction on the same period in 2014/15.
- 1.2.3 The Force’s increased focus on **Child Sexual Exploitation (CSE)** is reflected in the increased volume of CSE investigations recorded during 2015/16; a 38.7% increase on the previous year.
- 1.2.4 **Serious Sexual Offences** – The volume of serious sexual offences recorded during 2015/16 exceeded that of the previous year, representing the fourth consecutive year of increase with 240 additional crimes (+31.5%) at year-end. This reflects a national increasing trend which has been attributed in part to the identification of sexual offences through improved domestic abuse risk assessment processes, as well as the reporting of other non-recent sexual offences.

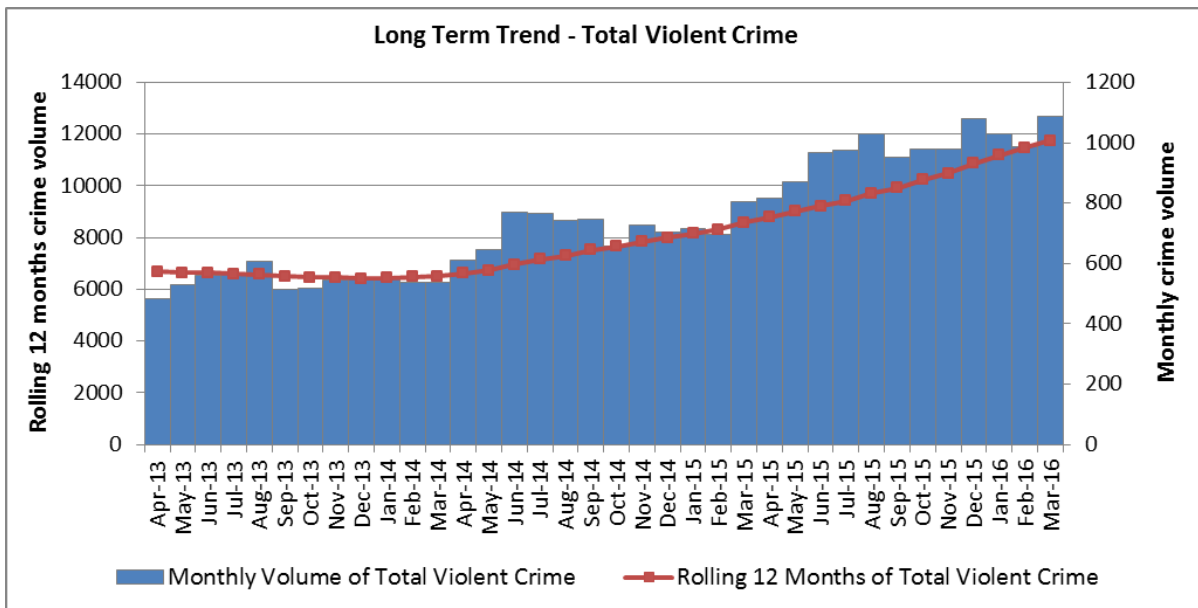
Figure 6: long term trend in serious sexual offences – including non-recent offences



- 1.2.5 The graph at **figure 6** considers the period April 2012 to March 2016 and shows the number of serious sexual offences by discrete month (right hand axis) and the rolling annual volume for both all serious sexual offences (top line) and ‘non-recent’ sexual offences (i.e. those reported more than 3 months after the offence took place (lower line)) with the volume shown on the left hand axis. As the graph shows, there has been an increasing trend in the volume of serious sexual offences recorded since around June 2014.

- 1.2.6 Over this same period, the green/lower line, which represents 'non-recent' serious sexual offences, had also been showing a gradual increase although this has moderated in recent months, with a reduction in non-recent sexual crimes since the 12 months to January 2016. Overall during 2015/16, just under 31% of serious sexual offences were non-recent crimes, compared to a higher rate of 34% in previous years.
- 1.2.7 Data released by the Office of National Statistics (ONS) on Police Recorded Crime on 21 April 2016 covers the 12 months to 31 December 2015 and shows that all forces are recording an increase in sexual offences compared to the 12-month position as at 31st December 2014¹. The national increase between these two periods was 29%. Figure 4 shows the Force is currently in 7th place nationally for its rate of recorded sexual offences; an improvement on its 10th place in March 2013.
- 1.2.8 **Violent crime** – The rising trend in violent crime since 2013/14 has been well documented in previous reports, referencing work carried out by the National Police Chiefs Council (NPCC) which demonstrated that the country had not become more violent, but that the increasing national trend could be attributed to a change in reporting and recording practices for these crimes.
- 1.2.9 National figures published by ONS in April 2016 and covering a year of police recorded data up to and including December 2015 place the Force 12th nationally with 12.97 offences of violence against the person per 1,000 population (where 1st is the lowest rate). Whilst this is an increase on the 8.31 offences of violence against the person per 1,000 resident population recorded as at March 2013, the slight improvement in the Force's national position from 13th to 12th shows that other Forces are also seeing the rise in violent crime. In fact, all 43 Forces experienced an increase when compared to the 12 months to December 2014, with a national rise of 27%.
- 1.2.10 During 2015/16 the Force recorded a 37.0% increase in total violent crime offences, which includes sexual crimes, domestic-related violence and what the Force defines as 'public place violence', which is effectively non-domestic, non-sexual violence. Between April 2015 and March 2016, the Force recorded a 56.7% increase in what has been termed public place violence, with 2,718 additional crimes. The majority of this increase however does relate to the lower level non-injury violence, with injury violence overall actually reducing in the year to date. This reflects a national trend. The Force has a specific delivery plan to address public place violence.
- 1.2.11 For 2016/17, a newly refined measure of public place violence is being introduced in Force which will help to focus more specifically on the trends in relation to non-domestic assaults taking place in Dorset rather than blurring the picture through the inclusion of crimes of harassment and dog bites which have traditionally been included within the public place violence category.

¹ Note: ONS provides figures for all sexual offences as opposed to "serious sexual offences"



1.2.12 **Hate Crime** - care needs to be taken with all percentage changes for this area of crime due to overall small numbers. During 2015/16, the Force recorded a total of 455 hate crimes; a 59.1% increase (+169 crimes) on the previous year. In contrast there has been a reduction in hate incidents of 39.9%; 127 fewer incidents.

1.2.13 Previous reports to this Panel have detailed some of the work undertaken by the Force to improve both the reporting and recording of Hate crime and incidents, such as Equality Champions and the Hate Crime App and this work has likely contributed to the year-end increase in crime.

1.2.14 Victims of hate crimes and incidents provide feedback to the force on how satisfied they were with their whole experience. Previously, results were on the basis of racist incidents only, but since April 2015, all hate crime and incidents are covered by the survey. According to the latest data which covers the full 2015/16 year, 73.9% of hate crime and incident victims were satisfied with the overall service they received. This compares to 80.9% of victims overall being satisfied with their whole experience over that same period, although it should be noted that the numbers of hate crimes/incident victims surveyed is relatively small and so fluctuations are highly likely.

1.2.15 **KSI** data for 2015/16 (which is not yet fully validated) shows an increase of 5.4% when compared to the previous year, with 382 people killed or seriously injured on Dorset's roads in the year to 31 March 2016 (+21 actual). The number of fatalities also rose during 2015/16 from 17 people to 27 people who lost their lives.

1.2.16 The dedicated and enhanced 'No Excuse' team (as reported at a previous Panel) meeting continues to focus on the 'fatal five' – speeding, careless driving, using mobile phones, not wearing seatbelts and driving whilst under the influence of drink or drugs. The focus for the team is on changing driver behaviour through advice, education, prevention and enforcement.

1.2.17 Along with partners, the Force maintains road safety as a high priority and continues to focus resources through a dedicated delivery plan. Since June 2015, Roads Policing has been part of the Alliance Operations Department, with Dorset Police working together with Devon & Cornwall Police as one team to support each other and learn from each other's experiences to create a more effective and stronger operations policing team.

PCC's action in respect of this priority

Alcohol Related Crime

1.2.18 As a member of the PCC Alcohol Working Group, the PCC was able to support a House of Commons alcohol awareness event held in March to lobby MPs and peers on the importance of tackling alcohol related harm. Specific topics discussed included ways to reduce alcohol related violent crime; how to keep the night-time economy vibrant, popular and safe; the legislative framework required to promote effective licensing and tools to tackle localised problems; and reducing the impact on the police, health and other partners through excessive and irresponsible drinking.

1.2.19 The PCC led a specific session looking at how to strengthen the partnership approach to tackling alcohol related harm, including the role played by the drinks industry themselves. He also explored other challenges being faced by partners at the local level, including the sustainability of services; complexities around street drinking; the relationship between alcohol and domestic abuse; and the influencing factors relating to mental health.

Road Safety

1.2.20 The 'surround a town' road safety operation carried out by the Dorset Police No Excuse Team in Shaftesbury in March was attended by the PCC. There he was able to see first-hand the work being done locally to both enforce road safety laws and educate motorists on the risks associated with various behaviours when driving and tips to assist with decision making and staying safe on Dorset's roads.

1.2.21 The operation also provided an excellent opportunity to discuss road safety with partners, appreciate the full range of enforcement and educational activity that is undertaken, and engage directly with members of the public and local businesses over road related matters, particularly the risks in driving in predominantly rural areas.

Missing Children

1.2.22 The PCC welcomed the publication of an inspection report by HMIC in March recognising the positive work being undertaken by Dorset Police's protecting vulnerable people team in safeguarding young people, particularly children reported as either missing or absent.

1.2.23 In Dorset the decision has been taken not to use the category 'absent' rather than 'missing' to ensure that all such cases are treated as a priority to find and safeguard the child concerned. Reports graded as 'absent' potentially reduce the level and urgency of police response and the PCC has written to the Policing Minister requesting that this category be removed to ensure that all missing children are treated as the highest priority.

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 ² :
<ul style="list-style-type: none"> • Value of assets seized from criminals • Number of Organised Crime Groups (OCGs) disrupted

Organised Criminality

- 1.3.1 Project Spotlight is the partnership approach to tackling organised crime within Dorset. Regular multi-agency meetings are held and consist of representatives from Trading Standards, Community Safety Partners, Environment Agency, FACT, HMRC, Home Office, UKBA, NHS Counter Fraud, GAIN and others. In addition, the Force has a dedicated Single Point of Contact for information and intelligence sharing with partners and the Force cross checks all organised crime with the troubled families’ analysts to establish if there are any early intervention opportunities.
- 1.3.2 Project Spotlight has had a number of successes over the last year, an example of which is that in December 2015, three men and a woman were jailed for operating a cocaine and heroin drugs ring in Dorset, following a lengthy investigation by Dorset’s Major Crime Investigation Team.
- 1.3.3 As reported previously, the National Crime Agency published a report into the growing body of intelligence emerging in particular from London and the South East in relation to vulnerable young people being exploited in order to facilitate the running of street level drug dealing within county lines. Dorset Police has set up a dedicated operation and a dedicated command structure to target the identified dangerous drug networks which are impacting across the whole of Dorset. Dangerous Drug Networks are currently one of the highest risks to the force. Each week the Force reviews the top three DDNs; where they operate, their threat score and actions in respect to issues going forward.
- 1.3.4 A recent Home Office report has been published relating to ending gang violence and exploitation. The report explains the need for Forces to understand the changes happening in the way gangs are operating and how they need to be tackled through multi-agency cooperation in order to protect vulnerable people. The report sets out a number of priorities including tackling county lines, protecting vulnerable locations and reducing violence and knife crime, all of which align with current Force priorities.

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

Counter Terrorism

- 1.3.5 Whilst it is anticipated that there will be a realignment of Ports policing resources with officers moving away from Dorset ports, the South West Counter Terrorism Intelligence Unit (Dorset) will still have a ports team capability and also a fixed intelligence unit. In addition, the collaborative working of the SWCTIU will see the ability to manage resources across the South West and the wider CT network at times of need.
- 1.3.6 In a recent 'Your Dorset Your Police Your View' survey of the public, 65% of respondents said they were 'Not really worried' or 'Not worried at all' about extremism in Dorset.

Fraud and Cyber-crime

- 1.3.7 Tackling cyber-crime remains a key priority for Dorset Police. The Dorset Police Cyber-Crime Unit is focused on ensuring that the Force provides an appropriate response to all forms of cyber-crime impacting on our communities.
- 1.3.8 Fraud in Dorset is a fast growing area of concern. Recent reports provided by the National Fraud Intelligence Bureau indicate that Dorset had the 2nd highest number of Action Fraud reports per 1000 population (2.4 reports per 1,000 residents) during April to September 2015. Nationally, 53% of over 65 year olds have been approached by fraudsters and the mean age of fraud victims is 48 years old; suggesting older people are actively targeted by suspects. With the average age of a Dorset resident being 45 years old, the Dorset population fits the national profile of those likely to be victimised.
- 1.3.9 In addition, the population of Dorset is set to increase by 7.2% (2012 – 2024 ONS) to 804,200. Currently, 26.9% of Dorset's population is over 65 years (17.4% in England and Wales) and this is set to increase by 1.7% each year over the next 10 years reaching 39% by 2031. The number of over 85 year olds is set to increase by more than a third.
- 1.3.10 It is imperative that all victims of fraud are assessed based on threat, harm, risk and vulnerability. Whilst a broader review takes place in relation to Dorset Police's response to fraud and the vulnerable the Force has put in place an interim measure to ensure all victims who contact Dorset Police and those that are referred to Action fraud are assessed to ensure we continue to safeguard the communities of Dorset.

PCC's action in respect of this priority

Ports Security

- 1.3.11 During the quarter the PCC continued to highlight concerns over port security following the Paris attacks and Government decision to intervene in Syria. In a letter to the Home Secretary dated 14 January 2016 (following on from a previous letter dated 11 December 2015), the PCC called for a full review of Port Security in the UK and highlighting genuine concerns over current security arrangements at both large and small maritime ports across the country.

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:

- 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 and 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 Data relating to the Force's Prolific & Priority Offender (PPO) cohort – covering arrests of these nominals and crimes where a PPO is recorded as a suspect is being collected from April 2016. This data will help to track any reoffending behaviour amongst this group of offenders.

1.4.3 Across Dorset, innovative uses of voluntary tags continue to be used and explored. The use of tagging data is enabling officers to see behavioural changes occurring in offenders which may prompt a return to offending. A number of Forces have visited Dorset to learn from the success of the initiative.

PCC's action in respect of this priority

Restorative Justice

1.4.4 Work within the OPCC on reducing reoffending is primarily focused on the co-ordination and implementation of best practice Restorative Justice (RJ) in Dorset and the use of Out of Court Disposals (OOCDD). The Restorative Justice Project Manager (RJPM) presented a detailed business case for the Restorative Justice Programme to Dorset Police's Strategic Change Board in October 2015. This included the establishment of a multi-agency board to deliver the programme in Dorset. In March 2016 the RJPM presented a report to the Dorset Criminal Justice Board and it was agreed that a partnership RJ strategy be produced for June 2016. A summary of some of the key work streams is set out below.

1.4.5 Collaborative work is taking place with the Neighbourhood Justice Panel (NJP) Steering Groups. The Poole NJP Co-ordinator has been in post since September and 10 volunteers have been recruited and trained and the panels have been up and running since February 2016 and phase two is in progress, extending the referrals out to police officers. This is in addition to referrals through the 'Volume Crime Team', which was phase one. The existing NJPs in West Dorset and Weymouth and Portland are dealing regularly with cases.

- 1.4.6 On the evaluation of the existing West Dorset Neighbourhood Justice Panel, the first phase and the overarching report have been written by Bournemouth University. The completed report, following the revised draft by the end of May 2016, includes the results of the interviews with victims, perpetrators/offenders and the volunteer NJP facilitators. The draft report has compared the findings to other RJ research and made recommendations on NJP practices. This work has also informed the production of revised evaluation processes being used by the NJPs since March 2016.
- 1.4.7 Regarding the use of RJ for serious crimes, following recommendations by the Ministry of Justice we are continuing to develop this. The OPCC is working with Dorset Police and other partner agencies on the feasibility of this as part of the emerging RJ Programme. With the successful completion of phase 1 of the NJPs in Poole, referrals of more serious crimes in phase 2 and above are anticipated during 2016. The victim's request of RJ and safeguarding processes would be paramount in these situations and all cases are looked at on a 'case by case' basis. Recent national and international guidance has been recently published and work with partners is in progress to propose referral and support processes as a pilot project. The RJPM has also been working with the prisons in the South West to agree referral processes for post-conviction RJ.
- 1.4.8 On publishing the Community Remedy document and developing the processes for its delivery we are currently in liaison with key partners including the Community Rehabilitation Company (CRC) and local authorities across the County. Work is ongoing to review and improve the processes for Adult Out of Court Disposals (OoCDs), in Dorset and a business case for Out of Court Disposals is in progress by Dorset Police. This work incorporates the use of the Community Remedy document and provision of sanctions made up of at least one of the following types:
- punitive (punishment) eg financial penalties;
 - reparation (restorative approaches and/or paying back the victim or society) eg restorative justice conference, maintaining churchyards; and
 - rehabilitative (reducing the risk of reoffending by modifying their behaviour) eg alcohol/drugs awareness/treatment, victims awareness workshop – the awareness workshops are being developed and the options for delivery are anticipated by the autumn of 2016.
- 1.4.9 As previously advised, the PCC commissioned an independent audit into the use of Out of Court Disposals (OoCDs) by Dorset Police to provide external scrutiny of the processes used, and to ensure that decisions are victim focused and compliant with national guidelines. The findings from this review were published in October last year and these have been reviewed and progressed with Dorset Police accordingly. In particular, the Force has revised their scrutiny of OoCDs through the OoCD Scrutiny Panel. This has included amending the processes of recording, selection of cases, use of an independent chair (who has been appointed by the PCC and she has been shadowing the OoCD Scrutiny Panel in Hampshire) and publication of the actions from the Panel meetings is anticipated by the autumn. To meet the Government's changes to adult OoCDs a need for diversionary courses has been identified to provide conditions for the disposal of crimes and work is in progress.

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 with the delivery of policing in Dorset. The Police and 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 8: Latest performance – note periods differ

Key Performance Indicators	2015/16 Target	Previous Performance	Current Performance	Change	
				Actual	Percentage
Percentage of people who think the police are dealing with community priorities		65.9%	67.9%		2.0
Percentage of people who feel safe in Dorset		96%	97%		1.0
Victim satisfaction with progress updates made by police officers and staff		75.9%	76.5%		0.6
Percentage of victims that are satisfied with the overall service provided by police officers and staff		84.9%	80.9%		-4.0
Percentage of 999 calls answered in 10 seconds	≥ 95%	91.9%	91.9%		0.0
Percentage of 999 calls abandoned		1.0%	0.9%		-0.1
Percentage of non-emergency calls answered in 30 seconds	≥ 75%		71.0%		
Percentage of non-emergency calls abandoned			8.9%		

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 the year ending December 2015.

- **Community Safety Survey (CSS)**
This survey is a quarterly postal survey to 3,000 Dorset homes each quarter. Latest results relate to Q1-4 2015/16 compared to Q1-4 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, vehicle crime and hate crime. Latest results relate to Quarters 1-4 of 2015/16 compared with the same period in 2014/15.
- **Call handling data** – this covers the period 1 April 2015 to 31 March 2016. Due to a change in process, non-emergency data is considered to be a baseline measure for 2015/16.

Confidence and satisfaction

- 1.5.3 Satisfaction of victims in relation to policing services is identified as a priority by the Police and Crime Commissioner.
- 1.5.4 From 1 April 2015, Devon & Cornwall Police took over responsibility for the Force's victim satisfaction survey from our former commercial provider. This has meant that details about dissatisfied victims and referrals for follow-up are able to be passed to Dorset immediately, allowing for Dorset Police to make more timely contact with the victim to remedy the situation.
- 1.5.5 In recent years, significant improvements have been made in relation to keeping victims informed and the latest 2015/16 results show that 76.5% of victims are satisfied with **progress updates (keeping informed)**.
- 1.5.6 For **whole experience**, the results for 2015/16 are that 80.9% of victims were satisfied with the whole experience. This is a slight reduction on the previous year; attributed to a dip in performance during Quarter 2. Review of the free-text comments from victims identified the themes of management of expectations, the need to keep people updated and to a lesser extent, some difficulties with ease of contacting the police which were affecting victim satisfaction.
- 1.5.7 The question from the **CSEW** that measures the percentage of people who "think the police are **dealing with community issues**" shows 67.9% of respondents agreeing in the year ending December 2015.
- 1.5.8 The **Dorset CSS** asks a random sample of residents about their **feelings of safety**. Latest results for Quarters 1- 4 of 2015/16 shows that **97%** of those responding said that they feel very or fairly safe living in their local area.

Call handling

- 1.5.9 For 2015/16, **call handling** targets concerning call answering speeds have been retained within the Police and Crime Plan refresh. In the year April 2015 to March 2016, the targets for both emergency and non-emergency calls have not been met, although improvements have been made, particularly in relation to non-emergency calls. During 2015/16, 91.9% of emergency calls were answered within the target time of 10 seconds, falling below the local target of 95% although meeting the national target of 90%.

- 1.5.10 In relation to 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, increases in volume of calls and changes to structure, location and process initially hampered performance. During 2015/16, 71.0% of non-emergency calls were answered within 30 seconds; an improvement on the position at the end of Quarter 4.
- 1.5.11 Whilst the 2015/16 performance still falls short of the 75% target, it is worth noting that in two of the last 6 months, the 75% target was actually met.

PCC's action in respect of this priority

Consultation and Engagement

- 1.5.12 Specific consultation and engagement activity by the PCC and OPCC staff across Dorset is set out in Section 4 of this report.
- 1.5.13 The annual precept consultation on the proposed level of police Council Tax funding was launched at the beginning of January 2016. Over 4,000 residents took part in the consultation, with four out five supporting the PCC's proposal to raise the police precept by 1.97%. Following unanimous support by the Police and Crime Panel in February, the PCC confirmed this decision which would help fund the local police response to new, emerging and complex threats such as CSE and cyber-crime, whilst also looking to enhance accessibility and improve ways that the public can contact the police.
- 1.5.14 In January the PCC also backed a national Home Office campaign to raise awareness of the 101 non-emergency telephone number for policing. In particular, the campaign sought to highlight inappropriate use of the service and the associated impact on policing that this demand caused.

Resources and Technology

- 1.5.15 The PCC has long championed the use of body worn video (BWV) by police officers in Dorset and was delighted to support the announcement in March by Dorset Police and Devon & Cornwall Police of a pilot project set to launch in the summer. Over 100 cameras will initially be used by officers in Bridport, Weymouth and Bournemouth, with the aim to issue them to all operational frontline officers should the pilot prove to be successful.
- 1.5.16 The motivation for the implementation of these cameras has always been evidential. They will provide an unbiased record of what an officer has experienced and will be used to record the majority of incidents and encounters, making the police more transparent and officers' actions more accountable. Whilst the introduction of BWV has taken time to bring to fruition, it has been particularly important to ensure that the supporting systems for the cameras are robust to ensure that footage can be downloaded by each officer every shift, and files appropriately filed, tagged and easily retrievable for evidence as required.
- 1.5.17 In February the PCC welcomed the Surveillance Camera Commissioner, Tony Porter, to Dorset for a demonstration of the Unmanned Aerial Vehicles (UAVs), or drones, currently being used by Dorset Police and Devon and Cornwall Police to assist in investigations and crime or incident scene management. Fully licensed by the Civil Aviation Authority (CAA), Dorset is one of only a handful of

forces nationally using this technology and the PCC is keen to further explore how drones can be further utilised in the future, particularly as the technology available continues to evolve and improve.

- 1.5.18 Also in February the announcement was made that Dorset Police would be one of over 30 emergency services organisations taking part in a joint vehicle procurement project. By amalgamating vehicle buying power in this way the Force, along with other police and fire services across the Country, will benefit in significant cost savings whilst also providing the safest vehicles to the required specifications. The contract covers the full range of police vehicles, from 'beat' cars to high performance vehicles used for traffic and motorway policing.

Police Recruitment

- 1.5.19 During the reporting period Dorset Police were also able to launch the latest round of both police officer and PCSO recruitment. Whilst final numbers may vary according to demand, an initial intake of 16 police officers is scheduled for October 2016, with 16 more following in January 2017. Similarly, an intake of 16 PCSOs is scheduled for June 2016, and another 16 to follow in 2017.

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

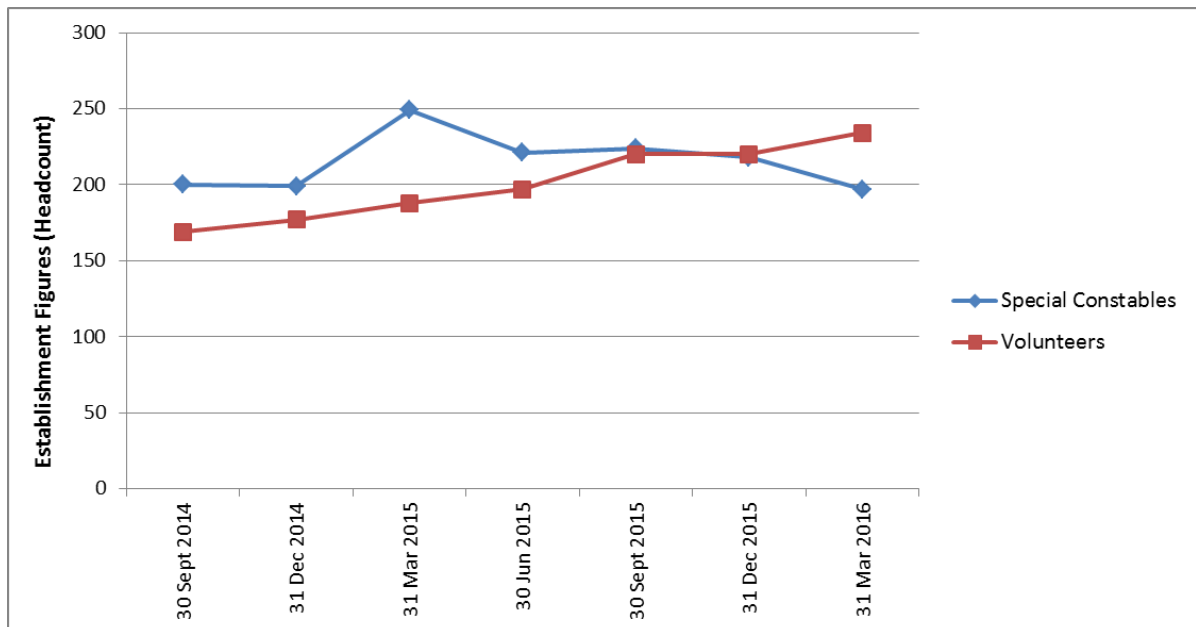
Indicated by:

- 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 and 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.

1.6.2 Two Project Genesis Academies were held in May 2016 for Neighbourhood Policing Teams, officially launching the new way of working for NPTs, and providing training inputs aimed at providing them with the necessary tools and knowledge to undertake the roles expected of them by the Force. A third Academy will be held later in the year for the remaining NPT staff.

Figure 9: Establishment of volunteers as at 31 March 2016



1.6.3 The PCC's pledge to increase the number of volunteers and Special Constables within Dorset Police has shown mixed progress over the last 12 months, as illustrated by the graph above. As at 31 March 2016, there were 234 volunteers working within the Force, compared to 188 as at March 2015; a

24.5% increase. In terms of the Special Constabulary however, the numbers have reduced over the last year from a peak of 249 Specials in March 2015 to 197 as at 31 March 2016. Almost half of the leavers cited 'Domestic Reasons/Work-life Balance' as their reason for leaving, with 25% leaving in order to join the regular police force.

- 1.6.4 The Dorset Community Safety Partnership has established a Rural Crime Group to tackle rural crime issues. A scoping meeting highlighted that poaching is a significant issue that affects communities due to the associated ASB, theft and damage and illegally poached meat entering the food chain. Poachers are often criminals responsible for other acquisitive crime in rural areas but intelligence about their activity is lacking and there is a perception of under-reporting.
- 1.6.5 During 2015/16, the total volume of crime recorded within Dorset's five rural sections increased by 15.8% equating to 1,398 additional crimes. This is largely in line with the Force level crime increase of 15.1% over this same period. Rural thefts and rural non-dwelling burglaries are identified within the Rural Crime Problem Profile as being the main threats within the rural sections.

PCC's action in respect of this priority

Rural Crime

- 1.6.6 The PCC met with members of the rural community in January where the subject of poaching was one of the main issues discussed, particularly the costs and impact of such crimes on local businesses. As a result the PCC has been lobbying local MPs around the potential for introducing changes to the Poaching Act, particularly with regard to increasing penalties and making it easier for the police to seize dogs from repeat offenders.
- 1.6.7 A regional rural and wildlife crime conference also took place in February, attended by representatives from Dorset, Devon & Cornwall and Avon & Somerset police forces. The event included a number of training sessions relating to wildlife crime and the legislation relating to hunting, poaching and other criminal acts specifically impacting on rural communities. The conference provided an ideal opportunity to share knowledge and best practice whilst also further promoting cross-border policing activity in tackling these issues and reassuring those living in rural areas.

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. The full Decision Log is published on the 'How we make decisions' section page of our website.
- 2.2 Most decisions of this nature are taken at the monthly decision making meeting of the Joint Executive Board (JEB), attended by the PCC, Chief Constable, and senior officers and staff from the Office of the Police and Crime Commissioner (OPCC) and Dorset Police. Key strategic level decisions are also taken at meetings such as the Alliance Executive Board (AEB – Strategic Alliance) and the South West Police Collaboration Commissioning Board (Regional Collaboration programme).
- 2.3 The majority of decisions taken during the quarter 4 period related to IT or other police technology issues, including:
- a 2 year extension to the mobile data contract with O2 in support of the Smarter Systems Programme (January 2016);
 - the joint procurement of a Corporate Gazeteer with Devon & Cornwall Police (February 2016);
 - settlement of the Software AG contract supporting the national eCommerce in Policing programme to assist with the handover to the Police ICT Company for the future development of the Firearms Licensing Transformation Programme and Digital Public Contact Programme (March 2016);
 - Agreement to the novation of the IBM i2 software agreement from the Home Office to the Police ICT Company (March 2016);
 - Approval for the Police ICT Company proposal for the provision of a single police licence deal with Adobe (March 2016);
- 2.4 A number of decisions were also supported by PCCs and Chief Constables at the South West Regional Collaboration Commissioning Board in March 2016. These included:
- Deferring a regional approach to Command & Control and Public Contact for 12 months;
 - Agreement not to progress the recruitment of a permanent Chief Information Officer (CIO) for the region;
 - Agreement to recruit a regional Assistant Chief Constable (ACC) to oversee the regional collaboration programme;
 - Approval of a revised governance structure for the programme;
 - Approval of options and recommendations with regard to regional forensics laboratory provision and the Tri-Force Specialist Operations Action Plan respectively.

- 2.5 In March the Chief Executive, on behalf of the PCC, signed the formal agreement with Alcohol Concern for the development of guidance and training on best practice for tackling street drinking. The PCC was one of 8 Commissioner's nationally to contribute to this research project.

Section 3: Financial update against planned spending

3.1 The draft year-end financial outturn for 2015/16 is shown in the summary table below. The figures present a small overspend at the year end with increased devolved overtime expenditure largely offset by underspends in staffing budgets.

<u>Reporting Division</u>	<u>Department</u>	<u>Original Budget 000's</u>	<u>Current Budget 000's</u>	<u>Outturn 000's</u>	<u>Variance 000's</u>
Operational Commands*	Territorial Policing	958	958	1,139	181
	Crime & Criminal Justice	709	707	912	205
	Operational Support	(2,338)	(2,353)	(1,942)	410
Operational Commands Total		(671)	(688)	109	797
Support Services	Estates (including PFI)	6,759	6,739	6,321	(418)
	Transport	1,538	1,538	1,247	(291)
	Information Systems	3,963	3,994	4,248	254
	Organisational Development Unit	549	561	588	27
	Governance	1,429	1,429	1,316	(113)
	Personnel	374	379	404	25
	Procurement	3,019	3,588	3,992	405
	Major and Recoverable Ops	560	578	591	13
	Central Costs				
	Employees	97,929	98,110	98,132	22
	Travel and subsistence	267	269	306	37
	Supplies and Services	895	818	964	146
	Partnerships and Collaboration	1,799	1,942	1,893	(49)
	Transfers to Reserves	500	500	500	0
	Capital Financing	1,328	99	96	(2)
Grant, Trading & Reimbursement Income	(11,416)	(11,116)	(11,918)	(802)	
Support Services Total		109,491	109,427	108,679	(748)
OPCC	OPCC - General	870	902	902	0
	OPCC - Victims Funding	0	0	0	0
	OPCC - Local Innovation Fund	300	349	349	0
	OPCC - Commissioning Fund	309	309	309	(0)
	OPCC - Community Safety Fund	555	555	555	0
OPCC Total		2,034	2,115	2,115	0
Grand Total		110,855	110,855	110,903	49

*Operational Command budgets are those budgets that are devolved to Commanders. These are primarily overtime, travel and subsistence, although Operational Support also includes some income including that relating to football policing and provision of Driver Awareness Scheme courses.

3.2 The actual number of officers as at the 31st March 2016 is currently 1,207 FTE, and staff numbers (including PCSOs) are 1,050 FTE.

3.3 The Strategic Alliance has saved Dorset Police £27k this financial year, with most business areas being implemented in 2016, and therefore savings will commence in that year.

NOT PROTECTIVELY MARKED

- 3.4 The three operational commands are projecting overspends which relate primarily to use of overtime to cover vacant roles and there is a corresponding underspend in employee costs.
- 3.5 Significant financial pressures remain in some of the support service areas especially in non-pay budgets, particularly Information Systems.
- 3.6 The key issues and the reasons for changes in the projected outturn over the last few months arise from the following areas.

Operational Commands / Employee Costs

- 3.7 The three operational commands are all showing significant overspends (above 10%). However, this relates primarily to increases in overtime costs arising from the need to fill vacancies within both police officer and police staff roles.
- 3.8 There is a corresponding underspend included within total employee costs figure relating to police officer pay. Police officer numbers are reducing at a faster rate than originally anticipated in the budget, resulting in an underspend in pay and the need for additional overtime to ensure appropriate resourcing levels.

£000's		Budget	Projection	Variance
Operational Commands		(688)	109	797
Officer Pay	} <i>Operational</i>	60,105	58,418	(1,687)
Staff and PCSO pay	} <i>Commands</i>	21,883	21,993	110
Temporary and Agency	} <i>Only</i>	102	279	176
Total		81,402	80,799	(603)

Transport

- 3.9 A number of factors have contributed to the underspends in the transport budgets of £291k (19%). Fuel budgets had an inflationary increase included this year but prices have actually fallen considerably, resulting in savings of £149k.
- 3.10 Other savings are being realised in vehicle parts and repairs, due to the lower average age of the fleet as vehicles are replaced and from longer warranties on these newer vehicles reducing maintenance costs. Both factors have been taken account of in the 2016/17 budget.

Information Systems

- 3.11 Budgets for networks have overspent by £254k as a result of new requirements arising since the budgets were set. The costs of telephony are also above budget as the mobile programme rolls out new devices. This will soon be partly offset by a reduction in use of existing mobile phones.

Procurement

- 3.12 Clothing and Uniforms has overspent by £191k due to a significant roll out of new stock during 2015/16. There have been various other pressures on these budgets due to variable demand (such as pathologist costs). The 2016-17

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budgets take account of current known requirements, although budgets in this area can continue to be affected by unpredictable changes in demand.

Employee costs

- 3.13 The Force budgeted for 1,221 FTE officers for 2015/16. In line with the trend seen nationally, officers are leaving at a far faster rate than originally projected, with a number of officers leaving before completing their full pensionable service. As such, an additional intake was built into the planned recruitment programme. However, even with this additional intake, officer numbers at the year-end were 1,207, with a total of 100 officers projected to leave during the year. The trend for officers to leave before their 30 year service date has been taken account of in future year budgets, with an assumption that 100 officers will leave in each future year.
- 3.14 Expenditure on the workforce remains a risk in the medium term, with further budget cuts expected to continue for at least a further four years. This issue is addressed in the 2016/17 budget, and the Medium Term Financial Strategy. Projected future workforce numbers, as anticipated in the MTFs, are shown below for context.

NB: 31/03/10		31/03/16 (FTE)	31/03/17 (FTE)	31/03/18 (FTE)
1,486	Officers	1,207	1,200	1,200
164	PCSOs	134	155	155
1,077	Staff	916	928	912
2,727	Total Workforce	2,257	2,283	2,267

Capital Projects

- 3.15 The capital programme for 2015/16 had a total budget of £9,775k. This includes unspent budget from prior years carried forward on programmes that are continuing in to 2015/16. The following table summarises the year end position for these programmes, including reconciliation to the 2015/16 original capital programme.

Capital Programme	Budget £000's	Year End Projection £000's	Projected Variance £000's
Vehicle Replacement Programme	2,104	1,436	(668)
Minor Building Works	2,019	1,041	(978)
ICT			
<i>Smarter Systems Programme</i>	2,257	301	(1,956)
<i>Duty Management System</i>	750	0	(750)
<i>Other ICT</i>	1,890	754	(1,136)
Total ICT	4,897	1,054	(3,843)
Equipment	755	199	(555)
Total	9,775	3,730	(6,044)

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Funded By	Budget £000's	Year End Projection £000's	Projected Variance £000's
Home Office Grant	884	804	(80)
Revenue Contribution to Capital	0	0	0
Capital Receipts & asset Disposal	2,882	1,927	(955)
Transfers to / (From) Reserve	6,009	1,000	(5,009)
Total	9,775	3,731	(6,044)

- 3.16 The long term nature of capital projects, with expenditure often incurred over two or more years, means that underspends resulting from slippage are to be expected. As an example, the duties management system is being progressed, but has numerous interdependencies with other systems that need to be carefully assessed before a new system is purchased. This budget is expected to be spent in 2016/17. The full underspend on the capital programme will therefore be carried forward into 2016/17.
- 3.17 The vehicle replacement programme is ongoing work to ensure the vehicle fleet remains fit for purpose. Long lead times on delivery, and work to ensure the fleet reflects the requirements of a changing operational environment, particularly with the Strategic Alliance, has meant that some purchases will slip to 2016/17.
- 3.18 The underspend on minor building works relates primarily due to expected spend on relocation of functions from Ferndown. Work is ongoing on this scheme, with significant spend anticipated in 2016/17.
- 3.19 The Smarter Systems budgets include allocations for a replacement Command and Control System, and the provision of mobile policing solutions. Both projects have progressed significantly during 2015/16, although the majority of expenditure is expected in 2016/17.
- 3.20 The wider IT capital schemes, which include projects such as digitisation of speed cameras and replacement back office systems, are progressing. A comprehensive convergence plan for ICT systems has been developed between Dorset Police and Devon & Cornwall Police under the Strategic Alliance, and work is ongoing to ensure that the timing of replacement systems and necessary upgrades is in line with this plan, which has inevitably meant that some spending has been delayed slightly to ensure as much consistency, and efficiency, as possible is achieved.

Changes in Budget from Quarter 3 to Quarter 4

- 3.21 Changes in the budget since it was approved since Q3 are shown in the following table of virements.

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	Budget as at end of Q3 £000's	Transfer to / from Reserves £000's	Other Virements £000's	Current Budget £000's
Operational Commands				
Territorial Policing	958			958
Crime and Criminal Justice	707			707
Operational Support	-2,338		-15	-2,353
Operational Commands Total	-673	0	-15	-688
Support Services				
Estates (including PFI)	6,741		-2	6,739
Transport	1,538			1,538
Information Systems	3,994			3,994
Organisational Development Unit	555		6	561
Governance	1,429			1,429
Personnel	379			379
Procurement	3,938	-356	6	3,588
Risk Line	0			0
Major and Recoverable Ops	578			578
Central Costs	0			
Employees	98,068		42	98,110
Travel and subsistence	269			269
Supplies and Services	798		20	818
Third Party Payments	1,942			1,942
Transfers to Reserves	144	356		500
Capital Financing	103	-4		99
Grant, Trading and Reimbursement Income	-11,027		-89	-11,116
Support Services Total	109,449	-4	-17	109,428
Office of the Police and Crime Commissioner				
OPCC	870		32	902
Victims Fund - Expenditure	720			720
Victims Fund - Income	-720			-720
Commissioning Fund	309			309
Local Innovation Fund	345	4		349
Community Safety Fund	555			555
OPCC Total	2,079	4	32	2,115
Grand Total	110,855	0	0	110,855

***NB:** Transfer to reserves include a transfer back to the body armour reserve of funds that were expected to be brought out of reserve earlier in the year. It has not been necessary to bring these funds into 2015/16, although it is anticipated that they may now be required in 2016/17*

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Reserves

3.22 Work is ongoing to finalise the position on reserves at the year end. The projected level of reserves and balances over the next five years to 31st March 2020

	31/03/16	31/03/17	31/03/18	31/03/19	31/03/20
	£m's	£m's	£m's	£m's	£m's
Insurance Provision	0.6	0.5	0.5	0.5	0.5
Workforce Change Reserve	3.6	2.2	0.8	0.0	0.0
Total Earmarked Reserves	4.2	2.7	1.3	0.5	0.5
Capital Cash Flow	6.8	1.0	2.4	0.3	(2.8)
General Balances	6.8	6.8	6.7	6.7	6.6
Total Reserves and Balances	17.8	10.5	10.4	7.5	4.3

Section 4: Update on Engagement Activity

4.1 The PCC has a statutory duty to engage with the residents of Dorset to inform his work and to assist in holding the Chief Constable to account on behalf of local people. Public engagement activity during the period is summarised in the following paragraphs.

Key Events

4.2 Key events supported, attended or contributed to by the PCC and OPCC during the reporting period were:

- 13 January - Prejudice Free Conference at Bournemouth University hosted by the Prejudice Free Group. The event was opened by the Deputy PCC and attracted 120 participants;
- 29 January - Holocaust Memorial Event, Dorchester;
- 1 March - 0–19's VCS conference, opened by the PCC;
- 1 March - Global Rock Challenge youth event where the OPCC engagement team completed 520 surveys focused on cyber-crime;
- 16 March – Dorset POPPS Over 50's Information Day, Wimborne;
- 18 March – Shaftesbury Road Safe/No Excuse Joint Police Operation PCC in attendance

Community Days

4.3 Between 1st January and the 30th March six community days were held across the county:

- Weymouth – 14 January;
- Dorchester – 21 January;
- Verwood – 26 January;
- Swanage – 9 February;
- Boscombe – 23 February;
- Poole – 3 March; and
- Bridport – 8 March

4.4 Where possible, these days included the opportunity for the PCC to visit locally supported schemes and projects (through the Safer Dorset Fund), visits to local police officers/stations, and 1:1 public surgery appointments in addition to the opportunities for direct public engagement in prominent locations. On two of the Community Days the PCC was also able to join the local Neighbourhood Policing Team (NPT) on a beat of their area to learn more about the specific issues that they face daily.

PCC Surgeries

4.5 The PCC held eight surgery sessions with eleven separate appointments booked. These continue to provide the PCC with an ideal forum in which to meet with local victims of crime face-to-face, understand their issues and concerns, and seek to implement improvements to services as a result where appropriate.

Other Events

- 4.6 The PCC attended, or was represented, at a number of other public facing events during the quarter, including:
- 25 January – Hambledon Division Parishes (PCC guest speaker);
 - 31 January – Holocaust Memorial Day (Deputy PCC attended);
 - 2 February – Bourne Valley Action Group (BVAG) meeting;
 - 4 February – Poole Older People’s Partnership;
 - 11 February – Wimborne Rotary Club (PCC guest speaker);
 - 12 February – Poundbury road safety meeting;
 - 13 February – Branksome Park, Canford Cliffs and Sandbanks Neighbourhood Watch (NHW) AGM (PCC guest speaker);
 - 18 February – Broadstone Stepping Stones steering group meeting;
 - 25 February – Fernheath Play visit;
 - 4 March – Friars Cliff Resident’s Association AGM (PCC guest speaker);
 - 9 March – Poole Liberal Democrats meeting (PCC guest speaker);
 - 12 March – Open Eyes to Mental Health charity lunch;
 - 19 March – Townsend Youth Centre visit.

Digital Engagement

- 4.7 In this quarter the OPCC saw 26,650 (+68%) website page views by over 9,621 (+129%) unique users with 33% of those navigating the site via a tablet or mobile. The most popular areas were; a photo gallery from the volunteers awards ceremony, how to “get in touch” with the office, news and blogs, information for prospective PCC candidates and the PCC’s public diary. During this period 84 people signed up to the PCC newsletter through the website and 56 electronic contacts from the public were received.
- 4.8 The number of residents subscribing to the PCC newsletter has continued to grow with 26,000 unique recipients signed up to receive news from the OPCC across Dorset Alert and our direct mailing list.
- 4.9 The PCC’s following on social media has been steady over this panel period. We received 248 (-0.4%) new followers, were directly contacted 395 (-34%) times and created 160,500 (+0.56%) opportunities to see our messages during the period on Twitter. On Facebook we had 120 (+64%) new ‘likes’ and our messages reached 80,372 (+91%) residents in Dorset with 3,191 (+90%) interactions (likes, comments, shares).

Section 5: Update on Partnership and Commissioning Activity

5.1 The PCC, supported by staff within the OPCC, continues 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:

- Community Safety Partnerships (CSPs)
- Dorset Local Criminal Justice Board (DCJB)
- Community Safety & Criminal Justice Board (CSCJB)
- Strategic Domestic Abuse and Sexual Violence Groups
- Strategic Mental Health Groups
- Reducing Reoffending Strategy Group
- Dorset Combined YOS Partnership Board
- Strategic Drug & Alcohol Groups
- CVS Forums
- Local Safeguarding Boards
- Health & Wellbeing Boards
- Bournemouth University
- Regeneration Partnerships (Boscombe; West Howe; Melcombe Regis)
- Dorset Chief Executives' meetings

Commissioning 2015/16

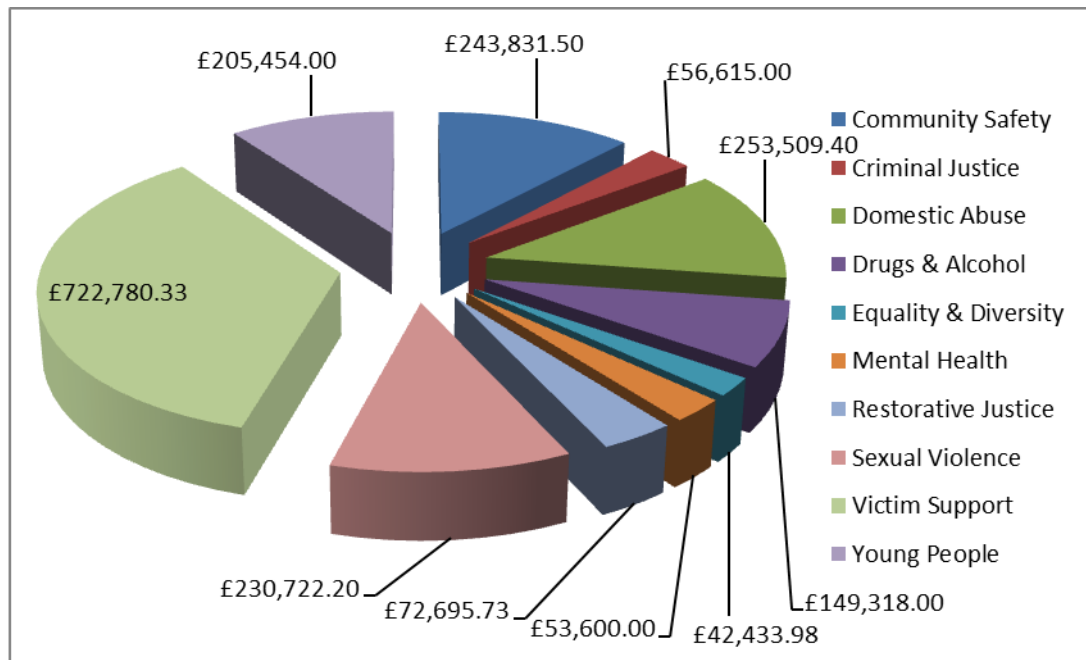
5.2 A newly refreshed Commissioning Strategy 2016/2017 has been prepared by the Commissioning and Partnerships Manager and will shortly be published on the PCC website. The revised Strategy will further ensure that all commissioning is outcome-focused and robustly monitored accordingly, and that programmes of work are considered within the delivery mechanisms of wider local partnerships.

5.3 All funding managed and distributed by the PCC is provided under the Safer Dorset Fund (SDF) brand as either 'Major Grants and Commissioning' or 'Community Grant'. Stakeholders providing commissioned services, or organisations submitting unsolicited or ad hoc requests to the SDF, are required to complete a relevant application form. All SDF Terms of Reference and associated documents, including guidance on the application process, are available on the PCC website.

5.4 All successful applicants to either strand of the SDF are required to sign a Grant Agreement that incorporates a commitment to provide robust evidence of outputs and outcomes at appropriate times, in order for the PCC to be able to gauge Value for Money (VFM) for every supported project.

5.5 Four new members were appointed to the Community Grant Panel in January 2016. Each panellist has been provided with suitable training by the Grants and Partnerships Officer and all are now ready to help to assess applications to the Community Grant.

5.6 OPCC commissioning and grant provision for 2015/16 totalled £2,030,960.14. The following chart depicts the year's commitments across ten broad themes where the PCC has supported projects and initiatives that address the Police and Crime Plan priorities.



Community Safety (£243,831.50)

5.7 A number of initiatives have been supported this year, including the Safe Schools and Communities Team (SSCT); community-led projects (through the Community Grant); the Safe and Independent Living (SAIL) initiative; vulnerable people in the Night Time Economy (NTE) through the Weymouth Safeplace Project; Crimestoppers; Watch Schemes; shop fronts criminal damage prevention initiative; Boscombe CSAS Initiative; capacity building and project support.

5.8 Part of the Community Safety element includes £56,441.55 awarded through the **Community Grant**. The Community Grant scheme provides up to £3000 per project to support local groups and organisations to deliver initiatives that provide community benefit in line with the Police and Crime Plan priorities. Three rounds of the grant were held in 2015/16, providing funding to 28 different projects. Full details of funded projects are available on the Dorset PCC website.

Criminal Justice (£56,615.00)

5.9 The PCC has commissioned a Criminal Justice Analysis tool to enable better interrogation of data and statistics that need to be shared across partners.

Domestic Abuse (£253,509.40)

5.10 Projects supported this year include Domestic Abuse Advisors - DAAs (formerly known as Independent Domestic Violence Advisors - IDVAs) and new programmes delivering interventions to domestic abuse perpetrators.

Drugs & Alcohol (£149,318.00)

5.11 Services supported include Drug Intervention Programmes (DIPs); and a research into Street Drinking co-funded with other PCCs in the UK.

Equality Issues (£42,433.98)

- 5.12 Initiatives include police consultation groups for Disability, Lesbian, Gay, Bisexual and Transgender (LGBT) and Black and Minority Ethnic (BME) communities; and an LGBT outreach service (shared with Wilts and D&C OPCCs).

Mental Health (£53,600.00)

- 5.13 Capacity building and project support for enhanced mental health services locally, including Street Triage.

Restorative Justice (£72,695.73)

- 5.14 Capacity building and project support in developing a pan-Dorset Restorative Justice (RJ) Strategy; support for Neighbourhood Justice Panels (NJPs).

Sexual Violence (£230,722.20)

- 5.15 Includes support for Independent Sexual Violence Advisors (ISVAs) - including a children and young persons' ISVA; Street Sex Worker safety initiatives including a conference; The Shores - Dorset's Sexual Assault Referral Centre (SARC); a perpetrator reform programme; Rape Crisis support.

Victim Services (£722,780.33)

- 5.16 Support through the commissioning of the victim services contract with Victim Support; establishment of Gloucester House (a victims' hub) in Boscombe incorporating the Victims' Bureau; victims' consultation work; and capacity building and project support.

Young People (£205,454.00)

- 5.17 Supported projects include diversionary activities; return home interviews for formerly missing young people; support to the Dorset Combined Youth Offending Service (YOS);

Community Grant

- 5.18 Round Six of the Community Grant received 21 applications totalling £47681.78. Of these, 19 were passed to the independent panel for assessment on the 29th January, where it was agreed that 10 projects would be funded, totalling £22,248.78.

- 5.19 Round Seven of the Community Grant received ten applications totalling £17,301.33. Nine were passed to panel for assessment on 22nd March, of which 6 were funded totalling £8,383.21. Full details of all of the projects funded can be found on the Dorset PCC website.

- 5.20 Due to the reduction in deployment of Speed Indicator Devices (SIDs) by Dorset County Council we have seen a notable increase in applications from Parish Councils to purchase these and for funding for Community Speed Watch (CSW) kits. As these applications would exhaust available funds for other initiatives, a decision has been taken to exclude these applications from

funding through the Community Grant and applicants will be given advice on alternative funding sources.

- 5.21 The recruitment of new panel volunteers resulted in four applications. All four applicants were appointed and three have passed vetting whilst the fourth is still undergoing the vetting process. The two remaining original panel members have now also commenced the process of becoming a police volunteer.
- 5.22 A training day was held for the existing and newly recruited panel members on the 16th March. The training session consisted of the assessment of grants, using past anonymised unsuccessful bids, covering the key points to look for in applications, and how to score them according to the terms and conditions of grant.

Partnership Activity

- 5.23 The PCC and staff within the OPCC participate in a significant number of strategic partnerships such as those listed above (at 5.1), in addition to engaging with a large number of other partners across the private, public and voluntary sectors, in order to maximise opportunities for joint needs assessment, joint commissioning, and joint monitoring and evaluation of delivery, thereby sharing good practice and minimising duplication.
- 5.24 The PCC works with other commissioning bodies to co-commission some services such as The Shores (the Dorset Sexual Assault Referral Centre - SARC) co-commissioned with NHS England, and the Missing Children/Child Sexual Exploitation contract with Barnardo's, co-commissioned with the three top-tier Local Authorities in Dorset.

Regional Collaboration

- 5.25 A meeting of the South West Police Collaboration Commissioning Board Regional took place during the quarter, held on 23 March 2016 in Bridgwater, Somerset. A number of topics were discussed, including:
- HR Plan;
 - Potential recruitment of a regional Chief Information Officer;
 - Regional ICT;
 - Regional Assistant Chief Constable (ACC) posts
 - Programme Governance arrangements; and
 - Regional approach to Command & Control and Public Contact.

Strategic Alliance

- 5.26 Since the last meeting of the Panel, the following Detailed Business Cases (DBC's) have been approved by the Alliance Executive Board (AEB) and will progress to implementation:
- Business Change; and
 - Corporate Development
- 5.27 A total of 22 DBC's have therefore been completed to date, of which 7 single Alliance Departments have now gone live. Four areas are still in the

consultation phase, four in the implementation phase, and seven in the planning phase. A further 10 business areas are currently in the design phase.

- 5.28 With the impact of the recent PCC elections in May 2016, and the associated purdah period beforehand, it has been accepted that the timescales for the approval of some DBCs in the design phase will need to be delayed until June 2016 at the earliest. However, overall implementation and the financial savings target of 2018 remain unaffected by these adjustments to the programme.

National Commitments

- 5.29 The PCC continues to work closely with PCC colleagues across the country and with the Association of Police and Crime Commissioners (APCC). With this come a number of national responsibilities, representing the views and interests of PCCs, which are summarised below:

- Police Consultative Forum
- Police Advisory Board (PAB) for England and Wales – *PCC representative*
- Police Staff Council (PSC) – *PCC Representative*
- APCC Member
- APCC Reference Group – *Independent Member*
- APCC Standards, Performance and Accountability Standing Group – *Vice Chair*
- APCC Working in Partnership to Reduce Crime Standing Group – *Chair*
- APCC Workforce and EDHR Standing Group
- PCC Mental Health Working Group – *Chair*
- PCC Alcohol Working Group
- Transforming Rehabilitation Reference Group
- Voluntary, Community and Social Enterprise (VCSE) Forum
- Independent Custody Visiting Association (ICVA) Executive Committee – *Chair*
- College of Policing Professional Committee
- HMIC Expert Reference Group
- Home Office Vulnerable Adults Working Group
- NPCC Audit & Assurance Board
- NPCC Use of Force Programme Board

- 5.30 Other key meetings or events at a national level during quarter 4 included:

- APCC Working in Partnership Standing Group – 7 January;
- National Driver Offender Retraining Scheme (NDORS) meeting – 8 January;
- APCC General Meeting (deputy PCC attended) – 20 January;
- Use of Force Programme Board – 28 January;
- 101 Review Steering Board – 28 January;
- Independent Custody Visiting Association (ICVA) National Conference – 30 January;
- ICVA Management Board – 24 February
- National Crime Agency (NCA) annual PCC engagement day (Deputy PCC attended) – 24 February;
- HMIC Welfare of Vulnerable People in Police Custody meeting – 24 February;
- College of Policing Professional Committee – 2 March;
- APCC Performance, Standards and Accountability Standing Group – 2 March;

- APCC Working in Partnership Standing Group – 10 March;
- APCC General Meeting – 16 March;
- House of Commons Alcohol Awareness event – 16 March;

Other Partnership Meetings or Events

5.31 The PCC and OPCC are fully engaged in partnership working opportunities. Other partnership activity attended by the PCC and/or OPCC during the period, at both a local and national level, included:

- Drug & Alcohol Governance Board – 13 January;
- Bournemouth CSP – 14 January;
- Boscombe Forum – 14 January;
- DCJB Victims & Witnesses Group – 15 January;
- CSE / Missing Children Contract Monitoring – 15 January;
- Dorset Information Sharing Charter (DISC) launch – 15 January;
- South West Regional CSE seminar – 19 January;
- Meeting with LA, Public Health & CCG Directors – 21 January;
- Dorset Criminal Justice Board - 22 January; 15 March;
- Community Safety & Criminal Justice Board planning - 25 January; 22 February; 18 March;
- Dorset Road Safety Partnership – 22 January;
- The Young Review: Transforming Rehabilitation meeting (Deputy PCC attended) – 25 January;
- Victim Services Contract meeting – 26 January; 18 March
- John Jay Shield Awards – 26 January;
- Pan-Dorset Domestic Abuse Strategy Group – 27 January;
- Dorset Healthcare (+SARC) Partnership Board – 28 January;
- Domestic Abuse Perpetrator project meeting – 29 January;
- Dorset Combined YOS Board – 1 February;
- Dorset Police / Dorset Fire and Rescue Service (DFRS) Chief Officers meeting (Deputy PCC attended) – 1 February;
- Dorset Police and Crime Panel meeting – 4 February;
- Boscombe CSAS meeting – 5 February;
- Federation of Small Businesses (FSB) meeting – 8 February;
- Dorset CSP – 10 February;
- Crimestoppers meeting – 10 February;
- Dorset Police Awards Ceremony – 11 February;
- Surveillance Camera Commissioner visit – 16 February;
- Joint Commissioning Officer Group (JCOG) – 17 February;
- Out of Court Disposals Scrutiny Panel – 17 February;
- Safer Poole Partnership Board (CSP) – 25 February;
- Specials and Volunteers recognition event – 27 February;
- Quarterly regional HMI meeting – 29 February;
- Pan-Dorset Sexual Violence Strategy Group – 4 March
- Youth Offending Team (YOT) visit – 7 March;
- HMP Portland visit – 8 March;
- Drug & Alcohol Lead Commissioners' Group – 9 March;
- Business Improvement District (BID) Managers meeting – 10 March;
- Special Constables Attestation – 13 March;
- Safewise Board Meeting – 17 March;
- Dorset Chamber of Commerce and Industry (DCCI) Business Partners dinner – 17 March;

- High Sheriff's Law Lecture (Deputy PCC attended) – 17 March;
- Pan-Dorset CSE and Missing Children's service launch (Deputy PCC attended) – 18 March;
- Road Wise Royal Opening – 21 March;
- Dorset CJ, Mental Health & LD sub-group of DCJB – 22 March;
- Community Grant panel – 23 March;
- Shrievally student presentation – 23 March;
- Working Links stakeholder event (Deputy PCC attended) – 23 March;
- High Sheriff's Declaration Ceremony – 29 March.

Development Manager Update

5.32 The following paragraphs provide a summary of the work and recent areas of focus for the OPCC/Dorset Police Development Manager.

Income Generation

5.33 A review has been carried out into income generation and areas for improvement (valued up to £100,000 per annum) have been identified in areas such as charging for police services (Special Police Services (SPS) rates), and through fees and charges eg increasing fees in line with other police forces. The Development Manager has developed new agreement templates and coordination processes to address the six recommendations offered by our internal auditors, the South West Audit Partnership (SWAP), to address two risks relating to policy compliance and cost recovery. She has also agreed to deliver training to operational teams to implement changes accordingly. Furthermore a new monitoring arrangement will be implemented to measure improvements in income generation practice.

EU Horizon 2020

5.34 The Development Manager is working with Devon and Cornwall Police, the British Red Cross and regional Local Resilience Forum (LRF) partners to deliver a proposal to the EU Horizon 2020 for August 2016. The proposal, led by a team from Finland, will focus on delivering:

- a regional exercise to test civil contingency planning and resource capability for responding to major floods;
- an international project that will test communication tools for warning and informing the public in emergencies.

Police Knowledge Fund

5.35 The Development Manager also met with Dorset Police officers and staff who have benefitted from the Police Knowledge Fund. As a result of this grant award learning and development opportunities are being delivered to:

- six police officers who have commenced their Master courses at the University of Cambridge;
- Dorset Police's Force Incident Manager who has commenced his PHD at the Open University;
- Four police officers and one member of police staff (Business Change) who have commenced their Post Graduate Certificate in evidence-based policing with the Open University;

- A Chief Inspector from Dorset Police who is due to commence his scholarship and three-month secondment with the Open University to increase organisational knowledge in leadership to create public value;
- Evidence-based practice training has been designed by the Better Policing Collaborative and is being delivered to frontline police officers.

Safer Dorset Foundation

5.36 The Safer Dorset Foundation was successfully registered with the Charities Commission and a fundraising strategy has been drafted. Delivery is anticipated to commence during the first quarter of 2016/17.

Sponsorship

5.37 The sponsorship brochure for the Regional Police Volunteers and Specials Award is ready to be launched on the OPCC website following the PCC elections. One potential sponsor has already expressed an interest in supporting the event.

Police Innovation Fund (PIF)

5.38 The Home Office provided announcements about the Police Innovation Fund (PIF) and three out of four of the proposals that Dorset Police were engaged with were unsuccessful. Two of these were proposals which were reactive to short notice opportunities so the outcome was not unexpected.

5.39 The major regional ICT proposal not awarded on the basis that the proposal could not demonstrate sufficient efficiency savings and this was a risk highlighted by the Development Manager before submission. Regional Chief Constables have written to the Home Office to request further information. The Development Manager is also following up with the Police ICT Company who were one of the lead partners in the proposal to seek further clarity over the involvement of the Police ICT Company in selecting proposals as they were involved in a number of proposals (successful and unsuccessful) and were also providing the bid assessment service to the Home Office, which presents potential conflict of interest.

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POLICE AND CRIME PANEL – 10 JUNE 2016

DRAFT ANNUAL REPORT 2015/16

REPORT BY THE POLICE AND CRIME COMMISSIONER

PURPOSE OF THE REPORT

To formally present the Draft Annual Report 2015/16 for consideration by the Dorset Police and Crime Panel in accordance with Section 12 of the Police Reform and Social Responsibility Act 2011.

1. BACKGROUND

1.1 Under Section 12 of the Police Reform and Social Responsibility Act 2011 (the Act), the Police and Crime Commissioner (the PCC) is required to report to the Police and Crime Panel (the Panel) on the exercise of his functions in each financial year. Specifically, the Annual Report should report on:

- (a) the exercise of the PCC's functions in each financial year, and
- (b) the progress which has been made in the financial year in meeting the police and crime objectives in the PCC's Police and Crime Plan.

1.2 The draft Annual Report for 2015/16 is therefore presented at Appendix A for the Panel's consideration. In accordance with the Act, members of the Panel are invited to review the report and to make any recommendations to the Office of the Police and Crime Commissioner (OPCC) for consideration in the final editing process.

2. DRAFT ANNUAL REPORT FOR THE 2015/16 FINANCIAL YEAR

2.1 The Annual Report is an important summary document of the PCC's activity over the course of the previous financial year. In line with the requirements of the Act, and following the structure used for previous Annual Reports, the report is essentially divided into two sections; Part A demonstrates progress and performance against Police and Crime Plan (the Plan) priorities, whilst Part B focuses on the statutory functions of the role and how they have been discharged.

2.2 The report provides a high-level overview of the PCC's work over the last financial year and compliments the more detailed quarterly performance reports that the Panel receive at each meeting. The report has been produced with the public in mind, acknowledging that the Annual Report needs to be accessible and meaningful to a number of different audiences.

2.3 Part A of the report is structured to provide an overview of specific achievements against the Plan priorities and a summary of Dorset Police performance. Enhanced year-end performance and finance information may also emerge subsequent to submitting this draft to the Panel and will naturally be included in the final published version.

2.4 Members should note that some data is still awaiting confirmation and that this will be updated within the final Report prior to publication.

3. END OF TERM REPORT 2012-2016

3.1 As members may be aware, I published a short End of Term Report in March 2016 ahead of the PCC Election purdah period. Whilst never intended as a substitute for the Annual Report, it does give a very general overview of my first term of office and some of the progress that has been made in that time.

3.2 I have therefore attached a copy of the End of Term Report at Appendix B for reference.

4. CONSIDERATION BY THE PANEL

4.1 I welcome the opportunity for Panel members to review the Annual Report and to provide their feedback and recommendations prior to finalising the document.

4.2 Could I ask for any comments to be provided to the Chief Executive by Friday 1 July 2016. These can then be fully considered ahead of the finalisation and publication of the Annual Report 2015/16.

5. RECOMMENDATION

5.1 Members are recommended to consider my draft Annual Report for the financial year 2015/16 and to provide feedback and recommendations as appropriate.

MARTYN UNDERHILL POLICE AND CRIME COMMISSIONER FOR DORSET

Members' Enquiries to: Simon Bullock, Interim Chief Executive (01305) 229084
Press Enquiries to: Kristian Ward, Digital Engagement Officer (013050 229088)

Appendices

Appendix A – Draft Annual Report 2014/15

Appendix B – End of Term Report 2012-2016



ANNUAL REPORT 2015/16

DRAFT

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INTRODUCTION

Welcome to my Annual Report for 2015/16.

Having been re-elected as Police and Crime Commissioner (PCC) for Dorset in May I am naturally looking forward to developing my next Police and Crime Plan and delivering the commitments set out in my election Manifesto.

However, the Annual Report provides a welcome opportunity to review the year that has just passed and assess the progress that has been made against the Police and Crime Plan for 2013-17. The Plan sets the strategic direction for Dorset Police and identifies the work required to meet the Plan objectives.

As with previous years, this Report is essentially divided into two main sections. The first part looks specifically at the Plan priorities and performance and progress against my key objectives. Part B is more focused on my statutory responsibilities and summarises some of the work that I and my team have carried out throughout the year in order to discharge these duties.

A large amount of my activity over the last year has been very much focused on engagement and consultation – both with local communities and with key partners and stakeholders. A fundamental element of my role is in listening to local communities, understanding their issues and concerns with regard to policing and community safety, and reflecting that in the work that I undertake with Dorset Police and others.

In the wider partnership landscape, at a local, regional and even national level, my role is very much one of facilitating – championing causes, lobbying for change, pooling resources – joining up the dots between the various agencies and organisations that have a shared interest in improving community safety and criminal justice.

As a Commissioner I am also able to play a direct role in funding and supporting specific services and initiatives that can demonstrate a contribution towards my Police and Crime Plan priorities. This report gives a very basic overview of the way that my Community Grant scheme in particular has supported a considerable number of projects at a localised level.

Looking ahead, I am honoured to have been elected for another term of office. I have made a number of pledges and commitments in my Manifesto, some of which I know are ambitious, but I am determined to ensure that these are delivered so that my next Annual Report can demonstrate tangible progress against those objectives.

As always, I hope that this Annual Report is both accessible and informative. It aims to provide a window into my role, responsibilities and work – and hopefully gives a sense of the very diverse nature of issues that a PCC can play an active role in and make a genuine difference as a result.

So, progress has been made but there is plenty more to be done. I look forward to working with you and for you over the coming year to maintain Dorset as one of the safest places to live, work and visit in the Country.

Martyn Underhill

June 2016

PART A – THE POLICE AND CRIME PLAN

Under the terms of the Police Reform and Social Responsibility Act 2011 (the Act), I am required to develop and publish a Police and Crime Plan (the Plan) for my term of office. The Police and Crime Plan 2013-2017 was officially published in March 2013 and is refreshed annually to ensure that it remains current and relevant.

In my Plan I have identified six key priorities for Dorset:

- 1. Reduce the number of victims of both crime and anti-social behaviour**
- 2. Reduce the number of people seriously harmed in Dorset**
- 3. Help protect the public from serious threats (local, regional and national) to their safety including organised crime and terrorism**
- 4. Reduce re-offending**
- 5. Increase people's satisfaction with policing in Dorset**
- 6. Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset**

At the core of the development of these 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 that reflect the local and national context of policing.

In line with Section 12 of the Act, I am required to report to the Police and Crime Panel on the exercise of my functions in each financial year.

This section of the Annual Report will therefore demonstrate the progress that has been made in 2015/16 towards meeting the objectives set out in my Plan.

Section B of the Annual Report will look more specifically at how I have discharged my statutory duties and functions.

PRIORITY 1: 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. As the performance data indicates, crime, overall anti-social behaviour and repeat victim numbers continue to fall, which is the key outcome. Equally important, however, is the need to ensure that care and support is given to those who do experience crime and ASB, to enable them to cope and recover from their experience.”

“What we will do” – summary from the Police & Crime Plan...

- Raise the proportion of all offences that are resolved.
- Expand the work of the Victims’ Bureau.
- The Chief Constable will improve the Dorset Police website.
- Work with partners to further expand Early Intervention.
- Continue work on the implementation of Community Remedy.
- Directly commission services to assist offenders with a high-risk of reoffending to move away from crime.
- Continue to spread the success achieved by Watch Groups across Dorset.
- Explore a Victims Awareness Scheme for perpetrators of low-level crime and ASB.

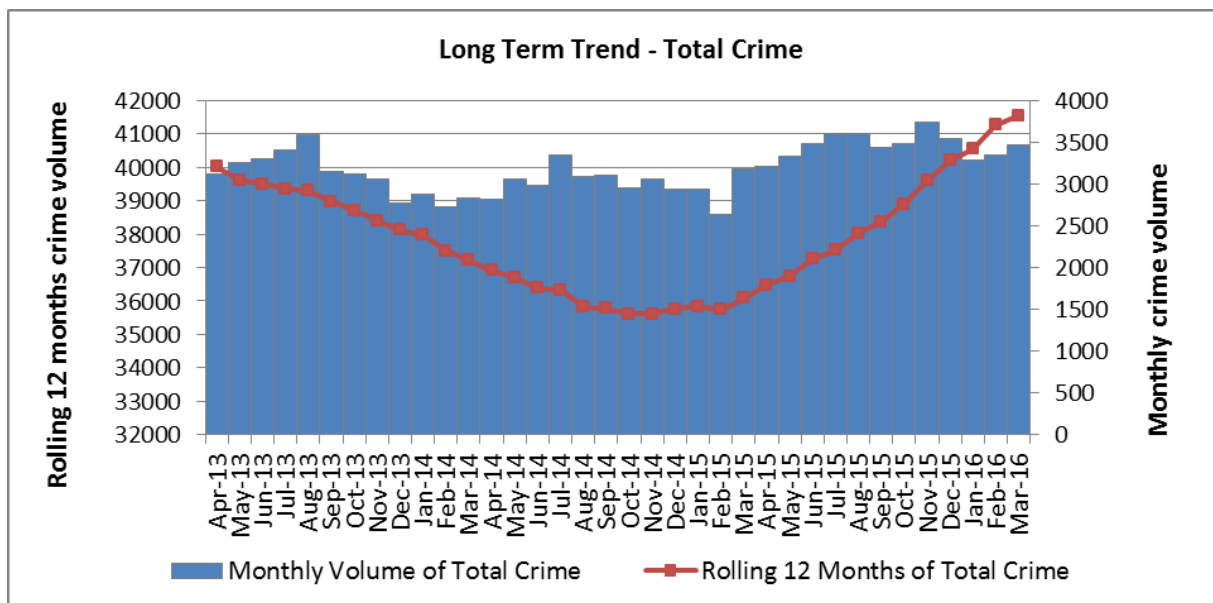
Performance Summary 2015/16

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>

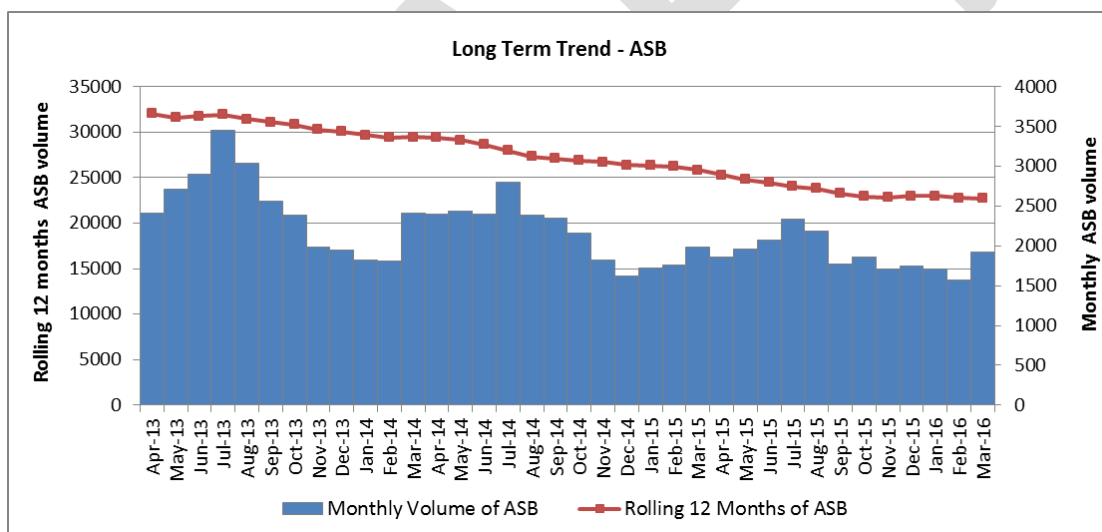
Figure 1: key performance indicators and targets – 1 April 2015 – 31 March 2016

Priority	Key Performance Indicators	Apr-Mar		Change	
		2014/15	2015/16	Actual	Percentage
Reduce the number of victims of crime and anti-social behaviour	Total Crime	36,084	41,540	5,456	15.1%
	Positive Outcome Rate	28.3%	22.9%		-5.4%
	Number of Repeat Victims	2,395	3,203	808	33.7%
	ASB Incidents	25,816	22,708	-3,108	-13.7%
	Number of Repeat Callers	2,486	2,105	-381	-15.3%
	Personal ASB Incidents	4,981	4,115	-866	-17.4%
	Dwelling Burglary	1,434	1,585	151	10.5%
	Positive Outcome Rate	16.9%	13.2%		-3.7%
	Shed, Garage and Beach Hut Breaks	1,883	1,215	-668	-35.5%
	Positive Outcome Rate	2.5%	3.1%		0.6%
	Vehicle Crime	3,353	3,546	193	5.8%
	Positive Outcome Rate	6.0%	7.4%		1.4%

Crime: Monthly breakdown of performance and longer term trend



ASB: Monthly breakdown of performance and longer term trend



- Between 1 April 2015 and 31 March 2016 **total police recorded crime** increased by 15.1%, or 5,456 additional crimes, when compared to the same period in 2014/15. The increase in total crime continues to be caused primarily by a rise in recorded lower level violence.
- Incidents of **anti-social behaviour** have reduced by 13.7%, with 3,108 fewer incidents during 2015/16 when compared to the previous year.
- 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.
- The recorded **positive outcome rate** was 22.9% and has been affected by the introduction of a new records management system during the course of the

financial year. However, as this system continues to 'bed-in', the last four months of 2015/16 recorded an increasing trend in the positive outcome rate.

- The volume of **personal ASB** incidents recorded between April and March 2015/2016 saw a 17.4% reduction on the same period the previous year, with 866 fewer incidents recorded. Force systems show that the number of repeat callers for ASB overall has also reduced by 15.3% as at 31 March 2016.
- Dorset Police recorded an additional 151 **dwelling burglaries** than for the previous year, which is a 10.5% increase. However, 2014/15 was an exceptional year with an abnormally low volume of dwelling burglaries recorded. 2015/16 crime figures still remain lower than the 4 year average for dwelling burglaries.
- There were notably fewer **shed breaks** in the year, with a 35.5% reduction in 2015/16 equating to 668 fewer crimes being recorded.
- Total recorded **vehicle crime** has shown a 5.8% increase, with 193 additional vehicle crimes recorded (theft of or from a vehicle) – primarily in relation to theft of motor vehicle. This follows a long term decreasing trend in vehicle crime.
- When comparing forces nationally, Dorset Police is in the first or second quartile of all forces for most crime rates, with an improved national position across nearly all main crime types, in particular total crime, dwelling burglary, vehicle crime and criminal damage.

What the PCC has achieved in 2015/16...

...ongoing development of the **Victims' Bureau**:

The creation of a Victims' Bureau in Dorset was one of my key manifesto pledges prior to being elected as PCC and I was delighted when the Bureau was launched in November 2013. The Bureau offers tailored support and advice for victims of crime and plays a particularly important role in keeping people updated and informed over progress with their case.

Since the launch I have been keen to see the Bureau develop further into a truly multi-agency victims' service. During 2015/16, work has been undertaken to convert the former Boscombe Police Station site into a Victims' Hub in order to co-locate the Victims' Bureau with Victim Support staff, other specialists and more staff and volunteers and provide even more effective services to victims of crime and ASB.

I am therefore delighted that the Victims Hub, Gloucester House is now operational having launched in April 2016.

...progressed a **Victims' Hub** for the north of the County:

Further to the work in Boscombe detailed above, I have also made grant funding available for a satellite hub to be created to provide a more robust service to victims of crime in rural North and West Dorset. Whilst Victim Support already have a presence in Blandford on a part-time basis I am working with them and other key partners to expand this to a full time service as soon as possible.

...Became the first PCC nationally to award and launch a **local Victim Support service**:

On 17 June 2014 I made history as the first PCC in the UK to commission a local service for victims. Victim Support was contracted to provide an enhanced service to Dorset's victims for three years, and this service launched on 1 October 2014.

The service provides confidential support and free advice to victims and witnesses of crime, adopting innovative new approaches. These include the introduction of a 24 hour helpline and additional support for victims of anti-social behaviour and business crime – not catered for under the previous arrangements.

I am determined that this contract will put the focus back on victims rather than on offenders and will support them throughout their whole journey and not just on the day of the crime or incident.

...Continued to push for the implementation of **Community Remedy** in Dorset:

Having undertaken my statutory duty in 2014 to consult the public on appropriate sanctions, I continue to work with Dorset Police and other key stakeholders to try and deliver Community Remedy locally.

In general terms, there was support for the use of Community Remedy as an option for first time offenders of minor crime and ASB and range of potential sanctions suggested that could be applied to those offenders.

PRIORITY 2: 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. I am particularly encouraged to see an increase in the reporting of domestic abuse crimes and incidents, and hate crime and incidents, indicating greater confidence in victims making contact with the police and other agencies. Violent crime, including public place violence, and road safety remain areas of concern and are specific areas of focus for 2015/16.”

“What we will do” – summary from the Police & Crime Plan...

- Continue to explore the introduction of a pan-Dorset system to enhance strategic partnership working, particularly in relation to Safeguarding.
- Continue to work with others to improve services for people suffering from mental ill health.
- Support Dorset Police in combatting “binge drinking” culture and its effects;
- Continue to lobby local authorities for the introduction of Early Morning Restriction Orders (EMROs) to reduce the impact of crime caused by the Night Time Economy (NTE).
- Continue to lobby local authorities for the introduction of the Late Night Levy (LNL) to assist in meeting the costs of policing the NTE.
- Work with PCC colleagues nationally to lobby for changes regarding alcohol policy to help address recent increases in alcohol related violent crime;
- With partners ensure that victims, especially of serious offences, are provided with effective support.
- With partners, continue to offer support alternatives to street sex workers to help them escape their chaotic lifestyles.
- Support the Chief Constable in identifying and targeting serial perpetrators of domestic abuse and violence.
- Provide younger members of our community with information about ways to reduce the risks that they face.
- Push to further develop the multi-agency safeguarding hub (MASH) to enhance information sharing and risk management.
- Continue to engage with the Dorset Strategic Road Safety Partnership (DSRSP) and seek to improve partnership approaches to improving road safety locally.
- Continue to support the ‘No Excuse’ campaign combining education and enforcement to ensure fewer people die, or are seriously injured, on our roads.

Performance Summary 2015/16

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:

- 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

Priority 2 performance – 1 April 2015 to 31 March 2016

Priority	Key Performance Indicators	Apr-Mar		Change	
		2014/15	2015/16	Actual	Percentage
Reduce the number of people seriously harmed in Dorset	Most Serious Violent Crime	150	136	-14	-9.3%
	Positive Outcome Rate	56.0%	58.8%		2.8%
	Serious Sexual Offences	763	1,003	240	31.5%
	Positive Outcome Rate	19.4%	15.5%		-3.9%
	Public Place Violent Crime (exc harassment)	3,840	6,018	2,178	56.7%
	PPVC Baseline (with Public Place flag)		4,577		
	Domestic Abuse Incidents	6,556	5,975	-581	-8.9%
	Domestic Abuse Crime	4,687	4,799	112	2.4%
	Racially and Religiously Aggravated Crime	181	233	52	28.7%
	Hate Flagged Crime	105	222	117	111.4%
	Hate Incidents	318	191	-127	-39.9%
	Number of people killed or seriously injured	400	409	9	2.3%
	Number of CSE Investigations	173	240	67	38.7%
	Detainees under the mental health act	75	19	-56	-74.7%

- During 2015/16 there was a 37.0% increase in **total violent crime** offences, which includes sexual crimes, domestic-related violence and crimes defined as 'public place violence' (effectively non-domestic, non-sexual violence).
- Between April 2015 and March 2016, Dorset Police recorded a 56.7% increase in **public place violence**, with 2,718 additional crimes. The majority of this increase relates to lower level, non-injury violence.
- There has been a national rising trend in violent crime since 2013/14. Work carried out by the National Police Chiefs Council (NPCC) has demonstrated that this could be attributed predominantly to a change in reporting and recording practices for these crimes, rather than an indication that the country had become more violent.
- Whilst the volume of **domestic abuse crime** being recorded between 1 April 2015 and 31 March 2016 represents a 2.4% increase on the previous year, **domestic abuse incident** volumes have decreased by 8.9%.
- The increased focus on **Child Sexual Exploitation (CSE)** is reflected in the increased volume of CSE investigations recorded by Dorset Police during 2015/16 - a 38.7% increase on the previous year.

- The volume of **serious sexual offences** recorded during 2015/16 exceeded that of the previous year, representing the fourth consecutive year of increase. This reflects a national increasing trend which has been attributed in part to the identification of sexual offences through improved domestic abuse risk assessment processes, as well as the reporting of other non-recent sexual offences.
- During 2015/16, a total of 455 **hate crimes** were recorded, an increase of 59.1% (169 crimes) on the previous year. In contrast there has been a reduction in **hate incidents** by 39.9% (127 fewer incidents).
- Whilst not yet fully validated at the time of producing this report, **Killed or Seriously Injured** data for Dorset's roads in 2015/16 shows an increase of 5.4% when compared to the previous year. There were 382 people killed or seriously injured in the year to 31 March 2016 (+21), with the number of fatalities also rising - from 17 people to 27 people who lost their lives.
- The number of people detained in **police custody as a 'place of safety'** as a result of mental health crisis has reduced from 75 in 2014/15 to 19 in 2015/16 – a reduction of 74.7% (on top of a 38% reduction the previous year also).

What the PCC has achieved in 2015/16...

...continued to champion and develop **Mental Health** initiatives in Dorset:

Following on from the launch of the mental health street triage service in 2014, this has subsequently expanded to operate 7 nights a week, having initially been available three nights per week. This has really contributed to a significant reduction in police custody being used as a 'place of safety' for individuals detained under S136 of the Mental Health Act (MHA). Not only does street triage ensure that individuals receive the care and support that they require at an earlier opportunity, it also reduces the demand placed on frontline police officers.

Street triage has also been further enhanced with the announcement of a partnership between Bournemouth University and Dorset Police to deliver bespoke mental health training to police officers. Not only does the training equip police officers and support staff with the skills needed to deal with often complex situations, it also helps them in looking after their own mental health.

I have also taken the opportunity to work with others to help promote and highlight issues relating to mental health more widely. For example, during Mental Health Awareness week in May 2015 I recorded a special 101 'hold' message with the Assistant Chief Constable to demonstrate our commitment to supporting vulnerable people who come into police contact; in October 2015 I actively participated in a number of events hosted by Bournemouth University to mark World Mental Health Day; and in December 2015 the Chief Constable and I signed the MIND Blue Light Time to Change Pledge in support of this initiative seeking to fight mental health stigma in the workplace.

...lobbied for changes to support the national response to **Alcohol Related Crime**:

I continue to work with my PCC colleagues on the Association of Police and Crime Commissioners (APCC) Alcohol Working Group, which has a specific focus on:

- campaigning nationally and locally for improvements to the legislative framework, including licensing issues;
- raising awareness and educating drinkers to drive cultural change and reduce levels of harmful behaviour;
- working in partnership with police, health, third sector and industry partners to deliver a joined up and effective response; and
- helping to build the evidence base on alcohol related crime and harm.

As part of this work I have contributed funding towards a dedicated research project by Alcohol Concern into effective interventions for entrenched street drinkers. I also supported a successful awareness raising and lobbying event in the House of Commons where I spoke to MPs and peers specifically about the role of the drinks industry in tackling alcohol related harm and the challenges being faced by partners at the local level in delivering effective and sustainable solutions to alcohol related issues.

...maintained a focus on tackling **Child Sexual Exploitation (CSE)**:

Child Sexual Exploitation (CSE) and Child Sexual Abuse (CSA) has clearly emerged as a major cause for concern in recent years and has seen unprecedented levels of demand placed on the police service as a result. The response in Dorset has been robust, with a huge amount of work already undertaken to tackle this key priority area, including:

- The establishment of the Paedophile Online Investigation Team (POLIT) in November 2013, to proactively target those who make, download or distribute images of child abuse or target children online;
- A dedicated Victim Identification Officer within the POLIT which I have funded;
- The creation in 2014 of a specialist multi-agency team dedicated to investigate cases of Child Sexual Exploitation (CSE);
- A dedicated Child Abuse Investigation team (CAIT) focused on investigating all other forms of child abuse, sexual abuse and neglect.

I continue to take a very active role in holding the Chief Constable to account for the police response to CSE and CSA as this is an area that we simply cannot afford to get wrong. During the year I have also supported the national 'Say Something' helpline launched by the charity Missing People, and lobbied the Policing Minister for the removal of the lower level 'absent' category that can be applied to reports to the police of missing children. Thankfully this category is not used by Dorset Police who treat all such reports under the higher priority 'missing' category.

...sought to improve the response to **Hate Crime**:

With the PCC in Wiltshire I have co-commissioned a Lesbian, Gay, Bisexual and Transgender (LGBT) caseworker across both counties to provide specialist support for victims of LGBT related hate crime. This builds on the work that has already been undertaken by the police and partners to increase awareness of hate crime and successfully encourage greater reporting of incidents which have previously gone under-reported.

In October I also supported national Hate Crime Awareness Week to bring further attention to these issues locally.

PRIORITY 3: 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. This is often the work that goes largely unseen by the public despite it being a major element of policing to keep us all safe. Dorset Police is working effectively in this area but I will continue to work with the Force to develop our approaches and effectiveness even further.”

“What we will do” – summary from the Police and Crime Plan...

- The Chief Constable will ensure that Dorset Police seeks to recover cash and other assets from criminals and lets the public know when they do.
- Counter terrorism presentations will be provided to all schools and colleges in Dorset where appropriate.
- The Chief Constable will ensure that Dorset Police shares information with partners wherever possible so that they can effectively play their part in protecting the community from serious threats.
- The Chief Constable and the OPCC will provide the public with information about success in fighting organised crime, terrorism or domestic extremism where it is appropriate to do so.
- The Chief Constable and the OPCC will provide local people with information to raise their awareness of the risks in relation to cyber-crime and how to stay safe on-line.
- The Chief Constable will ensure that Safer Neighbourhood Teams (SNTs) and local partners have sufficient information to identify those who may be involved in organised criminality, terrorism or domestic extremism.
- The Chief Constable will ensure that frontline police officers and staff have sufficient information to identify promptly any issues relating to human trafficking, slavery, honour-based violence, forced marriage, female genital mutilation and child sexual exploitation.
- The Chief Constable will ensure that Dorset Police has people who are adequately trained to support other force areas at critical times such as during widespread disorder.

Performance Summary 2015/16

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 by¹:

- Value of assets seized from criminals
- Number of Organised Crime Groups (OCGs) disrupted

Cash seizure and confiscation – April to December 2014-15

		Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec
Cash Seizure *	No of forfeitures	11	6	5
	Value of forfeitures	£24,704.00	£10,069.37	£15,179.66
Confiscation **	Number	6	11	13
	Value	£21,912.30	£24,814.79	£216,386.37

*Cash seizure is the cash forfeited under civil procedure

**Confiscation is the assets confiscated post-conviction

[UPDATED FIGURES TBC]

- Project Spotlight is the partnership approach to tackling organised crime within Dorset. Regular multi-agency meetings are held and consist of representatives from Trading Standards, Community Safety Partners, Environment Agency, FACT, HMRC, Home Office, UKBA, NHS Counter Fraud, GAIN and others.
- Project Spotlight has had a number of successes over the last year, including in December 2015 when three men and a woman were jailed for operating a cocaine and heroin drugs ring in Dorset following a lengthy investigation by Dorset's Major Crime Investigation Team (MCIT).
- Dangerous Drug Networks (DDN's) are currently one of the highest risks to Dorset Police and a number of measures are in place to identify and target these, particularly any exploitation of vulnerable young people recruited to operate street level drug dealing.
- Fraud in Dorset is a fast growing area of concern. Recent reports provided by the National Fraud Intelligence Bureau (NFIB) indicate that Dorset had the 2nd highest number of Action Fraud reports per 1000 population (2.4 reports per 1,000 residents) during April to September 2015. The age profile of the Dorset population also fits the national profile of those likely to be victimised.

What the PCC has achieved in 2015/16...

...commissioned the local **Cyber-Crime** awareness campaign:

I commissioned and funded the local CyberSafe campaign, developed by Dorset Police and launched in April 2015. The campaign focuses on a number of key related areas, including:

- Financial based crime;
- Child online safety;

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

- Social networking safety; and
- Online fraud and property crime

The campaign links in with national work being undertaken by the Get Safe Online campaign and also builds on excellent work and relationships between Dorset Police and the Bournemouth University Cyber Security Unit.

...lobbied hard for reassurance over Ports Security:

The Paris terrorist attacks in November 2015, and subsequent decision by the Government to intervene in the Syrian conflict, enhanced real and genuine concerns that I hold over maritime port security – in Dorset and across the country. Whilst the Government announced that counter terrorism funding had been protected, at the time of writing there is still uncertainty over how this will relate to Border Force funding and proposed cuts to Special Branch in the region.

I have written to the Home Secretary directly to seek a full review of port security and to highlight concerns over current security arrangements for both large and small maritime ports across the country.

Even in a relatively small county like Dorset, the size of our coastline makes securing it a significant challenge and I am determined to keep the pressure up on the Government to ensure that the necessary measures are in place to keep us all safer.

PRIORITY 4: REDUCE RE-OFFENDING

“The numbers of offenders who re-offend 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. This is a priority that requires a number of agencies to work effectively together to achieve our aims – the police, probation and the new Community Rehabilitation Companies (CRC), Crown Prosecution Service (CPS), Courts Service and many others – and I will continue to play my part in facilitating cohesion across the criminal justice sector.”

“What we will do” – summary from the Police and Crime Plan...

- The OPCC and Dorset Police will work effectively in partnership to ensure that information about offenders and the risks they pose is shared effectively, and those risks are properly managed.
- I will work with partners to ensure that support for offenders, such as effective mentoring, is in place.
- The Chief Constable will ensure that Dorset Police will deal firmly and quickly with those offenders who breach conditions put in place to manage the risk they pose.
- I will explore more advanced tagging of offenders following the initial success of this scheme and an increase in the number of tags available.
- The Chief Constable will ensure that Dorset Police will identify the top tier of offenders posing the highest risk and put mechanisms in place to support them to change.
- I will continue to build on the restorative justice approach that has proven successful in Dorset in relation to young offenders, extending it to adults and more serious offences where appropriate.
- I will seek to extend victim conferencing in prisons, and Neighbourhood Justice Panels.
- My office will explore the potential for specific interventions for female offenders and war veterans. Both cohorts of offenders have complex motives and needs and a specialised response is needed for both groups.

Performance Summary 2015/16

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:

- 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

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%

NB: This is the most recently published available data from the Ministry of Justice

- The number of offenders managed through Integrated Offender Management (IOM) at the end of September 2014 was 81.
- During 2014/15, the Dorset Police priority & prolific offender cohort was responsible for 143 offences compared to 215 in the previous year. A total of 130 arrests of cohort offenders were made over this same period.

[UPDATED FIGURES TBC]

What the PCC has achieved in 2015/16...

...progressed work on **Restorative Justice (RJ)** in Dorset:

Funded by Ministry of Justice (MoJ) grant, I employ a Restorative Justice Co-ordinator with specific responsibility for co-ordinating the expansion of RJ across Dorset, in partnership with all other key agencies. A Detailed Business Case (DBC) for the Programme has been approved and includes the establishment of a multi-agency board to oversee actual delivery. The Dorset Criminal Justice Board (DCJB) has also commissioned a partnership RJ strategy by June 2016.

RJ covers a broad spectrum of work, including:

- The expansion of **Neighbourhood Justice Panels (NJPs)** across the County. New NJPs in Poole and in Weymouth and Portland have been established, adding to the existing West Dorset NJP. A Bournemouth University evaluation of the West Dorset NJP is also nearing finalisation and will help inform the ongoing development and best practice of the Panels and wider RJ initiatives in the future;
- Exploring MoJ recommendations regarding the use of **RJ approaches for more serious crime types**. The feasibility of this is being scoped with Dorset Police and other partners but safeguarding processes would always be paramount and all cases would be assessed on a 'case by case' basis regarding their suitability;
- Ongoing work with the prisons in the South West to agree referral processes for **post-conviction RJ approaches** between victims and offenders;
- Completion of the independent review into the Dorset Police use of **Out of Court Disposals (OoCD)**, with the findings published in October 2015. The review recommendations have been progressed, with particular improvements made to the OoCD Scrutiny Panel to make these arrangements more robust. The need for

diversionary courses to provide conditions for the disposal of crimes has also been identified and is being explored.

...continued lobbying for a Government rethink over the **resettlement prison allocation**:

With HMP Portland having now been allocated as a resettlement prison for Bristol, Gloucestershire, Somerset and Wiltshire, none of the prisons within Dorset are designated as resettlement prisons for the Devon, Dorset and Cornwall Community Rehabilitation Company (CRC) package area. This means that those convicted in Dorset are sent to prisons outside of the county. Clearly this has a particularly disruptive impact on providing meaningful “through the gates” services upon release, such as housing and employment opportunities, which in turn potentially undermines attempts to reduce re-offending with prisoners placed miles away from their support networks. The PCC will continue to lobby for Portland and HMP Guys Marsh to be reallocated as resettlement prisons for inmates from the County.

...driving improvements in **information sharing and performance management for the CJS**:

I have commissioned Crest Analytics, a specialist ICT company, to develop a bespoke performance management tool for the Dorset Criminal Justice Board (DCJB). Currently there is a reliance on manual comparisons of numerous datasets from the police, Crown Prosecution Service (CPS), Her Majesty’s Courts and Tribunals Service (HMCTS), National Probation Service (NPS), Community Rehabilitation Company (CRC) and the Youth Offending Service (YOS). The new secure web-based system will improve efficiency by automating these processes and increasing understanding of performance through better data storage, searches and management.

The live system is already being tested and should be fully operational later in 2016. Other areas of the country have also already expressed an interest in the potential for using the system for their own local CJS performance management.

PRIORITY 5: 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. We must also maintain a focus on improving non-emergency call handling so that people have confidence in the 101 system. Dorset is an incredibly safe place to live, work and visit however - 96% of our survey respondents tell us this themselves."

"What we will do" – summary from the Police and Crime Plan...

- I will safeguard future neighbourhood policing in Dorset through effective financial management, efficient modern policing, and encouraging innovation and resourcefulness in Dorset Police and partners.
- The OPCC and the Dorset Police will expand and develop all victim support services, including the work of the [Victims' Bureau](#), to ensure that support is provided to victims across the criminal justice system and beyond.
- I will ensure that everyone who seeks assistance is listened to, their needs understood and expectations met where possible.
- I will improve consultation and engagement with all communities to identify, and deal with, issues together.
- I will publicise what is being done for the benefit of communities.
- The Chief Constable will ensure that officers and staff will be professional in attitude, the actions they take and their appearance.
- I will increase the visibility of Officers by providing them with technology that will mean more time spent in the community.
- With the Chief Constable, I will introduce Body Worn Video (BWV) for officers to increase accountability, reduce complaints, raise public confidence and lead to more convictions.
- We will all aim to get it right first time. When we do not, we will apologise, learn lessons and make changes where appropriate.

Performance Summary 2015/16

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:

- Percentage of victims who are satisfied with being kept informed <Source: User Satisfaction Survey (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

Latest performance [NB: periods differ depending on the data source]

Key Performance Indicators	2015/16 Target	Previous Performance	Current Performance	Change	
				Actual	Percentage
Percentage of people who think the police are dealing with community priorities		65.9%	67.9%		2.0
Percentage of people who feel safe in Dorset		96%	97%		1.0
Victim satisfaction with progress updates made by police officers and staff		75.9%	76.5%		0.6
Percentage of victims that are satisfied with the overall service provided by police officers and staff		84.9%	80.9%		-4.0
Percentage of 999 calls answered in 10 seconds	≥ 95%	91.9%	91.9%		0.0
Percentage of 999 calls abandoned		1.0%	0.9%		-0.1
Percentage of non-emergency calls answered in 30 seconds	≥ 75%		71.0%		
Percentage of non-emergency calls abandoned			8.9%		

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 at the time of producing the Annual Report cover the period January to December 2014 – data released on 23 April 2015.

Community Safety Survey (CSS)

This survey is a quarterly postal survey to 3,000 Dorset homes per quarter. Latest results relate to all four quarters of 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 all four quarters of 2014/15.

Call handling data – this covers the period April – March 2014/15 for emergency call data and July-March 2014/15 for non-emergency data.

- In recent years, significant improvements have been made in relation to keeping victims informed and the latest 2015/16 results show that 76.5% of victims are satisfied with **progress updates (keeping informed)**.
- Results show that 80.9% of victims were satisfied with the **whole experience** - a decrease on the previous year (84.9%) and specifically attributed to dip in performance during the quarter 2 period.
- **Feelings of safety:** local Community Safety Survey (CSS) results for 2015/16 show 97% of respondents said they felt very or fairly safe living in their local area (96% in the previous year).

- With Devon & Cornwall Police now providing the Victim Satisfaction Survey service for Dorset Police, details about dissatisfied victims and referrals for follow-up are able to be actioned in a more timely manner, including contact with the victim to remedy the situation.
- 91.9% of 999 calls were answered within 10 seconds, short of the 95% aspiration for the Force within the Police & Crime Plan, but meeting the national 90% benchmark.
- For **non-emergency (101) calls**, 71% of calls were answered within 30 seconds. Whilst this did fall below the target of 75%, it was a significant increase on the 62% figure for 2014/15. The target for this area has always been recognized as challenging and despite issues such as staff shortages, increases in the volume of calls, and changes to structure, location and process, performance continues to improve steadily month on month.

What the PCC has achieved in 2015/16...

...progressed the independent review into the Use of Force by Dorset Police:

I reported on the commissioning of this review last year and the results were published in June 2015. Six key recommendations were identified and accepted by Dorset Police and have all now been progressed. These measures strengthen local governance of the use of force in Dorset which will reassure the public that any use of force by the police is appropriate, proportionate and open to scrutiny.

...supported innovation in the delivery of local policing services:

Austerity in recent years has meant a number of difficult decisions have had to be taken, particularly with regard to the police estate and provision of policing services at the local level. I have therefore worked hard with Dorset Police and other partners to find innovative solutions and alternatives. Examples of this during the year include the opening of the first Public Contact Point in Dorchester Library and the shared Emergency Services Centre in Portland, providing a shared operational base for fire and police. Work remains ongoing to expand initiatives like this across the County.

...continued campaigning for fairer funding for Dorset Police:

After lobbying hard for the Government to review the current funding arrangements for policing I am pleased that a Home Office review of the Police Funding Formula has begun, even if the outcomes of the review have been delayed. Early proposals were encouraging however and suggest that Dorset may benefit from a fairer proportion of funds, based on a more accurate assessment of population and visitors, the density of bars in urban areas, and the challenges specific to policing a largely rural area. I will continue to keep the pressure on this hugely important topic.

...worked hard to engage with children and young people:

The younger sections of our communities are often one of the most difficult groups to engage and consult with, yet their voice and experiences are just as valid as everyone else's. Specific initiatives to try and address this during the year have included the annual Youth Conference held at Kingston Maurward College in November, and the Young People Awards scheme launched last May. Initiatives like this are important for bringing young people together, discussing key issues and concerns affecting them,

sharing information and also recognising their achievements. All of this helps to inform my work, and that of the police, in striving to keep all sections of the community safe.

...been externally commended for working in an **open and transparent way**:

In October I was awarded with a national Transparency Quality Mark by CoPaCC, a national organisation who monitor policing governance. This provided external validation of my commitment to working in as open and transparent a way as possible. The award particularly recognised the presentation of key information in an accessible online format, including a particularly detailed breakdown of my OPCC staffing costs, my daily diary commitments, and comprehensive details of ways for the public to engage with me and my team.

...acknowledging 20 years of **Independent Custody Visiting (ICV)** in Dorset:

As PCC I have a duty to operate the Independent Custody Visiting (ICV) Scheme in Dorset. ICVs are volunteers drawn from all walks of life whose role is to provide an independent check on the welfare of people detained in police custody. August marked the 20th anniversary of the Scheme in Dorset, a significant milestone for this often unheralded but extremely important element of police scrutiny and accountability. Over 20 volunteers carry out unannounced visits at operational custody suites across Dorset at all hours of the day and they were honoured at a special lunch to mark the anniversary.

...investing in **new technology**:

Crime continues to change and evolve and the policing response needs to adapt accordingly. That is why I will always support and explore ways that technology can assist the policing effort. In February I invited the Surveillance Camera Commissioner to Dorset for a demonstration of the local use of Unmanned Aerial Vehicles (UAVs), or drones, in supporting investigations and crime or incident scene management. I am keen to expand the use of drones further, and look at how more sophisticated drones can be purchased as the technology continues to develop.

Similarly, I have long been championing the use of Body Worn Video (BWV) by frontline officers and am pleased that a pilot scheme will soon be launched in Dorset. Whilst the use of BWV will enhance officer accountability the primary motivation has always been evidential, with footage and recordings providing unbiased records of what an officer has witnessed and experienced when attending incidents or encountering members of the public. I am confident that BWV will ultimately be issued to all operational frontline officers, providing that the pilot proves successful.

...ongoing support for local **Community Safety and Crime Reduction initiatives**:

I launched my Safer Dorset Fund (SDF) in September 2014 and the Community Grant element of the SDF offers grants (from between £50 to £3,000) to support local groups and organisations in delivering projects that provide individual and community benefit in line with my Police and Crime Plan priorities.

To date there have been 8 rounds of applications, and well over 50 different projects and initiatives supported as a result. Robust arrangements for considering applications, including an independent community panel, are in place and I am delighted to be able to contribute to numerous local-level initiatives that make a genuine impact on keeping communities safer.

PRIORITY 6: SUPPORT NEIGHBOURHOOD POLICING THAT IS APPROPRIATE FOR BOTH RURAL AND URBAN COMMUNITIES

“This priority builds on the achievements of Dorset’s Safer Neighbourhood Teams (SNTs) that 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 urban and rural communities are recognised. This is the bedrock and public face of policing and I am committed to maintaining this local, frontline policing service here.”

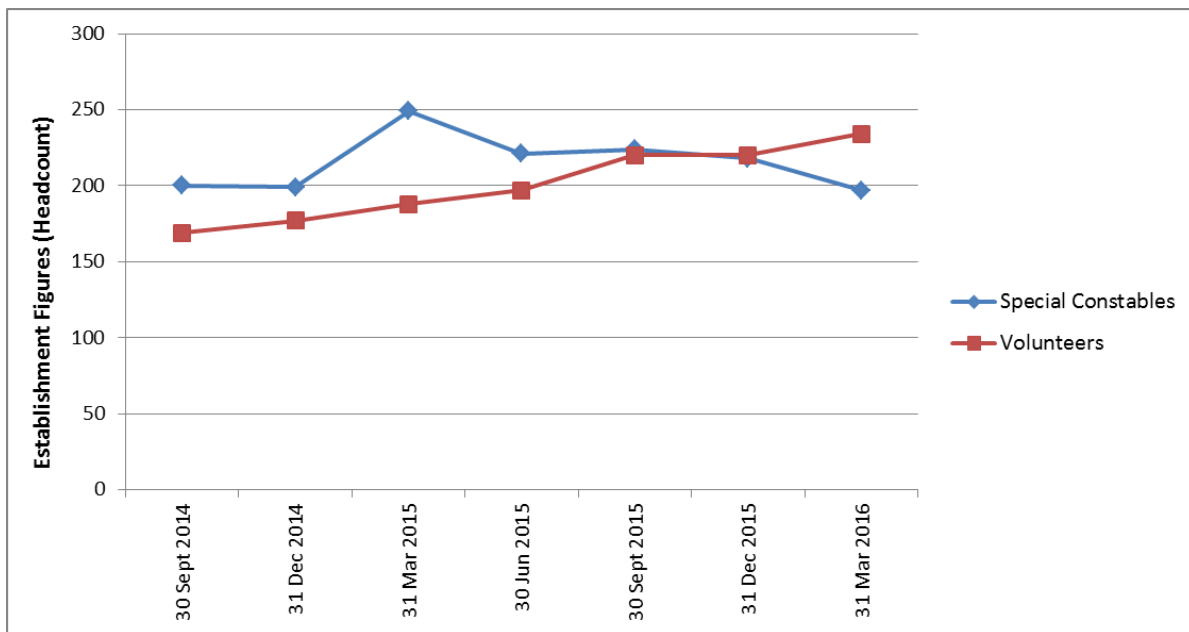
“What we will do” – summary from the Police and Crime Plan...

- In response to community feedback I will seek to protect Police Community Support Officer (PCSO) numbers as an essential part of Neighbourhood Policing and have ring-fenced PCSO numbers until May 2016 at least.
- I will work to increase considerably the number of Special Constables recruited and explore incentivisation for them.
- Having established a Strategic Volunteers Board the OPCC will oversee all volunteer engagement and make better use of volunteers, including mentors and street pastors.
- The Chief Constable will ensure that the marine, rural and urban communities have appropriate neighbourhood policing from Dorset Police.
- I will work closely with specific partners to make our neighbourhoods safer such as with the Harbour Authorities across Dorset’s coast.
- The OPCC and Dorset Police will ensure that, with our partners, preventing and ‘designing out’ crime and disorder is a priority for our Safer Neighbourhood Teams.
- The Chief Constable will ensure that Safer Neighbourhood Teams are focused on the issues that matter most to you.
- The Chief Constable will ensure that Dorset Police keep you informed about their work and about their successes.
- Dorset Police will involve you in problem solving.

Performance Summary 2015/16

Priority Outcomes
<p>Increased Special Constables’ hours and volunteer numbers Increased agreement that local community priorities are being dealt with Effective multi-agency problem solving</p>
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>

Establishment of volunteers at 31 March 2016



- **Special Constable** numbers have fallen to 197 as at 31 March 2016 having reached a peak of 249 in March 2015. However, a quarter of leavers did so in order to join the regular police force.
- In 2015/16 Special Constables gave over 44,000 hours of their time to help keep Dorset safe.
- As at 31 March 2016, Dorset Police had a total of 188 fully-vetted **volunteers**, compared to 188 at 31 March 2015.
- As an essential part of neighbourhood policing, I have pledged to protect the **PCSO role** while I remain in office. Figures at the end of March 2016 show an establishment of 141 PCSOs, with further recruitment due in 2016 and 2017.

What the PCC has achieved in 2015/16...

...continued to oversee governance arrangements for the **Strategic Alliance with Devon & Cornwall**:

March 2015 saw me sign the formal Strategic Alliance agreement between Dorset and Devon & Cornwall with my opposite number, Tony Hogg, and both Chief Constables. The specific aims of the Strategic Alliance are to increase resilience, confront emerging threats to public safety, contribute to the ongoing budget savings that need to be made, and maintain frontline policing services.

Work on the Alliance continues at pace, with over 20 Detailed Business Cases (DBC's) on proposed Alliance arrangements for various strands of policing and support functions already approved and a number of departments and teams already operating as a single unit delivering for both force areas. I can reassure the public that I am an active participant in the robust governance arrangements in place to ensure that all

Alliance related decisions are fully considered and informed and are beneficial to policing in Dorset.

...maintained my support for the **Special Constabulary and Volunteers** in policing:

I acknowledge that increasing the numbers of Special Constables and Volunteers in support of Dorset Police has been more challenging than I anticipated. Numbers of Specials in particular have fluctuated and turnover has been high, which is understandable when personal circumstances change or opportunities arise to join the regular police service. That said, there are still a significant number of Specials in Dorset and their contribution is vital. Volunteer numbers continue to rise steadily and the range of volunteering opportunities within the Force is now more diverse than ever.

I was particularly pleased to be able to join Dorset Police in support of the Showcase of Volunteering event at Kingston Maurward College in June, both as an opportunity to promote volunteering further and also to personally thank many of our volunteers for their efforts and commitment.

...kept a focus on **rural crime and neighbourhood policing** issues:

Rural and wildlife crime issues remain a high priority for me and it is important that we continue to get the balance right between the policing our urban and rural communities. I continue to engage with the National Rural Crime Network (NRCN) and welcomed the work they did last year in undertaking the first ever national rural crime survey in order to better understand the full impact of crime in rural areas and to inform approaches in successfully tackling such crime.

In October I joined partners in promoting Wildlife Crime Awareness Week in order to encourage members of the public to recognise signs of wildlife crime and to report any issues accordingly. Specially trained officers are in place within Dorset Police to focus on reducing wildlife crime and prosecuting those responsible for it, but as with so much of policing it is the role that the public play in identifying concerns and sharing these with the police that is so vital.

Poaching was a specific concern raised with me when I met with members of the rural community in January and really highlighted to me the impact and disruption to local businesses that this activity can cause. I am therefore lobbying MPs with a view to increasing the penalties associated with poaching offences and to extend police powers in tackling this issue, such as making it easier to seize dogs from repeat offenders.

...provided funding for **Community Safety Patrol Officer (CSPO)** schemes:

In June I was able to announce new partnership funding arrangements for the Boscombe Community Safety Patrol Officers (CSPOs) for another year. In this joint initiative I was supported by Dorset Police, Bournemouth Borough Council and the Bournemouth Coastal Business Improvement District (BID). CSPOs are authorised by the Chief Constable to use limited police powers to tackle issues highlighted as concerns by the local community – including street begging, ASB and drinking in designated ‘no alcohol zones’.

PART B – DISCHARGE OF THE PCC FUNCTIONS

In addition to progress made against the Police and Crime Plan priorities, I am required to set out in the Annual Report how I have discharged my specific statutory duties and functions.

This section therefore provides a summary of how I have worked towards meeting these responsibilities over the last financial year, focusing in particular on the following key areas:

- Budget and Finance
- Consultation and Engagement
- Governance and Scrutiny
- Partnership and Collaboration
- Commissioning Services
- Key Decisions

DRAFT

BUDGET AND FINANCE

The work on the 2015/16 year-end financial figures remains ongoing at the time of publication. However, sufficient work has been carried out to be able to report the anticipated out-turn position.

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. Also shown is the original budget for the year.

<u>Reporting Division</u>	<u>Department</u>	<u>Original Budget 000's</u>	<u>Current Budget 000's</u>	<u>Outturn 000's</u>	<u>Variance 000's</u>
Operational Commands	Territorial Policing	958	958	1,139	181
	Crime & Criminal Justice	709	707	912	205
	Operational Support	(2,338)	(2,353)	(1,942)	410
Operational Commands Total		(671)	(688)	109	797
Support Services	Estates (including PFI)	6,759	6,739	6,321	(418)
	Transport	1,538	1,538	1,247	(291)
	Information Systems	3,963	3,994	4,248	254
	Organisational Development Unit	549	561	588	27
	Governance	1,429	1,429	1,316	(113)
	Personnel	374	379	404	25
	Procurement	3,019	3,588	3,992	405
	Major and Recoverable Ops	560	578	591	13
	Central Costs				
	Employees	97,929	98,110	98,132	22
	Travel and subsistence	267	269	306	37
	Supplies and Services	895	818	964	146
	Partnerships and Collaboration	1,799	1,942	1,893	(49)
	Transfers to Reserves	500	500	500	0
	Capital Financing Grant, Trading & Reimbursement Income	1,328	99	96	(2)
	Support Services Total	109,491	109,427	108,679	(748)
OPCC	OPCC - General	870	902	902	0
	OPCC - Victims Funding	0	0	0	0
	OPCC - Local Innovation Fund	300	349	349	0
	OPCC - Commissioning Fund	309	309	309	(0)
	OPCC - Community Safety Fund	555	555	555	0
OPCC Total	2,034	2,115	2,115	0	
Grand Total		110,855	110,855	110,903	49

Annual accounts and other financial information are published on the PCC Dorset website – www.dorset.pcc.police.uk

CONSULTATION AND ENGAGEMENT

Community consultation, engagement and involvement is a fundamental part of my role and I continue to do my best to be as accessible as possible and to meet members of our local communities in support of my work to deliver the Police and Crime Plan priorities. I was delighted to report last year on the CoPaCC Gold Award received by my team for our community engagement work, but we have not rested on our laurels and have sought to make further improvements to our approach over the last year.

My Community Engagement Strategy which provides the framework for delivering an effective and coordinated approach to community engagement for the benefit of all citizens and communities across Dorset. The Strategy looks at five levels of engagement – information giving; consultation; joint decision making; joint action; and community empowerment – along with the plan and tools required to deliver on these and ensure that my decision making is well informed as a result.

This year, we have undertaken a series of **Community Days** across the County to build on my approaches to meeting and engaging with the public. By undertaking Community Days and spending a significant amount of time in a particular location or area, I am able to combine the following elements:

- **PCC Forums** – public meetings where I can explain more about my work and current priorities, and understand the crime and community safety issues most affecting local areas.
- **PCC Surgeries** – opportunities to meet with individuals one-to-one and to discuss crime and community safety matters that may not be appropriate in a Forum environment.
- **Public consultations** – a chance to meet members of the public in supermarkets, shopping centres and other public spaces and listen to the issues that affect or concern them most.
- **Project visits** – the Community Day approach also allows me to visit local projects and initiatives that are having a real impact on community safety 'on the ground'. This is increasingly more important following the launch of my Safer Dorset Fund small grants initiative as it allows me to visit and see first-hand the work being undertaken by projects that I have been able to directly support.

A clear focus for me is helping victims of crime cope and recover and I will continue to provide victims of crime the opportunity to share their experiences with me – primarily through dedicated Victim Surgeries.

My Communications and Engagement Team continue to work with a pool of Community Engagement Volunteers supporting both the OPCC and Dorset Police in public consultation and engagement activity.

I also attend a large number of public meetings and events and am honoured to often be invited to speak directly to local people at these gatherings. Such events provide me with further valuable opportunities to update on my work and, more importantly, to listen to the views of other people. These events have included meetings with Watch Groups, Residents Associations and other community interest groups and societies.

I have been able to support a large number of **conferences** during the last year – either through hosting, sponsoring, attending or speaking. Such events provide an excellent opportunity to shine a spotlight on a particular issue or topic, to network and share best practice, and to simply raise awareness and knowledge. Some of the conferences held over the last 12 months have included:

- **Dorset Business Crime Conference (June 2015)** – the third annual conference which I hosted in partnership with the Dorset Chamber of Commerce and Industry (DCCI) and the Federation of Small Businesses (FSB).
- **Dorset Police Youth Awards (September 2015)** – an opportunity for me and Dorset Police to pay tribute to a number of young people nominated for their contribution to making Dorset a safer place to live.
- **Youth Conference (November 2015)** – held at Kingston Maurward College and covering a range of topics including Child Sexual Exploitation (CSE), drugs and alcohol, youth empowerment and knife crime, with key speakers and drama used as a means of getting the messages across.
- **Domestic Abuse Conference (November 2015)** – hosted by the Dorset Safeguarding Children Board (DSCB), I was invited to speak at the opening of the afternoon session. The conference focused on raising awareness of the issues surrounding domestic abuse and violence, supporting victims of honour-based violence and forced marriage, and young people's experiences of gender inequality.
- **'People Involved in Prostitution' Conference (December 2015)** – hosted in partnership with Dorset Police, Dorset Healthcare and Bournemouth Borough Council. I was invited to open this event which looked at issues relating to working women, the men who access their services, and actions to tackle prostitution locally, including the People Involved in Prostitution Plan.
- **Prejudice Free Conference (January 2016)** – organised by Prejudice Free Dorset, the Deputy Police and Crime Commissioner opened the event which looked at hate crime and support for victims.
- **'0-19 VCS Forum Conference' (March 2016)** – an opportunity for me to attend and talk about the risks facing Dorset's children and young people and preventative measures to safeguard them.

A significant programme of public consultation at public events was also undertaken, particularly during the summer of 2015, and included:

- Bourne Free Pride Festival in Bournemouth between 9 and 13 July 2015;
- Emergency Services Family Fun Day in Poole Park on 11 July 2015 – a free event raising funds for the local Safewise safety centres charity;
- Gillingham and Shaftesbury Agricultural Show on 19 August 2015 at the Motcombe Turnpike Showground;
- Bournemouth Air Festival between 20 and 23 August 2015;
- Dorset County Show near Dorchester on 5 and 6 September 2015

GOVERNANCE AND SCRUTINY

As the Police and Crime Commissioner, I am the “voice of the public” in policing, tasked with holding the Chief Constable to account on behalf of the public to ensure that Dorset Police delivers an efficient and effective policing service.

The Policing Protocol – is a statutory instrument clarifying the roles of Commissioners, Chief Constables and Police and Crime Panels, what they are expected to do, and how they should work together to fight crime and improve policing. This underpins the local policing governance arrangements to which I adhere.

“The public accountability for the delivery and performance of the police service is placed into the hands of the PCC on behalf of their electorate.”

The Policing Protocol, Paragraph 14

A summary of how I have discharged this function over the last year is as follows:

Single Organisational Model of Governance – my office and Dorset Police continue to operate a ‘single governance model’ of internal governance, monitoring and scrutiny. This has specifically sought to reduce duplication and bureaucracy across both Dorset Police and the OPCC.

In terms of monitoring the Police and Crime Plan priorities, I and the Chief Constable co-chair meetings of the Joint Executive Board (JEB) of Dorset Police chief officers and my Chief Executive and Treasurer. JEB is the key decision making body across both organisations. Either I, or members of my Office, also attend a number of supporting Strategic Boards focused on more specific areas of the business. These include the Strategic Performance Board, the Strategic Change Board and the Standards & Ethics Board:

- **Strategic Performance Board** – I co-chair this monthly meeting with the Deputy Chief Constable, providing senior leaders the opportunity to look in detail at current police performance, crime trends and patterns, positive outcome rates and new and emerging threats and challenges.
- **Strategic Change Board** – co-chaired with the Deputy Chief Constable, this Board provides a high level overview of all ongoing change management projects within, or affecting, Dorset Police.
- **Standards & Ethics Board** – co-chaired with the Chief Constable, this Board oversees all issues relating to standards, ethics and integrity matters, including the monitoring and scrutiny of police complaints handling arrangements and outcomes.

Joint Independent Audit Committee (JIAC) – in line with the Financial Management Code of Practice (FMCP), the Chief Constable and I have convened a Joint Independent Audit Committee (JIAC) to provide independent oversight of our internal financial control arrangements. JIAC meets quarterly and is made up of 5 independently recruited members of the community, all with financial and audit backgrounds and experience.

Ethics and Appeals Sub-Committee – with the work of JIAC more focused on finance and audit processes and controls, the Sub-Committee provides an independent focus

on police conduct and integrity matters, including the monitoring of police complaints and appeals-handling processes and the dip-sampling of specific complaints cases handled by Dorset Police. The Chair of JIAC and the Sub-Committee also attends the Standards and Ethics Board.

Independent Custody Visiting (ICV) Scheme – I continue to oversee the implementation of the local ICV Scheme, where a team of volunteers from the community make regular, unannounced visits to all of the Dorset Police custody centres and provide an independent check on the welfare of people being detained. In February 2014, I was also elected chair of the Independent Custody Visiting Association (ICVA) and am working hard with board members and colleagues to further develop and enhance the support available to Scheme Administrators across the country for this important area of work.

Strategic Alliance Governance Arrangements – specific arrangements are in place to oversee and scrutinise the Strategic Alliance programme, including the Alliance Executive Board which I sit on and is the main decision making body with responsibility for signing off detailed business cases and other key decisions.

The respective JIAC members from both Dorset and Devon & Cornwall have also come together to form a **Strategic Alliance Audit Committee (SAAC)** to provide independent scrutiny, challenge and advice with regard to the programme.

Regional Collaboration Governance Arrangements – I sit on the regional Commissioning Board which provides strategic level direction, governance and oversight of the South West Police Collaboration Programme and is the decision making body for this work.

Other more specific areas of business where I continue to play an active scrutiny role include:

- **Crime Data Recording** – every two months I meet with the Deputy Chief Constable and the Force Crime and Incident Registrar to monitor crime and incident recording compliance by Dorset Police with Home Office Counting Rules (HOCR) and National Crime Recording Standards (NCRS).
- **Out of Court Disposals Scrutiny Panel** – The Deputy Police and Crime Commissioner represents me on this Panel which aims to bring transparency and accountability to the Dorset Police use of Out of Court Disposals (OoCDs). This in turn provides learning for the ongoing development of OoCD procedures and, ultimately, will increase wider understanding and confidence in their use.
- **Street Encounters Public Scrutiny Panel** – my office is represented on this Panel which provides a specific focus on police stop and search and related activity in Dorset. The Panel looks at key issues such as how Dorset Police is meeting the “Best Use of Stop and Search” requirements; current performance and any issues identified as affecting local communities; complaints; and further ways to involve and engage the public in scrutinising this element of police activity.

PARTNERSHIP AND COLLABORATION

As the Police and Crime Commissioner I have a duty to work in partnership, and collaboratively, with others to ensure that policing services and wider community safety initiatives are delivered as efficiently and effectively as possible.

Some examples to demonstrate my extensive activity in this area are highlighted below:

Strategic Alliance – this project, exploring how Dorset Police and Devon & Cornwall Police may collaborate more closely and effectively in the future and assist in meeting the savings required by both forces, was announced in December 2013. Following the initial scoping exercise and subsequent agreement for work to progress on the development of detailed business cases in a number of service areas, a Section 22A Agreement was signed in March 2015 to formalise the Strategic Alliance. Since then, over 20 Detailed Business Cases (DBC's) have been approved and a number of Alliance departments for various business areas have now gone live.

Regional Collaboration – a programme of collaboration between the five South West forces has long been established and continues to operate since the introduction of Police and Crime Commissioners. The Commissioners, Chief Constables and Chief Executives meet regularly to oversee ongoing projects and identify opportunities for further collaboration. Work includes the Regional Forensics Project, which has already realised significant savings.

Community Safety and Criminal Justice – as Police and Crime Commissioner I have a statutory duty to work in co-operation with local Community Safety Partnerships (CSPs) and I am represented on each of the three CSPs locally. I am also a member of the strategic Dorset Criminal Justice Board (DCJB), which draws together all of the relevant criminal justice agencies, to ensure a joined up approach in the often complex criminal justice landscape.

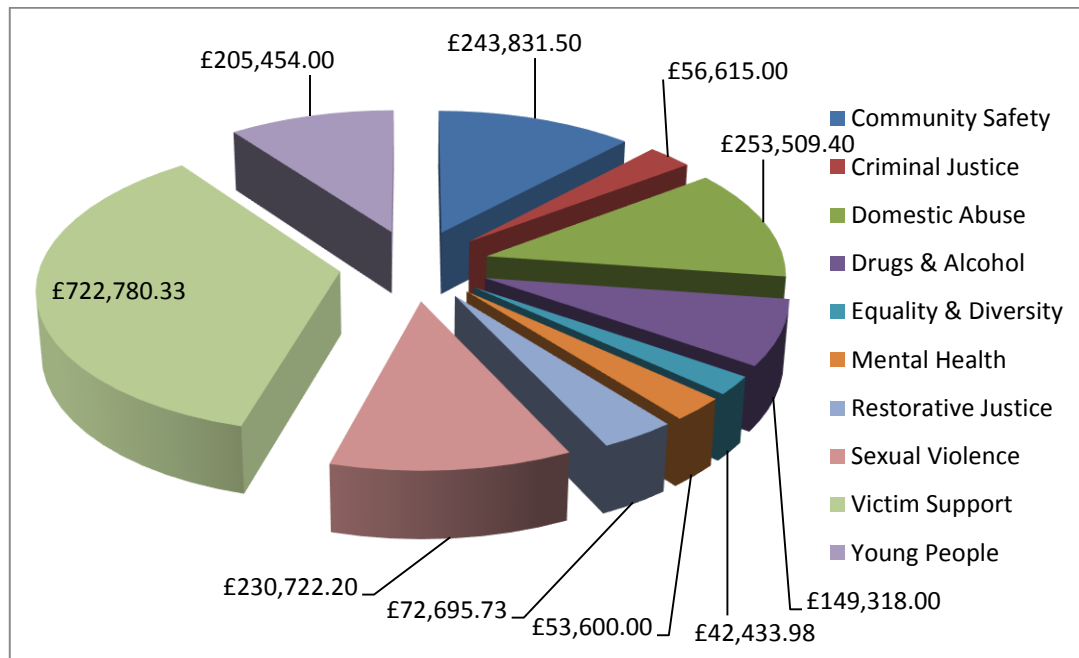
Through the hard work of partners a single pan-Dorset Community Safety & Criminal Justice Board has also now been created. This will go a long way to better integrating the community safety and criminal justice agendas locally, as well as streamlining partnership working arrangements, albeit as an umbrella Board sitting above the existing CSPs and DCJB in Dorset.

Dorset Strategic Road Safety Partnership (DSRSP) – with road safety featuring as an important element of the Police and Crime Plan, I contribute to this partnership, which is represented by all of the agencies responsible for road safety and enforcement across Dorset. Recent work of the Partnership has included the development of a Road Death Overview Panel (RDOP) to better understand the factors leading to deaths on Dorset's roads and any learning points or preventative measures that can be applied as a result.

There are also numerous other bodies that I, or my Office, are actively engaged with, including Strategic Domestic Abuse and Sexual Violence Groups; Strategic Mental Health Groups; Reducing Reoffending Strategy Group; Joint YOS/YOT Partnership Board; Strategic Drug and Alcohol Groups; CVS Forums; Local Area Partnerships; Safeguarding Boards; Health and Wellbeing Boards; Regeneration Partnerships (Boscombe, West Howe).

COMMISSIONING SERVICES

The OPCC expenditure for 2015-16 totalled £2,030,960.14. The following chart depicts this year's commitments across ten broad themes where the OPCC is supporting projects and initiatives that address the Police and Crime Plan priorities.



Community Safety (£243,831.50)

A number of initiatives have been supported this year, including the Safe Schools and Communities Team (SSCT); community-led projects (through the Community Grant); the Safe and Independent Living (SAIL) initiative; vulnerable people in the Night Time Economy (NTE) through the Weymouth Safeplace Project; Crimestoppers; Watch Schemes; shop fronts criminal damage prevention initiative; Boscombe CSAS Initiative; capacity building and project support.

Part of the Community Safety element includes £56,441.55 awarded through the **Community Grant**. The Community Grant scheme provides up to £3000 per project to support local groups and organisations to deliver initiatives that provide community benefit in line with the Police and Crime Plan priorities. Three rounds of the grant were held in 2015/16, providing funding to 28 different projects. Full details of funded projects are available on the Dorset PCC Website.

Criminal Justice (£56,615.00)

The PCC has commissioned a Criminal Justice Analysis tool to enable better interrogation of data and statistics that need to be shared across partners.

Domestic Abuse (£253,509.40)

Projects supported this year include Domestic Abuse Advisors - DAAs (formerly known as Independent Domestic Violence Advisors - IDVAs) and new programmes delivering interventions to domestic abuse perpetrators.

Drugs & Alcohol (£149,318.00)

Services supported include Drug Intervention Programmes (DIPs); and a research into Street Drinking co-funded with other PCCs in the UK.

Equality Issues (£42,433.98)

Initiatives include police consultation groups for Disability, Lesbian, Gay, Bisexual and Transgender (LGBT) and Black and Minority Ethnic (BME) communities; and an LGBT outreach service (shared with Wilts and D&C OPCCs).

Mental Health (£53,600.00)

Capacity building and project support for enhanced mental health services locally, including Street Triage.

Restorative Justice (£72,695.73)

Capacity building and project support in developing a pan-Dorset Restorative Justice (RJ) Strategy; support for Neighbourhood Justice Panels (NJPs).

Sexual Violence (£230,722.20)

Includes support for Independent Sexual Violence Advisors (ISVAs) - including a children and young persons' ISVA; Street Sex Worker safety initiatives including a conference; The Shores - Dorset's Sexual Assault Referral Centre (SARC); a perpetrator reform programme; Rape Crisis support.

Victim Services (£722,780.33)

Support through the commissioning of the victim services contract with Victim Support; establishment of Gloucester House (a victims' hub) in Boscombe incorporating the Victims' Bureau; victims' consultation work; and capacity building and project support.

Young People (£205,454.00)

Supported projects include diversionary activities; return home interviews for formerly missing young people; support to the Dorset Combined Youth Offending Service (YOS).

The Commissioning & Partnerships Manager is also undertaking a review of the PCC's Commissioning Strategy, which provides the framework for demonstrating the PCC's responsibilities for commissioning services and how that best supports the Police and Crime Plan.

The revised Strategy will further ensure that all commissioning is outcome-focused and robustly monitored accordingly, and that programmes of work are considered within the delivery mechanisms of wider local partnerships. The Strategy will be published on the PCC website.

KEY DECISIONS

Under the terms of the Police Reform and Social Responsibility Act 2011, as Police and Crime Commissioner I am required to record and publish any decisions taken in the undertaking of my duties. The full Decision Log is [HERE](#).

Some of the key decisions that I have taken in 2015/16 include:

- **Strategic Alliance** – Along with the PCC for Devon & Cornwall, and the Chief Constables for Dorset Police and Devon & Cornwall Police, I have approved a number of Detailed Business Cases (DBC)s for a single Alliance function across a number of different business areas. signed the Section 22A agreement which formalised the Strategic Alliance between the two forces. (April 2015 - March 2016)
- **Regional Collaboration** – Along with the other PCCs and Chief Constables for the South West region, numerous decisions have been taken throughout the year to progress the collaboration programme. These have included agreement to sign the revised Regional Organised Crime Unit (ROCU) agreement; issues relating to the Forensics Project; approaches to regional ICT provision; support for Police Innovation Fund (PIF) bids; and approval for a regional Assistant Chief Constable (ACC) to co-ordinate regional collaboration activity. (April 2015 – March 2016)
- **Police ICT Company** – Agreements to novate the IBM i2 software from the Home Office to the Police ICT Company and for the provision of a single police licence deal with Adobe. (March 2016)
- **Budget and Precept for 2016/17** – In putting together the final budget I proposed to raise the policing precept for 2016/17 by 1.97%. This was adopted following approval by the Dorset Police and Crime Panel. (February 2016)
- **Estates Rationalisation Programme** – decisions taken with regard to different elements of the police estate, including the former Bournemouth Police Station site; Wimborne Police Station; Sherborne Police Station (all December 2015); Beaminster Police Station and police house (November 2015); Christchurch Police Station (September 2015); and Ferndown Transport Workshop (July 2015).
- **Civil Nuclear Constabulary (CNC)** – with the Chief Constable I signed the formal S22A collaboration agreement with the CNC. (October 2015)
- **Deputy Police and Crime Commissioner appointment** – the appointment of Colin Pipe as my Deputy PCC on a voluntary basis, following the confirmation hearing held by the Dorset Police and Crime Panel. (September 2015)
- **National Police Coordination Centre (NPoCC)** – with the Chief Constable, signing of the formal S22A collaboration agreement with the NPoCC which is responsible for the coordination and deployment of police officers and staff from across the country to support large scale events, operations and in times of national crisis. (July 2015)
- **Annual Governance Statement** – approval of the Annual Governance Statement (AGS) for 2014/15 for inclusion in the final published Annual Accounts. (June 2015)

LOOKING AHEAD

Whilst the current Police and Crime Plan runs until 2017 work will now focus on developing the next Plan and the delivery of my 2016 Manifesto commitments.

The following provides a brief summary of some key areas of focus for me over the next term of office:

LISTEN

- To listen to you, represent you, communicate with you and challenge on your behalf.

SAFETY

- To keep Dorset as one of the safest places in the UK;
- To keep you safe online;
- To make Dorset roads safer through education and prevention.

REDUCE

- To reduce re-offending in Dorset;
- To reduce the number of victims of crime.

PROTECT

- To work tirelessly to protect those people at risk;
- To protect our rural and marine communities – retaining the Marine Section and creating a new Rural Crime Team;
- To continue to protect public funds, spending your money wisely.

IMPROVE

- To improve Police accessibility and visibility;
- To continue to improve the journey for victims in the Criminal Justice System;
- To improve technology, infrastructure and practice to deliver a better service.

MISSION

- To keep you safe by tackling organised crime, extremism and terrorism through collaboration.

STRIVE

- To strive for even greater efficiency and greater effectiveness by pooling budgets with partners to drive through change.

CONTACT DETAILS

Martyn Underhill was elected as the first Police and Crime Commissioner for Dorset on 15 November 2012 and re-elected for a second term of office on 5 May 2016.

You can contact Mr Underhill or the Office of the Police and Crime Commissioner for Dorset in the following ways:

By email

pcc@dorset.pnn.police.uk

Or 'in confidence' via

ContactPCC@PCCDorset.org.uk

By telephone

(01202 or 01305) 229084

Online or via Social Media

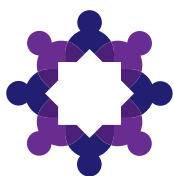
Website www.dorset.pcc.police.uk

Twitter @PCCDorset (<https://twitter.com/pccdorset>)

Facebook [Dorset Police and Crime Commissioner](#)

By post

Office of the Police and Crime Commissioner for Dorset
Dorset Police Headquarters
Winfrith
Dorchester
Dorset
DT2 8DZ



DORSET
POLICE & CRIME
COMMISSIONER

END OF TERM REPORT 2012 - 2016

PUBLISHED IN MARCH 2016



INTRODUCTION

As my term of office draws to a close, I felt it appropriate for me to take stock of my role as Dorset Police and Crime Commissioner (PCC) since my election in November 2012.

This document provides a brief summary and overview of my work so far and outlines some of the anticipated challenges facing policing and PCCs in the future. More detailed annual and quarterly reports on performance and progress against my Police and Crime Plan are regularly submitted to the Police and Crime Panel.

At the beginning, there was no job description for new PCCs to follow, nor were there predecessors to learn from. The first group of PCCs had to learn quickly and shape the role on a day-to-day basis. I think we have made a solid start in establishing this role in its infancy.

The post of PCC replaced the Police Authority which preceded it and introduced a revolutionary change in policing governance. The Police Authority comprised a committee of elected and appointed individuals who met bi-monthly to hold the Chief Constable to account for the policing of the county. The role of PCC is much broader and wide ranging than the Police Authority. In addition to oversight of Force governance, the PCC can influence social change through crime prevention, diversion and restorative justice, thereby removing people from the criminal justice system. The third strand of the job concerns commissioning services, which enable social change. I am particularly proud of the work I have been able to progress on mental health and working with victims.

This first term has, of course, been significantly influenced by a prolonged and sustained period of austerity and unprecedented cuts to police budgets, which have brought with them considerable change and challenge for policing nationally. Almost simultaneously, the nature of crime has changed and evolved, presenting new and increasing demands on police resources. In particular, we have seen the exponential increase in cyber-crime, child abuse and child sexual exploitation, human trafficking and modern slavery, all of which cross geographical policing boundaries.

We have seen the emergence of a National Crime Agency and National Police Air Service. Forces continue to work ever closer in their regions to pool resources and adopt consistent approaches to tackling cross-border issues. In the South West, we have an established Regional Organised Crime Unit and an advanced programme of collaborative projects, looking at areas such as forensics and ICT convergence. More locally, the Chief Constable and I formally entered into a strategic alliance with our colleagues in Devon & Cornwall. This ensures that both forces work together as partners to deliver policing services jointly across a number of key business areas, where this is the most effective and efficient means of utilising our combined resources.

This joint working approach adopted between Forces also applies to working with other partners. Never before has there been such an effective multi-agency approach to so many areas of criminal justice and social wellbeing.

POLICE

Working on behalf of the public to ensure that Dorset Police is as efficient and effective as possible.

Governance, scrutiny and oversight of the county's police force is at the heart of the Police and Crime Commissioner role. One of the first tasks that I had to undertake after my election and arguably the most important, was the appointment of a Chief Constable for Dorset Police. Debbie Simpson has provided excellent leadership through a rapidly changing landscape for policing. I thank her and her chief officer team for their professionalism and dedication in working to make operational policing as effective as possible for our county.

Dorset has developed a 'single governance structure' as a streamlined way for the Force to conduct its business in an open and transparent manner. This afforded me and staff from the OPCC an opportunity to monitor, scrutinise and challenge at a strategic level without interfering with operational discretion. This model has stood the test of time during my term of office without imposing an undue burden on the Force and provided opportunities for review, reflection, scrutiny, debate and challenge. This was important at a time of ever increasing governance challenges around Strategic Alliance and Regional Collaboration and the not insignificant resource impact of a busy HMIC inspection regime.

As PCC, I have focussed on certain specific areas of business, such as the independent reviews I have commissioned into the Dorset Police 'Use of Force' and their use of Out of Court Disposals respectively. I have listened to public concerns with the 101 telephone service and allocated resources to improve the service. In relation to front office counter closures, I commissioned a public consultation to seek the public view and saved six front counters. Whilst there always remains room to find more effective ways of working, there have been genuine improvements to policing locally arising from my identifying and articulating public concerns.

The opportunity I have to represent the public and understand their views on policing and crime is at the very core of PCC responsibilities. By adopting a programme of consultation and engagement through public events and shows, forums and surgeries, community days, social media and online surveys, I have been as accessible as possible to members of the local community. The police service today faces ever more complex demands but it still remains imperative to understand the issues and concerns of local people.

During my term, I have interacted with 250,000 people and met 35,000 people face to face.

More formally, I have engaged with external auditors and inspectors – particularly Her Majesty's Inspectorate of Constabulary, where I discharged my statutory duty in responding to the Home Secretary to each report issued by the Inspectorate. Inspection reports add another layer to my scrutiny function, holding the Chief Constable to account for progress against suggested areas for improvement and the implementation of specific recommendations. In the interests of transparency, these reports and my responses are all published on the Dorset PCC website.

In addition to scrutiny, I have worked with the Chief Constable to identify those areas which would benefit from additional support and funding. These have included areas such as mobile policing solutions, body worn video cameras, the Paedophile Online Investigation Team, the CyberSafe awareness campaign and the provision of additional rural vehicles. Each of these has made a major contribution to supporting policing and enhancing community safety.

I am particularly proud that the Chief Constable and I enabled recruitment of officers again, after recruitment was stopped in 2009.

And finally, I leave my term of office with a police force that has discharged its pension liability, is debt free and has a sustainable budget for next year.

CRIME

Working in partnership to improve community safety and the criminal justice system.

Whereas the Police Authority was focussed solely on policing, the role of the PCC is much wider. As such, it has been possible to develop much more diverse partnerships with other agencies and to tackle shared issues and priorities.

Whilst it is true that silos still exist, these barriers have been continually challenged and broken down. The PCC can play a key role in facilitating and coordinating change amongst all relevant agencies, not just the police. All public sector partners have experienced downward financial pressure and it is essential to work more closely together to deliver greater efficiency.

I am particularly proud of the role I have been able to play with regard to the provision of services for those affected by mental health problems. Nationally, this has involved leading the PCCs' national working group and driving the delivery of the Mental Health Crisis Care Concordat. Locally, I have driven, supported and funded the street triage and liaison and diversion schemes. These have been instrumental in significantly reducing the instances of police custody cells being used as a place of safety for individuals in mental health crisis. Responding to incidents involving mental illness places significant demands on the police and, more importantly, police cells are not an appropriate place to house people who have not broken the law and are unwell. They need to be looked after in a healthcare setting and I am delighted that significant progress has been made here.

Victims of crime have also been at the forefront of my work. The Dorset Victims' Bureau, one of my key manifesto pledges, was launched in November 2013 providing information and updates to victims as investigations and cases progress. This has contributed to an increase in victim satisfaction about being kept informed of progress. The service continues to develop and evolve. In October 2014, I was one of the first PCCs nationally to commission local victim support services, awarding a three-year contract to Victim Support. These enhanced services now extend to businesses experiencing crime and victims of anti-social behaviour. I have also been able to continue to fund and support more specialist support services, such as The Shores (Dorset's Sexual Assault Referral Centre) and Independent Sexual Violence Advisors through my Safer Dorset Fund.

I have fully engaged in all of the key local partnerships such as Community Safety Partnerships and the Dorset Criminal Justice Board. These help to drive change and improvements in keeping people safe and enhancing criminal justice services locally. I have also worked closely with partners on key issues such as road safety, health and wellbeing and more specific projects such as a pan-Dorset CCTV initiative.

At a national level, I have played a leading role in the Association of Police and Crime Commissioners in lobbying ministers on key issues, including fairer funding for Dorset Police, concerns over port security and improvements to the Action Fraud service.

COMMISSIONER

Supporting services that contribute to addressing crime and community safety issues for the benefit of communities in Dorset.

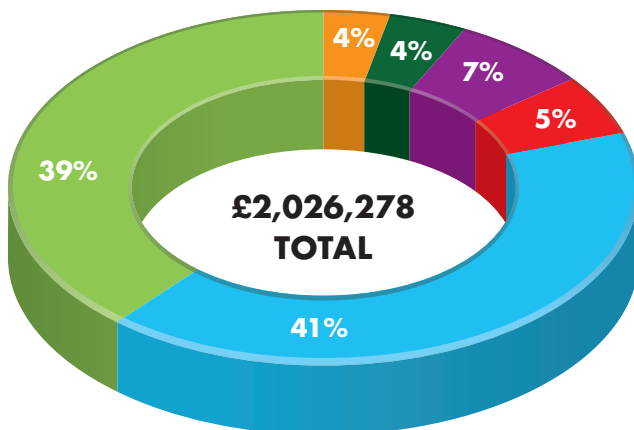
Commissioning services is a further role of the PCC, which formed no part of the responsibilities of the Police Authority.

Funding is provided to the PCC through the central government police grant and through the police precept element of the Council Tax. Other funding streams are also available and I have secured additional money through the Community Safety Fund and also through the

Police Innovation Fund and Competed Victim Fund, to which I have successfully bid for project funding.

Since 2014, all of the funding I receive has been encompassed in my Safer Dorset Fund, which I then use to set the annual Dorset Police budget, commission services and issue community grants for projects and initiatives that contribute towards my Police and Crime Plan priorities.

The chart below shows the total amount awarded in the 2015-16 financial year across the Safer Dorset Fund, for commissioned services and small community grants. This is split out into the six police and crime plan priorities.



● REDUCE NUMBER OF VICTIMS	£783,743
● REDUCE SERIOUSLY HARMED	£821,183
● HELP PROTECT FROM SERIOUS THREATS	£112,214
● REDUCE RE-OFFENDING	£145,353
● INCREASE SATISFACTION IN POLICING	£82,310
● SUPPORT NEIGHBOURHOOD POLICING	£81,475

*Accurate at time of publication

Full details of all grants awarded are published on the Dorset PCC website, but the Safer Dorset Fund approach has enabled funding and support to be administered to a diverse range of initiatives across Dorset, including Home Watch and road safety schemes, ex-offender resettlement and mentoring services, young people's projects around personal safety and

anti-bullying and diversionary schemes, such as a Community Farm for troubled families and Horse Course for young people at risk of offending or re-offending.

It is particularly rewarding to see the genuine benefits that even relatively small amounts of funding can achieve at a very local level through supporting such projects.

CLOSING REMARKS



Some final thoughts and a look to the future.

It is impossible to cover all the aspects of my work during this first term of PCC in this short round-up summary document, but I hope that it gives a sense of the progress and achievement in a short period of time since 2012.

It is clear that PCCs play a key role, not only in holding the police to account, but also as commissioners of services and as facilitators. Whilst the police, local authorities, health agencies, criminal justice services and numerous other partners all have their own core functions and responsibilities, there are also numerous areas of overlap and shared priorities. As PCC, I have been instrumental in marshalling their various roles to deliver a shared agenda. The delivery of this agenda has been enhanced by the sharing of resources in the form of knowledge, experience and funding.

Recent announcements and developments at a national level suggest that the Government shares this approach. The PCC role is undoubtedly set to expand to include potential oversight of fire and rescue services, an enhanced role with regard to police complaints and misconduct and the possibility of greater oversight of the criminal justice system locally.

It has been a privilege to serve as the first Police and Crime Commissioner for Dorset. A lot of ground has been covered since I first took office

in November 2012 and some of that work will set the scene for years to come. I am confident that whoever takes up the mantle of PCC for Dorset in May 2016 will do so with a solid foundation on which to take forward the work in the next term of office.

Finally, I would like to pay tribute to the officers and staff of Dorset Police. Much of their work is unheralded, dangerous and goes unseen by the public. The police service is also more open to scrutiny and criticism than ever before. The nature of my role means that I can be challenging and critical of the service on occasion. Yet I know that we have diligent, professional and dedicated officers and staff working on the public's behalf around the clock in times of unprecedented change, funding cuts, reducing numbers and diminishing resources while faced with ever more complex crimes and demands being placed upon them.

The Force continues to perform at an extremely high level and keeps Dorset an exceptionally safe place to live, work and visit. Our county is deeply indebted to these people for their service and I thank them all for their efforts and achievements.

MARTYN UNDERHILL

Dorset Police & Crime Commissioner



Office of the Dorset
Police & Crime Commissioner
Force Headquarters
Winfrith
Dorchester
Dorset DT2 8DZ

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T (01202 or 01305) 229084
E pcc@dorset.pnn.police.uk
or in confidence at:
E contactpcc@pccdorset.org.uk
@PCCDorset
Dorset Police and Crime Commissioner

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POLICE AND CRIME PANEL – 10 JUNE 2016

VICTIMS BUREAU

REPORT BY THE POLICE AND CRIME COMMISSIONER

PURPOSE OF THE REPORT

To update Members on progress with the implementation and development of the Victims Bureau and associated victim support services and initiatives in Dorset.

1. BACKGROUND

- 1.1 Since first being elected the PCC has been committed to improving the journey for victims of crime and Anti-Social Behaviour (ASB) in Dorset. One of his initial priorities was the implementation of a Victims Bureau and in November 2013, with the Victims Commissioner Baroness Newlove, he launched the Dorset Victims Bureau – one of only two such facilities in England and Wales at that time. The Dorset Victims' Bureau was implemented to ensure that victims would be kept updated, informed and supported throughout their journey.
- 1.2 Following this, in October 2014 Victim Support (based in Poole) was commissioned on a three year contract to deliver support services throughout Dorset with a view to be co-located with the Victims' Bureau within the contract term. The OPCC Victims Project Manager has been working closely with Victim Support to enhance and improve the support services process for victims, to ensure that all victims have access to support.

2. VICTIMS HUB

- 2.1 Whilst the Victims Bureau was initially housed in Bournemouth Divisional Police Headquarters the PCC had a longer-term ambition to scope options to implement a Victims' Hub in a non-police estate building to ensure that victims could access the services they required, and to open up options to victims who did not wish to directly engage with the police. The Victims' Hub would incorporate the Victims' Bureau and the commissioned victim services supplier. The options for a Victims' Hub were fully scoped and a suitable location was identified at the former Boscombe Police Station. The building was at that time occupied by the local Neighbourhood Policing Team (NPT), who were due to move into the vacant Argos building in Boscombe.
- 2.2 Bournemouth Borough Council, as landlord of Argos building, suffered a number of significant delays during the building works, which ultimately impacted on the ability for the Council to hand the building over to Dorset Police and for the NPT to vacate the Boscombe Police Station. This delayed the proposed refurbishment works on the Victims' Hub.

- 2.3 From January 2016, refurbishment works on the former Boscombe Police Station were able to commence. The building at this stage was in need of rewiring, a new boiler and considerable redecoration to bring it up to the standard for office accommodation. On the 4th April 2016 all refurbishment works had been completed and the IT was installed.
- 2.4 On the 11th April 2016 both the Victims' Bureau and Victim Support moved into the new accommodation and the Victims' Hub was open. The site has now been renamed as The Victims' Hub, Gloucester House in Gloucester Road, Bournemouth. Although the building is still part of police estate, the appearance has been made to look like non-police premises and the site is void of any marked police vehicles or officers. This is vital in ensuring that victims who would like to access the services can do so without feeling that it is specifically a part of Dorset Police.
- 2.5 The partnership approach to victim care under the Hub arrangement has vastly improved with both agencies working together in the same location. Throughout 2016, Victim Support intend on running a marketing campaign to encourage victims of crime who may or may not have previously reported their crime to the police, to walk into the hub to access support services.

3. VICTIM SUPPORT

- 3.1 Victim Support has for some time experienced national IT issues with their case management system which unfortunately impacts of the local Dorset delivery. The system has a number of technical issues which have caused outages at times and the system runs very slow. Victim Support is due to roll out a replacement case management system during 2016.
- 3.2 Victim Support, with financial assistance from the OPCC, is also due to fully join a satellite hub in Blandford which again increases the accessibility for victims to access services. At this time they have had presence at the satellite hub in Blandford but a move to ensuring staff from Victim Support will be there on a full time basis from May 2016. The satellite hub is an extended partnership arrangement comprising of Victim Support, TREADS, Citizens Advice Bureau, Shelter, Rethink Mental Health Dorset and Dorset Mental Health Forum.

4. VICTIM SURGERIES

- 4.1 In the last financial year 2015/16 twenty-one PCC Surgery days were offered to members of the public to come and meet with the PCC in a one-to-one confidential setting. Thirty four members of the public attended PCC Surgery appointments

5. RECOMMENDATION

- 5.1 Members are invited to note the update in relation to the implementation and development of the Victims Bureau and associated victim support services and initiatives in Dorset.

**MARTYN UNDERHILL MSc PGCE
POLICE AND CRIME COMMISSIONER**

Members' Enquiries to: Simon Bullock, Interim Chief Executive (01305) 229084
Press Enquiries to: Kristian Ward, Digital Engagement Officer (01305) 229088



POLICE AND CRIME PANEL – 10 JUNE 2016

101 SERVICE IMPROVEMENT PANEL

REPORT BY THE CHIEF EXECUTIVE

PURPOSE OF THE REPORT

To update Members on the 2016 Manifesto commitment by the Police and Crime Commissioner to create a Service Improvement Panel to examine complaints about the Dorset Police 101 non-emergency telephone service.

1. BACKGROUND

1.1 The roll-out of the non-emergency police number 101 across English forces started in 2011, when it went live in Dorset. Calls cost 15p, no matter the time, nor duration. One of the benefits of this system is that members of the public could dial the same non-emergency number regardless of where they are in England and Wales.

2. 101 IN DORSET

2.1 Since its introduction in 2011, 101 call handling has been subject to public criticism around call response times and system failures. The service receives around 8,500 calls per week, or 1,200 calls per day.

2.2 Despite ongoing awareness raising campaigns both locally and nationally, the Force still encounters misuse of the service. Calls to 101 that are not related to police business prevent members of the public who have a legitimate reason for contacting the police doing so in a timely manner.

2.3 Following his election in 2012, the Police and Crime Commissioner pledged to improve the service by holding the Force to account.

2.4 The Chief Constable responded by establishing a triage system for calls, assessing them by risk. Call handler numbers have also been increased to deal with demand, as awareness of the single number has grown.

2.5 A large number of calls to 101 do not require a police response, but as services and, in particular out of hours services, have reduced in other public sector organisations, this unmet demand has fallen to the Police.

2.6 It is expected that the advent of the new Dorset Police website will reduce some of this pressure as online reporting can be used to redirect reports to the correct departments within the Force, or via web links to the relevant authorities. Currently the Force website's "Do It Online" page, which allows members of the public to carry out a range of activities without having to call 101, is in need of improvement. Once the new website launches in early June, an easy-to-use facility will enable

users to make a general enquiry, report lost property, request a call back, leave a message for an officer, make a complaint and submit a compliment or suggestion.

- 2.7 Whilst the majority of complaints are resolved by the Triage Supervisors, public perception of the service remains poor. Consultation over the summer of 2015 highlighted 101 as in need of improvement.

3. SERVICE IMPROVEMENT PANEL

- 3.1 Within the PCC's 2016 manifesto pledge he intends to introduce a panel, consisting of members of the public and elected representatives to work with the PCC and the Force on improving the 101 service. This panel will examine complaints about the service, and the members of the Panel will be invited to listen to calls in order to monitor the service. The primary purpose of this is to gauge and improve public satisfaction in the service.

- 3.2 It is envisaged that at each meeting of the Panel it will review a number of calls chosen at random (dip sampling). This will involve the Panel listening to the call, and determining if the response was appropriate. In addition they will review a sample of calls that have resulted in a quality of service complaint being made. This is to ensure that decisions being made are consistent and fair, and that the resolution is appropriate. In the case of any outstanding unresolved complaints, the Panel will review the case and, if required, may ask the member of public to address them directly.

- 3.3 Draft terms of reference for the Panel are attached at Appendix A for reference.

- 3.4 The Panel will be chaired by the Deputy PCC and include representatives from the Police and Crime Panel, voluntary sector organisations and members of the public (the successful completion of Force vetting notwithstanding).

- 3.5 Force Contact Management will be represented in an advisory capacity – they will not formally be members of the panel.

4. NEXT STEPS

- 4.1 Members of public, members of the Dorset Police and Crime Panel, and representatives from voluntary sector organisations will be recruited to the panel as volunteers.

- During forthcoming PCC engagement activities, the OPCC will be consulting with members of the public about 101 and will invite members of the public to express their interest in volunteering for the Panel;
- Members of the Dorset Police and Crime Panel will be asked to express their interest in joining the panel;
- OPCC staff will seek expressions of interest from a selection of voluntary sector organisations.

- 4.2 Initially three members of the public will be appointed as permanent volunteer members of the Panel, additional members may be appointed that could be used on a rotating basis.

- 4.3 The complaints for the panel to consider will be chosen at random ahead of time, in order to allow the full records to be made available. As well as reviewing the call history the Panel may listen to the call. In the case of an unresolved complaint the Panel may invite the complainant to address them directly.

5. RECOMMENDATION

- 5.1 Members are invited to note the update in relation to the proposed 101 Service Improvement Panel.
- 5.2 The PCC would welcome any thoughts or feedback on the proposal to help shape the implementation of the 101 Service Improvement Panel and its overall effectiveness.
- 5.3 Members are invited to express their interest in joining the 101 Service Improvement Panel.

SIMON BULLOCK
INTERIM CHIEF EXECUTIVE

Members' Enquiries to: Simon Bullock, Interim Chief Executive (01305) 229084
Press Enquiries to: Kristian Ward, Digital Engagement Officer (01305) 229088

Appendices

Appendix A – Draft Terms of Reference for the 101 Service Delivery Group

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DRAFT- Terms of Reference 101 Service Delivery Group

PCC Representative:	Deputy Police and Crime Commissioner
Chair:	
Dorset Police Representative	Ops Manager
Admin Support:	OPCC
Frequency of Meetings:	6 panel meetings annually.
Location of Meetings	The meetings will be held in different locations across Bournemouth, Dorset and Poole on a rotating basis.
Reports To:	PCC (Joint Executive Board)
Receives Reports From:	OPCC, Chief Officers, Corporate Development Department
Delegations /Powers	
Membership:	<ul style="list-style-type: none"> • Deputy PCC • 2 x Police and Crime Panel members • 3 x members of the public • 2 x representatives from voluntary sector organisations
Main Purpose:	<ul style="list-style-type: none"> • The purpose of the Panel is to gauge public satisfaction and act as a critical friend to Dorset Police to help improve the quality of the 101 service. • To assess the 101 service and determine whether it meets the needs and expectations of the community it serves. • To provide a mechanism for reviewing complaints that meet the criteria of failure in service. • To engage the public in improving the 101 service by: <ul style="list-style-type: none"> ○ increasing awareness of the scope and purpose of the service, ○ providing a mechanism for members of the public whose complaints remain unresolved, and those who wish to report a positive experience to directly address the panel. • To make suggestions in respect of improvements to the service. • To communicate findings in relation to service delivery back to the public. • To help shape publicity in respect of 101 and the use of the online reporting facility.

Meeting Structure	<p>Each meeting will review 101 performance figures for the preceding 2 month reporting period.</p> <p>Dissatisfied members of the public will be invited to present their experience of the service.</p> <p>Recordings of 101 calls may be relayed to the Panel to determine the quality of response (see data protection below).</p> <p>Panel members will be asked to review complaints received regarding the 101 service.</p> <p>Force Contact Management will be represented in an advisory capacity – they will not formally be members of the panel.</p>
Other Considerations	<p>Data Protection – Panel members will require vetting in order to listen to un-redacted calls and view call histories that could lead to the identification of the caller.</p> <p>The OPCC will recruit members of the public who express an interest in being on the Panel.</p>
Police and Crime Plan Links:	<p>To deliver the priorities in the Police and Crime Plan</p> <p>Joint Executive Board</p> <p>Strategic Performance Board</p> <p>Equalities and Confidence Board</p>

Dorset Police and Crime Panel



Date of Meeting	10 June 2016
Officer	Chief Executive, Dorset County Council
Subject of Report	Complaints Protocol
Executive Summary	<p>The Complaints Protocol is an important governance document. It provides a clear mechanism and process through which any complaints against the Police and Crime Commissioner can be lodged and objectively considered by an panel of independent members.</p> <p>When the Police and Crime Panel last considered its Complaints Protocol the Office of the Police and Crime Commissioner (OPCC) requested an opportunity to make some minor amendments to enable a final version to be brought back for approval by the Panel. This work has now been completed, an updated document has been shared with the Chairman of the Complaints Sub-Committee and the revised Protocol is attached as Appendix A for approval.</p> <p>In essence the document remains as approved by the Complaints Sub-Committee when it last met. It has just been reordered and clarified and includes a 'triage' mechanism for the PCC's Chief Executive to discuss relevant matters with the County Council's Monitoring Officer. It also includes greater clarity about the respective roles and statutory responsibilities of the Head of Paid Service, Monitoring Officer and Treasurer.</p>
Impact Assessment:	<p><i>Equalities Impact Assessment:</i></p> <p>The Complaints Protocol is specifically designed to ensure ease of access to anyone who may identify particular circumstances for its use. This approach is set out in paragraph 2.4 of the revised protocol.</p>

	<p><i>Use of Evidence:</i> A review of the existing Complaints Protocol</p>
	<p><i>Budget:</i> No budget, VAT or other cost implications have been identified arising directly from this report.</p>
	<p><i>Risk Assessment:</i> Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: LOW Residual Risk: LOW Other Implications: None</p>
Recommendation	<p>That the Police and Crime Panel;</p> <p>i) Approve the Complaints Protocol as set out at Appendix A.</p>
Reason for Recommendation	<p>To ensure that the Police and Crime Panel's Complaints Protocol is fit for purpose.</p>
Appendices	<p><u>Appendix A</u> - Complaints Protocol</p>
Background Papers	<p>Dorset Police and Crime Panel 10 November 2015 - Complaints Protocol</p>
Report Originator and Contact	<p>Mark Taylor Group Manager – Governance & Assurance Tel: 01305 224982 Email: m.taylor@dorsetcc.gov.uk</p>



Dorset Police and Crime Panel

Complaints Protocol

DORSET POLICE AND CRIME PANEL COMPLAINTS PROTOCOL

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1. Introduction

The purpose of a complaints system is to put right what has gone wrong and to learn from it (Local Government Ombudsman)

These arrangements set out the process for dealing with complaints about the conduct of the Police and Crime Commissioner (PCC) for Dorset.

The arrangements are made under the Police Reform and Social Responsibility Act 2011, the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 and the Police and Crime Panels (Application of Local Authority Enactments) Regulations 2012.

The Dorset Police and Crime Panel (PCP) has statutory responsibilities under the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 relating to the recording and determination of complaints.

One of the main functions of the PCP is to act as a central point for collation and recording of all complaints against the PCC, and to provide a 'gateway' to the procedures for dealing with both non-criminal and criminal complaints about the PCC or the Deputy PCC (*herein the term PCC applies equally to DPCC*).

In accordance with Police and Crime Panels (Application of Local Authority Enactments) Regulations 2012, Dorset Police and Crime Panel has delegated authority for managing complaints to:

- Corporate Complaints Officer, Dorset County Council (CCO);
- Monitoring Officer, Dorset County Council (DCC MO);
- Chief Executive and Monitoring Officer (CEMO) of the Office of the Police and Crime Commissioner for Dorset (OPCC);
- A Complaints Sub-Committee of the PCP (CSC).

In accordance with Regulations, the CSC will not conduct an investigation. The CSC may exercise its delegated powers to require the person complained against to provide information or documents or attend before it to answer questions or give evidence, as this will not be regarded as an investigation.

However, any other step intended to gather information about the complaint, other than inviting the comments of the complainant and the person complained against, will not be permitted.

Members of the CSC will undertake periodic dip-sampling of complaints files held by the CEMO and Corporate Complaints Officer to provide assurance with regard to the delegated complaints handling process.

A flow chart providing an overview of the complaints process is attached at Annex 1

2. Complaints Procedure

2.1 What is covered by the complaints procedure?

The only complaints that fall within the remit of the Dorset Police and Crime Panel are those which involve the personal conduct of the PCC for Dorset.

The Complaints Sub-Committee will consider:

- a. Complaints relating to rudeness by the PCC,
- b. Complaints relating to inappropriate references to people, places or issues by the PCC;
- c. Very minor or spent convictions by the PCC.

The Complaints Sub-Committee will not consider:

- Criminal complaints about the Commissioner (which must be referred to the Independent Police Complaints Commission (IPCC))
- Complaints about the Dorset police force (which must be referred to Dorset Police Professional Standards Department, Police and Crime Commissioner or IPCC as appropriate); and
- Complaints relating to other organisations for example the probation service, voluntary sector organisations, the Community Safety Partnership (which must be referred to the relevant complaints procedures of those organisations).

It is important to distinguish the Panel's scrutiny role from their complaints role. Even if a policy decision taken by the PCC generates complaints, the complaint would not fall within the remit of the Panel's role in complaints handling even though it may inform the Panel in their scrutiny role.

2.2 Disapplication of the Regulations

The PCP has the discretion to decide not to apply the Regulations in certain circumstances. In summary these are where the complaint is:

- an employment issue relating to the OPCC or Dorset Police;
- when the complainant is subject to an ongoing police investigation or criminal proceedings relating to the complaint;
- more than 12 months old;
- already the subject of a complaint;
- vexatious, oppressive or an abuse of the procedures or repetitious.

This protocol does not cover the following matters and will require a full Panel consideration rather than delegated to the subcommittee;

- A Head of Paid Service report on their concerns regarding the running of the OPCC, under their statutory obligations under section 4 of the local government housing act 1989.
- A Monitoring Officer report regarding their personal concerns on any proposal, decision or omission by the PCC (or anyone acting on their authority) which has given rise or is likely to give rise to:
 - a) A contravention of any enactment of the rule of civil and criminal law
 - b) Maladministration of failure
 - c) Breach of the PCC's oath of office
- A Treasurer report regarding their personal concerns regarding financial conduct of the PCC.

2.3 Withdrawal of a complaint

A complaint can be withdrawn or discontinued by a complainant. The relevant parties have to be notified and the fact recorded. If the complaint relates to a conduct matter then the matter may still be investigated under the Regulations if it is in the public interest to do so. Again all parties have to be notified of any decision.

2.4 Ensuring fairness and equality for all

This complaints protocol is open for any member of the public to use. The PCP will seek to make reasonable adjustments to communicate and deliver key messages in a way that best addresses your needs. Key information can be provided in a range of alternative formats to meet your communication needs.

It is recognised that complaints relating to police and crime issues can be sensitive. Whilst every effort will always be made to resolve complaints informally to the satisfaction of those who complain, people who do choose to make a formal complaint against the PCC according to this protocol will be treated with dignity, fairness and respect regardless of their characteristics in terms of:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race, including ethnicity, colour and nationality;
- religion or belief;
- sex; and sexual orientation.

Members of the Dorset Police and Crime Panel, OPCC staff and Dorset County Council are expected to treat others with fairness, dignity and respect. Equally, complainants are expected to treat them according to the same principles.

2.5 Making a Complaint

If you wish to make a complaint please complete a complaints form available online:

<http://www.dorset.pcc.police.uk/information-hub/publication-scheme/our-policies-and-procedures/>

and post it to: Corporate Complaints Officer (CCO)
Dorset County Council
Colliton Park
Dorchester
Dorset
DT1 1XJ.

2.6 Complaints Process

The PCP has delegated the initial handling of the complaints process to the **Corporate Complaints Officer (CCO)** in Dorset County Council.

The CCO is the main point of contact for complaints under these Regulations and is responsible for;

- i. acknowledging the complaint (within 3 working days)
- ii. formally recording complaints
- iii. correspondence with the complainant and the PCC (via the CEMO)
- iv. the recording of any formal decisions at the end of the process.

The PCC will not become involved or influence the investigation of complaints about themselves. The PCC will immediately notify the Chief Executive and Monitoring Officer (CEMO) if a complaint about their own conduct is made directly to them. The CEMO will immediately notify the Corporate Complaints Officer who will then commence the process by acknowledging the complaint.

2.7 Informal resolution of non-criminal complaints

The CCO shall refer non-criminal complaints to the CEMO for initial investigation, and, where agreed to by the complainant, informal resolution.

The Panel's decision to delegate responsibility to the CEMO is intended to ensure that 'triage' arrangements are in place to undertake an initial assessment on the appropriate course of action so that issues are dealt with swiftly and effectively to the satisfaction of the complainant.

The triage work may involve an element of investigation to gather sufficient information to be able to decide which is the appropriate body to deal with a complaint. This may involve contacting the complainant to request more information or clarification of the complaint.

When the CEMO has concluded the triage against the criteria set out above, or has concluded a local resolution, they are to write to the DCC MO via the Corporate Complaints Officer with their findings and recommendations, (within ten working days).

The CCO will then, as required;

- Informal Resolution: Record the complaint and the resolution. Confirm the resolution in writing to the complainant and to PCC and update the CSC at the next available meeting;
- Complaints Sub-Committee (CSC) deliberation required:
 - Convene a meeting of the CSC
 - write to the PCC, setting out timescales and details and providing details about the procedure and allowing the PCC two weeks to make comments in response to the complaint;
 - with the CEMO, prepare the papers for the CSC setting out the relevant details of the complaint and recommendations
 - The CSC will meet with the CEMO to hear the report and ask further questions as required
 - All decisions will be recorded.

If, at any stage, the IPCC informs the PCP that it requires the complaint is to be referred to it, or if the Complaints Sub-Committee decides that the matter has a criminal element and therefore needs to be referred to the IPCC, the informal resolution process will be discontinued.

What can the Complaints Sub-Committee do to resolve a complaint?

The Complaints Sub-Committee shall consider:

- how the complaint has been managed and responded to through the complaints protocol, including written communication to the complainant and PCC;
- any written evidence of an informal resolution;
- any further written comments from the complainant and the PCC submitted to the Sub-Committee;
- any reasons for the IPCC referring a complaint back to the Dorset Police and Crime Panel, so that these can be challenged if required;
- whether to invite the PCC to attend a subsequent meeting to answer questions about the complaint.

2.8 Making a Decision

If the Complaints Sub-Committee agrees with the CEMO that a complaint has already been resolved, the reasons for such a decision will be recorded in the meeting notes and communicated to the complainant and PCC in writing.

If the Complaints Sub-Committee decide that a complaint has not been resolved, it will determine the most suitable course of action. This may include, but not be limited to:

- an explanatory letter to the complainant;
- Suggesting a change to the OPCC policy;
- Requesting that an apology be tendered by the person complained about (no apology may be tendered on behalf of the person complained against unless that person has admitted the alleged conduct and agreed to the apology).
- referral of a serious complaint to the IPCC for investigation, or back to the IPCC if the Committee wishes to challenge the IPCC's decision.

2.9 Records Management

All records have to be kept by the Panel as required by the Regulations. The Panel will keep records of every complaint and purported complaint that is made to it, every conduct matter recorded by it and every exercise of a power or performance of a duty under the Regulations.

The CCO will make a record of any informal resolution and will, usually within 5 working days, provide copies to the complainant and the person complained about.

The copy of the record provided to the complainant and person complained against may be anonymised, or may not be provided, if to do so might prejudice a criminal investigation or proceedings, or would be contrary to the public interest. Any such decision will be kept under review by the PCP.

Details of the record can be published, but only after the parties have been given an opportunity to make representations, they have been considered and the Panel is of the opinion that they are in the public interest.

The CCO will provide a report to each quarterly meeting of the PCP, summarising any complaints that have been considered since the last meeting, including the outcome.

2.10 Resolution of serious complaints

It is the duty of a PCP to refer a complaint to the IPCC if it is determined that the complaint is a serious complaint, or the IPCC notifies the PCP that it requires the complaint to be referred.

According to Schedule 7 of the Police Reform and Social Responsibility Act 2011, a 'serious complaint' means a qualifying complaint made about conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence.

If the complaint is 'serious' the DCC MO will refer the complaint to the Independent Police Complaints Commission (IPCC). In order to identify risks associated with vexatious, repetitious or incredible complaints, the DCC Monitoring Officer will consult with the CEMO in the decision to allow that context to either be part of the decision to refer or to form part of an explanation to the IPCC as part of the referral.

The referral will be made as soon as practicable and, in any event, not later than the end of the day following the day when it first becomes clear that it is a serious complaint.

The PCP will provide the IPCC with any information, documents or evidence that it requires, in the format and time specified.

The PCP will also allow the IPCC access to premises either in relation to an investigation or so that the IPCC can examine the efficiency and effectiveness of the arrangements for handling complaints.

Section 30 of the Police Reform and Social Responsibility Act 2011 gives the panel the ability to suspend the Police and Crime Commissioner if it appears to the PCP that:

- (a) the Commissioner has been charged in the UK, Channel Islands or the Isle of Man with an offence; and
- (b) the offence is one that carries a maximum term of imprisonment exceeding two years.

If the PCP does ever need to consider suspension under section 30 then this will be a whole Panel rather than a Complaints Sub-Committee decision and a case for suspension would need to be made. The PCC must be afforded the opportunity to attend the PCP meeting to make personal representations in public.

2.11 Role of the Local Government Ombudsman

If at any stage a complainant is dissatisfied about the way in which the Dorset Police and Crime Panel has carried out or delegated the above functions, he/she can raise their concerns with the Local Government Ombudsman (LGO), provided that the matter has been subject to local complaint procedures which have been exhausted.

If the LGO decide to seek further information from the Panel about a complaint or to pursue an investigation, they shall liaise with the Corporate Complaints Officer who is also the local authority's LGO Link Officer. If a complaint relates directly to the Corporate Complaints Officer's role and responsibility this matter shall be escalated to their line manager to liaise with the LGO.

The Panel will allow the LGO access to premises either in relation to an investigation or so that the LGO can examine the efficiency and effectiveness of the arrangements for handling complaints.

Contact details for the LGO are included in the useful contacts section of this complaints protocol.

3. Frequently Asked Questions

3.1 Will PCCs be held to account for non-criminal behaviour?

The Regulations provide for the PCP to secure the informal resolution of a complaint concerning non-criminal behaviour. Although PCP's will not have sanctions available to them, they will be able to use their powers to require the PCC to attend a hearing to answer questions, request information and documents from the PCC, and publish a report or recommendation. Ultimately, PCCs will be held accountable by the ballot box.

3.2 What does 'informal resolution' mean?

Informal resolution is a way of dealing with a complaint by solving, explaining, clearing up or settling the matter directly with the complainant, without an investigation or formal proceedings. It is not a disciplinary process, and does not involve the imposition of any sanction. It is a flexible process that may be adapted to the needs of the complainant and the individual complaint. It may involve the person complained against explaining their conduct and, if appropriate, apologising for it. This could be done by correspondence or in a face to face meeting. The method of informal resolution is left up to the individual PCP, provided that it is in accordance with the Regulations and guidance issued by the Secretary of State.

3.3 Is there a conflict of interest in the PCC's Chief Executive having a role with the complaints made against their employer?

No. The PCP can choose to delegate the initial handling of complaints to the PCC's chief executive but does not have to do this. Ultimate responsibility for handling any complaint remains with the PCP, and it will wish to satisfy itself that the chief executive can deal with any complaint impartially. Similarly, the PCP is able to appoint the chief executive to carry out the informal resolution of a non-criminal complaint, but has a specific power to take back the informal resolution of the complaint if necessary. The Chief Executive will already have the function of assessing the lawfulness and propriety of the PCC's actions as monitoring officer, and it is not suggested that they cannot carry out that role effectively and impartially.

4. Useful Contacts

If you wish to make a complaint about the Police and Crime Commissioner for Dorset, please complete a complaints form available online at: [and send this to the Corporate Complaints Officer at Dorset County Council](#)

Or write to: Corporate Complaints Officer
Dorset County Council
Colliton Park
Dorchester
Dorset
DT1 1XJ

Any enquiries about the complaints protocol can be made in writing or by email to: j.french@dorsetcc.gov.uk

Information about the role and responsibilities of the Dorset Police and Crime Commissioner; and the Dorset Police and Crime Panel, can be found on the Office of the Police and Crime Commissioner's website: www.dorset.pcc.police.uk/

Office of the Police and Crime Commissioner
Force Headquarters
Winfrith
Dorchester
Dorset
DT2 8DZ
Telephone: (01202 or 01305) 223966
Email: pcc@dorset.pnn.police.uk

The Local Government Ombudsman

PO Box 4771
Coventry CV4 0EH

LGO Advice Lines:

0300 061 0614

Fax: 024 7682 0001

An online contact form is available on the LGO website: www.lgo.org.uk

5. References

Home Office Police and Crime Panel Regulations

<https://www.gov.uk/government/publications/police-and-crime-panel-handling-of-complaints-and-conduct-matters-about-the-pcc>

Police Reform and Social Responsibility Act 2011.

<http://www.legislation.gov.uk/ukpga/2011/13/contents/enacted>

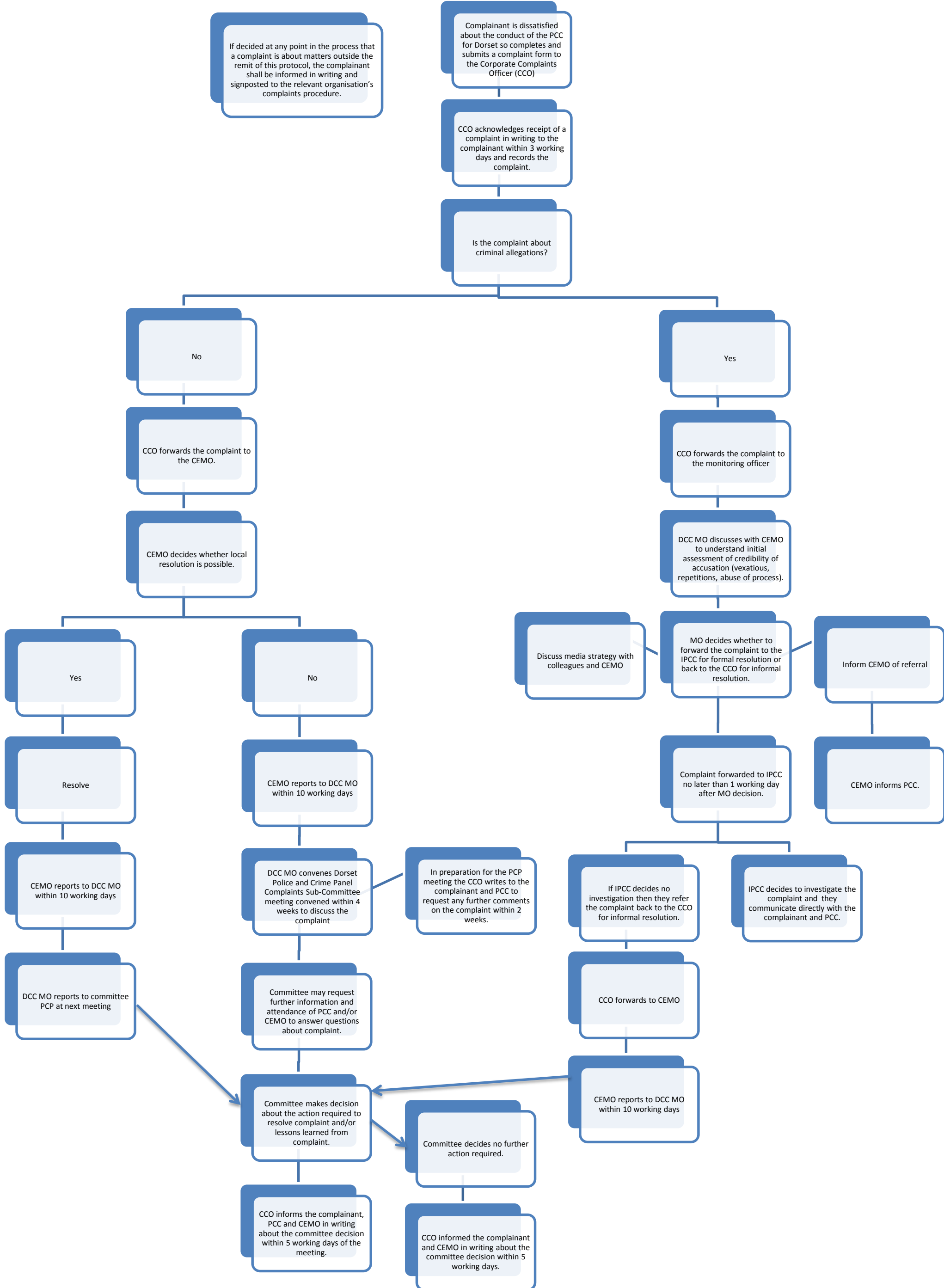
The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.

<http://www.legislation.gov.uk/uksi/2012/62/made>

The Police and Crime Panels (Application of Local Authority Enactments) Regulations 2012.

Police and Crime Panels, Handling Complaints about the Police and Crime Commissioner and their Deputy (Local Government Association, December 2012)

http://www.local.gov.uk/c/document_library/get_file?uuid=d464664f-90e9-442a-ad0f-e1fe8827e573&groupId=10180



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Dorset Police and Crime Panel



Date of Meeting	10 June 2016
Officer	Chief Executive, Dorset County Council
Subject of Report	Panel Membership
Executive Summary	<p>At the last meeting of the Police and Crime Panel a request was made for a brief report setting out the legislative requirements for the structure and membership of the Panel.</p> <p>These requirements are contained within the Police Reform and Social Responsibility Act 2011, within Schedule 6 – Part 2 (Paragraph 4 - Membership and Status).</p> <p>This request followed a decision to re-appoint its existing two co-opted independent members to ensure the Panel remained fully compliant with its statutory membership responsibilities following the election of the Police and Crime Commissioner in May 2016.</p> <p>To summarise, as the Dorset Police and Crime Panel currently only operate with a membership of 17, there is scope to increase the size of the Panel if there is a sound reason for doing so. However, any such case for change does require formal submission and approval by the Secretary of State.</p> <p>The Panel are therefore invited to reflect on the regulations, consider the further flexibility that these provide and decide whether there is merit in seeking approval for proposed changes to its established membership.</p>
Impact Assessment:	<p><i>Equalities Impact Assessment:</i> The rules relating to Panel membership are provided for through legislation.</p>

	<p><i>Use of Evidence:</i> The Police Reform and Social Responsibility Act 2011.</p> <p>Budget: Dependent upon the decision of the Panel, some additional costs may arise as a result of any proposed increase in Panel membership.</p> <p>Risk Assessment: Having considered the risks associated with this decision using the County Council’s approved risk management methodology, the level of risk has been identified as: Current Risk: LOW Residual Risk: LOW</p> <p>Other Implications: None</p>
Recommendation	That the Panel considers its current membership in light of the legislative framework and reflects on whether it wishes to make any amendments.
Reason for Recommendation	To ensure that the Panel has the appropriate balance of skills, knowledge and experience and its constitution meets the legislative requirements.
Appendices	<p>Appendix A – Dorset PCP Membership</p> <p>Appendix B – Police and Social Reform Responsibility Act 2011 (<i>extract – Schedule 6, Part 2, Para 4</i>)</p>
Background Papers	None
Report Originator and Contact	<p>Mark Taylor Group Manager – Governance & Assurance Tel: 01305 224982 Email: m.taylor@dorsetcc.gov.uk</p>

1. Purpose of the report

- 1.1 To provide the Police and Crime Panel with specific information about the rules and regulations which determine the Panels make-up and membership.

2. Background

- 2.1 At its last meeting the Police and Crime Panel took the formal decision to re-appoint its existing two co-opted independent members. This was to ensure it remained fully compliant with its statutory membership responsibilities following the election of the Police and Crime Commissioner in May 2016.
- 2.2 This decision maintained the existing membership of the Panel which currently consists of 10 local authority members, 5 co-opted members and 2 independent members.
- 2.3 A request was also made for a brief report which set out the legislative requirements for the structure and membership of the Panel.
- 2.4 These requirements are contained within the Police Reform and Social Responsibility Act 2011, within Schedule 6 – Part 2 (Paragraph 4 - Membership and Status).
- 2.5 In essence the Police Reform and Social Responsibility Act 2011 requires that the Police and Crime Panel must ensure the overall panel membership meets the balanced objective in terms of the necessary skills, knowledge and experience to discharge its functions effectively. In seeking to achieve this, some specific regulations apply.
- 2.6 To ensure the Panel are provided with the necessary context to consider the options open to them, Appendix A provides details of the original agreement that was reached when the Panel was originally established in 2012, together with a breakdown of the current membership arrangements. In addition Appendix B provides an extract from the Act, which sets out the legislative requirements.
- 2.7 However, to help summarise how these relate to the County of Dorset area, the Panel is required to be constituted to;
 - i) Consist of at least 10 members – *but not more than 20*
 - ii) Include at least 2 Co-opted members – *but are also able to seek permission (from the Secretary of State) to have more, as long as the overall membership is no more than 20.*

3. Options for Change

- 3.1 As the Dorset Police and Crime Panel currently operate with a total membership of 17, as can be seen in paragraph 2.7, there remains scope to increase the size of the Panel.

3.2 As the regulations allow for the maximum size of the Panel (for Dorset) to reach 20, there is scope for a further 3 representatives to be added. This must however be based on a clear and sound reason for doing so.

3.3 It is also important to recognise and note that any such case for change will require a formal submission to and approval by the Secretary of State.

4. Recommendation

4.1 In considering the merits (or otherwise) of any further change, the Panel need to reflect on the main overarching purpose, which is to seek to achieve a balanced objective in terms of the necessary skills, knowledge and experience to discharge its functions effectively.

4.2 As such, the Panel are therefore invited to consider;

- i) Whether they are assured that the current arrangements meet the balanced objective in terms of the necessary skills, knowledge and experience to discharge its functions effectively? Or , if not,
- ii) Determine and agree what changes are considered necessary to satisfy this objective?

4.3 This will help the Panel to decide whether there is merit in seeking approval for proposed changes to its established membership, or not.

Debbie Ward

Clerk to the Dorset Police and Crime Panel

June 2016

Dorset Police and Crime Panel

The Dorset Police and Crime Panel (PCP) was established in October 2012 in response to the requirements set out for local authorities in the Police Reform and Social Responsibility Act 2011.

The Panel is a committee of the nine local authorities covering the Dorset Police Force area. Its purpose is to act as the formal scrutiny mechanism for Dorset's Police and Crime Commissioner (PCC).

The Dorset Panel consists of 15 elected members in total (10 core members, 5 co-opted members) and 2 independent non local authority members.

The agreed breakdown of elected member representation is:

Bournemouth Borough Council	4
The Borough of Poole	3
Dorset County Council	2
District / Borough Councils	1 each (6 in total)

Political Balance

Composition of the Panel must be in accordance with the 'balanced appointment objective', including, as far as is reasonably practicable, ensuring that the local authority members represent the political make-up of the local authorities when taken together.

Police Reform and Social Responsibility Act 2011 (Extract)

Schedule 6 – Police and Crime Panels

PART 2

PANELS ESTABLISHED BY LOCAL AUTHORITIES

Establishment and maintenance of panels

- 3 (1) This Part of this Schedule applies in relation to each police area in England (other than the metropolitan police district), unless an order under paragraph 1(2) has effect in relation to the police area.
- (2) The local authority or local authorities which such a police area covers must—
- (a) establish and maintain a police and crime panel for the police area, and
 - (b) make the panel arrangements (see paragraph 24) for the police and crime panel.
- (3) In the case of a multi-authority police area, all the relevant local authorities must agree to the making or modification of the panel arrangements.
- (4) In the following provisions of this Part of this Schedule, a reference to a police and crime panel is a reference to a panel established and maintained in accordance with this paragraph.

Membership and status

- 4 (1) A police and crime panel for a police area is to consist of the following members—
- (a) the relevant number of persons properly appointed as members of the panel; and
 - (b) the appropriate number of members co-opted by the panel.
- (2) For the purposes of sub-paragraph (1)(a), the “relevant number” is—
- (a) ten (if the police area covers ten or fewer local authorities); or
 - (b) the number that is equal to the number of local authorities which the police area covers (if the police area covers eleven or more local authorities).
- (3) For the purposes of sub-paragraph (1)(b), the “appropriate number” is—
- (a) two, or
 - (b) if a resolution of the panel under sub-paragraph (4) is in force, the number of co-opted members specified in that resolution.
- (4) A police and crime panel may resolve that the panel is to have the number of co-opted members specified in the resolution; but no such resolution may be passed unless—
- (a) that number of co-opted members is greater than two;

(b) the Secretary of State agrees that the panel should have that number of co-opted members; and

(c) the total membership of the panel, including that number of co-opted members, would not exceed 20.

(5) A police and crime panel is—

(a) a committee of the relevant local authority (if it is the panel for a single-authority police area), or

(b) a joint committee of the relevant local authorities (if it is the panel for a multi-authority police area).

(6) A police and crime panel may not exercise any functions other than those conferred by this Act.

Persons properly appointed as members of panels

5 (1) In this Part of this Schedule, a reference to a person properly appointed as a member of a police and crime panel is a reference to—

(a) a person nominated by a relevant local authority to be a member of the panel, and appointed by the authority as a member of the panel, in accordance with paragraphs 6 and 9, paragraphs 7 and 9, or paragraphs 8 and 9, or

(b) a person nominated by the Secretary of State to be a member of the panel, and appointed by the Secretary of State as a member of the panel, in accordance with paragraph 10.

(2) In the case of the police and crime panel for a multi-authority police area which covers nine or fewer local authorities, the panel arrangements must make provision as to the relevant local authority or authorities who are to have power to appoint the extra members of the panel (see paragraph 8(3)(b)).

(3) For that purpose “extra members” means the number of members of the panel produced by this calculation—

$$10 - L$$

where L is the number of local authorities which the police area covers.

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Dorset Police and Crime Panel



Date of Meeting	10 June 2016
Officer	Chief Executive, Dorset County Council
Subject of Report	Dorset Police and Crime Panel Work Programme
Executive Summary	<p>The Dorset Police and Crime Panel’s focus is to scrutinise the actions and decisions of the Dorset Police and Crime Commissioner.</p> <p>Transparency is a key tool for the Panel; ensuring information is available to the public so that they can hold the Commissioner to account for his decisions.</p> <p>The Panel’s current work programme is attached.</p> <p>The Panel are also actively investigating alternative locations for their meetings in order to hold them in locations across Dorset.</p> <p>The programme will be developed and updated over the course of the year to reflect new and emerging areas of work identified by the Panel.</p>
Impact Assessment:	<p>Equalities Impact Assessment: N/A</p>
	<p>Use of Evidence:</p> <p>Information used to compile this report is drawn together from the Committee’s suggestions and priorities for items to be reviewed and scrutinised.</p>
	<p>Budget: No VAT or other cost implications have been identified arising directly from this programme.</p>
	<p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council’s approved risk management methodology, the level of risk has been identified as:</p> <p>Current Risk: LOW Residual Risk: LOW</p>

	Other Implications: None
Recommendation	That the Panel's Work Programme be agreed.
Reason for Recommendation	To plan the work of the Panel for the year.
Appendices	The Forward Plan for Dorset Police and Crime Panel
Background Papers	None
Report Originator and Contact	Fiona King, Senior Democratic Services Officer Tel: 01305 224186 Email: f.d.king@dorsetcc.gov.uk

- 1.1 The Dorset Police and Crime Panel Work Programme is detailed in the attached Appendix.
- 1.2 The items contained within the programme are those areas that have been specifically identified by the members of the Panel for review, together with statutory items that fall under the remit of the Panel.
- 1.3 However it is important that the Panels Work Programme retains sufficient flexibility to ensure that it can prioritise and consider any emerging issues.
- 1.4 Panel members are therefore invited to review their Work Programme and identify any amendments or additions they wish to make.



Dorset Police and Crime Panel Work Programme

Forward Plan

Specific issues discussed by the Panel for further review (yet to be scheduled)

1. Outcomes from 2016/17 Precept Increase

- To review the specific outcomes achieved as direct result of additional funding secured through the 2016/17 precept.

2. Recording of Crime Numbers (February 2016)

- PCC/PCP Joint Letter to the Home Secretary raising concerns over the approach to recording crime numbers.

3. Prisons for Dorset Prisoners (February 2016)

- PCP Letter to the Home Secretary supporting the principle of Dorset prisons for Dorset prisoners.

Date of Meeting	Item / Issue for Review	Purpose / Key Lines of Enquiry (KLOE)	Lead Panel Member / Officer(s)
<p>FORMAL PANEL MEETING 8 September 2016 (10:00 a.m.) Venue To be confirmed</p>	<p>1. Police and Crime Plan 2. Police Procurement 3. Re-offending 4. Community Engagement and Justice Panels</p>	<p>To receive an update of progress against the Police and Crime Plan To confirm what scrutiny the OPCC is undertaking to ensure that Police procurement is providing value for money. To identify OPCC action and effect on reducing re-offending. To provide the Panel with an understanding of the approach and the key outcomes delivered and areas for improvement.</p>	<p>Office of the Police and Crime Commissioner (OPCC) OPCC OPCC OPCC</p>
<p>FORMAL PANEL MEETING 8 November 2016 (10:00 a.m.) Venue To be confirmed</p>	<p>1. Police and Crime Plan 2. Restorative Justice programme 3. Central Government Grants</p>	<p>To receive an update of progress against the Police and Crime Plan To identify what action and effect the OPCC has had on the Restorative Justice programme. To confirm that the OPCC has identified and applied for Central Government grants, and to assess the success rate and utilisation of secured funding.</p>	<p>OPCC OPCC OPCC</p>

Date of Meeting		Item / Issue for Review	Purpose / Key Lines of Enquiry (KLOE)	Lead Panel Member / Officer(s)
INFORMAL SESSION 8 December 2016 (10:00 a.m.) Venue <i>To be confirmed</i>	1.	Panel Training Session To provide training for the Panel <i>For example to;</i> <ul style="list-style-type: none"> - <i>receive updates and presentations on emerging legislation and topical issues</i> - <i>actively support its approach and effectiveness</i> - <i>increase knowledge and awareness on key issues</i> - <i>help develop skills and attributes</i> 	<u>Area(s) of Specific Focus:</u> <ul style="list-style-type: none"> - PCP 'Self Assessment' Review <i>(e.g. scrutiny of past, present, future proposed activity)</i> 	Panel Members / Support Officers <i>(OPCC input may also be requested as appropriate and / or External Advisors)</i>
INFORMAL SESSION January 2017	1.	Finance Briefing	To provide a briefing to the Panel members on the financial settlement and budget.	Treasurer to the PCC
FORMAL PANEL MEETING February 2017	1.	Budget Precept	To receive and consider the OPCC's proposed budget requirement and to independently scrutinise its appropriateness.	Office of the Police and Crime Commissioner (OPCC)

Other draft items / issues identified for potential review;

- 1. Domestic Abuse**
- 2.

Debbie Ward

Clerk to the Panel

By virtue of paragraph(s) 4 of Part 1 of Schedule 12A of the Local Government Act 1972.

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