



Dorset Police and Crime Panel

Minutes of the meeting held at County Hall, Colliton Park, Dorchester, DT1 1XJ on Thursday, 29 June 2017

Present:

Mike Short (Chairman) (Independent Member)
John Adams (Vice-Chair) (Bournemouth Borough Council)
David Brown (Borough of Poole), Bernie Davis (Christchurch Borough Council),
Mohan Iyengar (Borough of Poole), Andrew Kerby (North Dorset District Council),
Barbara Manuel (East Dorset District Council), Iain McVie (Independent Member), Bill Pipe
(Purbeck District Council), John Russell (West Dorset District Council), Byron Quayle (Dorset
County Council) and Ann Stribley (Borough of Poole)

Officers Attending:

Martyn Underhill (Police and Crime Commissioner), Colin Pipe (Deputy Police and Crime Commissioner), Richard Bates (Treasurer to the OPCC), Simon Bullock (Chief Executive, OPCC), Mark Taylor (Group Manager - Governance and Assurance) and Fiona King (Senior Democratic Services Officer).

Also in attendance

Alexis Garlick, Proposed Chief Finance Officer, OPCC.

(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, 22 September 2017.**)

Election of Chairman

61 **Resolved**
That Mike Short (Independent Member) be elected Chairman of the Panel for the remainder of 2017/18.

The incoming Chairman took the opportunity to thank and pay tribute to Cllr Adams for his service as Chairman of the Police and Crime Panel for the past 4 years.

Appointment of Vice-Chairman

62 **Resolved**
That John Adams be appointed Vice-Chairman of the Panel for the remainder of 2017/18.

Apologies for Absence

63 Apologies for absence were received from Janet Dover, Dorset County Council, Francis Drake, Weymouth and Portland Borough Council and David Smith, Bournemouth Borough Council.

Code of Conduct

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

Minutes

65 The minutes of the meeting held on 3 February 2017 were confirmed and signed.

Matter Arising

Minute 59 – Work Programme - the Chairman asked the PCC for an update on some

of the areas discussed. The PCC advised that in respect of longer term financial settlements he would be drafting a letter from the Alliance PCCs and would welcome any support the Panel could give to this important issue.

With regards to a sub-group to look at the format of the quarterly monitoring reports, members were advised that work was ongoing to move forward; at the next meeting the report format would be very different and focus on the Police and Crime Plan output, rather than Dorset Police performance. Work was also ongoing within the Alliance for the two forces to align their reporting processes. The OPCC welcomed the opportunity to work with panel members in time for the first reporting period in September.

In respect of 101 statistics, the Deputy PCC advised that significant improvement had been seen between the period July 2016 and March 2017. Call answering rates had improved, 72% were answered within 30 seconds. Members of the 101 Service Improvement Panel felt this was a reasonable target for a non-emergency service.

Public Participation

66 Public Speaking

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

There were no public statements received at the meeting in accordance with Standing Order 21(2).

Petitions

There were no petitions received at the meeting in accordance with the County Council's Petition Scheme.

Terms of Reference

67 Members of the Panel noted the Terms of Reference.

Noted

Police and Crime Plan 2017/21

68 The Panel considered the Police and Crime Plan for 2017/21 which was a high level statement of strategic intent supported by specific Manifesto commitments.

The PCC thanked the Panel for their input/suggestions. He then highlighted the 4 main pillars contained in his Plan, and the areas that sat beneath them. Below are the 4 main pillars, with a few key points that the PCC described:-

1. Protecting People at Risk and Harm

Dorset was one of 8 areas to be piloting the acute care system with the aim of improving outcomes for service users. In respect of Anti-Social Behaviour reporting the PCC advised that neighbour disputes were very draining on police resources.

2. Working with our Communities

The PCC had invested money into problem solving forums in order to try to address areas ranging from homelessness to cyclists issues. Work was ongoing to look for volunteers in order to enable them to work across all three blue light service areas. A Repeat Victims Champion would be in place for next year in order to look at repeat victims of ASB. The Drive Safe scheme was being operated to try and educate those drivers that had not had any road safety training since they had passed their driving test. Another aim was, working with insurance companies, to install black boxes in cars where possible, not just for those people under the age of 25. The PCC felt that more resources would need to be put into cyber-crime. Local neighbourhood police teams now offered web chats with members of the public to make them more

accessible.

3. Supporting Victims, Witnesses and Reducing Offending

The PCC expected the Victims Code to become legislation shortly.

There was a Victims Champion now in place. A proposal was being developed to have a regional business crime strategy and work was ongoing to look into installing virtual court streaming at Blandford.

4. Transforming for the Future

The PCC highlighted that the speed of change was huge and there were projected savings of £13m with the Alliance. 40% of policing was now in the alliance and it was anticipated to increase. Work was ongoing to adjust policing culture to a more listening and learning culture. The PCC highlighted that a major concern to him was abuse of the elderly, either in the home or at a care home facility.

The PCC felt more Tasers were needed to protect officers and the public from an increase in knife crime. He planned to increase the number of Tasers to 250 across Dorset. He suggested that Panel members might want to take a look at the increase in knife crime in the future.

The PCC advised members that the Plan was launched 4 weeks ago and was interactive online with a real time update. Progress of the Plan was also updated online.

The Chairman suggested that for the purposes of scrutiny, members volunteered themselves to a key pillar and advise the Clerk accordingly.

Following a question from the Vice-Chairman regarding the appointment of an Elderly Champion, the PCC advised that there was one within the Police and he was considering one for the OPCC.

In response to a comment about homelessness, the PCC noted that whilst some people were homeless through choice, some were as a result of mental health issues and it was a very complex arena which involved numerous agencies. The issue was about getting other agencies to engage and he was constantly challenging local authorities to become more involved but recognised it was difficult with the decrease in resources and staff.

The member from North Dorset District Council suggested to the PCC that he could report back any issues he had regarding any lack of engagement with agencies to the Dorset Health and Wellbeing Board and the Pan Dorset Criminal Justice Board. The PCC welcomed this suggestion.

The Chairman questioned how the benchmarking of success on commissioning would be achieved. The PCC advised that his new approach to commissioning would involve issuing a competitive tender that would have desired outcomes specified. The Panel would then potentially be in a position to hold the PCC to account, where appropriate.

Resolved

1. Panel members to advise the Clerk which Pillars of the Plan they would like to volunteer for.
2. That a report on the increase in Knife Crime be added to the Work Programme.

Police and Crime Plan Monitoring Report

69 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 4 2016/17. 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. The questions below were asked by Panel members to which the PCC responded:-

1. Differing reports have appeared in the local press recently regarding levels of reported crimes that remain 'unresolved'. Equally the Panel is aware of the pressures that the Commissioner and Dorset Police are facing. Would the Commissioner like to comment further on the position?

Dorset Police is committed to investigating all reports of crime and in 2015/16 had a detection rate that was above the national average. The detection rate continues to improve, and in 2016/17 was ranked in the top quarter nationally (11th out of 43 forces). While we understand the public's interest in detection rates, it is also important to emphasise that they are not the only measure of investigative performance. Although a crime may not have resulted in a criminal justice outcome, it still will have been investigated. There are different ways of investigating a crime, including telephone investigation conducted by a call handler, the attendance of a police officer at the scene or by a specialist member of staff, such as a crime scene investigator or a high-tech crime analyst.

Additionally, while 23% of crimes result in the criminal justice outcomes highlighted by these statistics, a huge amount of other work takes place that is not recorded as a detection. This includes safeguarding vulnerable victims, working with partners to respond to community issues or resolve anti-social behaviour, taking an educational approach to first-time lower-level offenders, or organising local restorative justice.

It is also honest and realistic to recognise that some crimes simply aren't solvable, as there are no viable lines of enquiry or the information given is not detailed enough to pursue. Nevertheless, Dorset Police ensures crimes are recorded when allegations are made, so people can have faith in our statistics.

The PCC highlighted that it was very hard to solve crimes without a target. Dorset Police investigation of crimes was now in the top quarter nationally for solving crime. New operating model would be introduced with the Alliance.

One member made reference to the pressure on police to investigate a crime but there was no longer a pressure to detect it?

The PCC confirmed this was correct but he also wanted victims to feel well served. For example, HMIC has judged Dorset Police to be 'good' in investigating crime, but that the actual crime outcome itself was no longer being measured to the same extent that it was previously. He also felt that there was an impact of austerity. The PCC highlighted the difference between his previous plan and this year's plan in this regard. He felt that crimes were better recorded which affected outcomes but accepted this did need to improve.

2. **(Para 1.6) Service 101 Panel** – The Panel welcomes the reported improvement in reduced call waiting times and call abandonment rates. Can the Commissioner provide some detail to support these improved outcomes and show the positive direction of travel?

The Deputy PCC advised members that a lot of work had been undertaken in the call handling centre to bring about the improvements. There had been an increase from 72% to 80% in call answering statistics. He highlighted that a Customer Services Improvement Panel would stand up to look at all types of customer contact, including monitoring the 101 call centre. The Panel would consist of some

of the existing members but he was hoping for a couple of representatives from the private sector e.g from retail or someone with call handling experience.

The OPCC also invited a member of the Panel to observe the Customer Services Improvement Panel in order to report back to the Panel issues that needed to be addressed. It was highlighted that a volunteer from the Panel would be needed for this role.

Members noted that the 101 calls to triage had vastly improved, but wanted to consider the rates of abandonment and subsequent answering. The Deputy PCC undertook to advise members outside of the meeting in this regard.

Following a question about the legacy of 101 and whether that had improved, the Deputy PCC advised they were now starting to see a distinct improvement in public perception of the service. The number of complaints received by the PCC on the 101 service had decreased and most people were now satisfied with the facility. Messages about the appropriateness of calls people were making still needed voicing and staff were having to be firmer with callers.

In response to a comment about whether more resource was needed, the Deputy PCC advised that it was more about the length of time taken to train callers. The numbers in the call centre had increased by 12 which showed that the PCC had invested in the future to improve performance.

3. **(Para 1.17) Future Quarterly Reporting to the Panel** – The Panel welcomed the opportunity to work with the OPCC to develop future quarterly reporting arrangements and awaited further contact to contribute to these changes. As minuted at the panel meeting in February 2017, Cllr Andrew Kerby and Mike Short had offered to lead on this work, with support from Mark Taylor.
4. **(Para 2.1.1) Crime Rates** – The Panel acknowledges and welcomes the positive position achieved in Dorset for many areas of crime when compared against others. Drug offences and Thefts from persons are cited as those crimes where Dorset compares less favourably than other forces. Despite focused activity it would appear that our rates continue to be higher than others. What more can and is being done?

Dorset Police has been consistently graded as a 'good' force in the recent HMIC police effectiveness, efficiency and legitimacy (PEEL) inspections and was recently commended by HMIC for the performance improvements it has made, even against the backdrop of national budget cuts over the last eight years.

The HMIC reports describe Dorset Police as good at keeping people safe and reducing crime; providing a high standard of crime investigation, providing victims with a good service, and managing serious and organised crime offences well.

The complexity of work was increasing every year. For instance we are more likely to investigate cases of child abuse, sexual crimes or cyber-attacks than the more traditional crimes such as drug offences, theft and burglary.

This particular focus on ensuring that Dorset Police and its partners protect and safeguard vulnerable people, is one that both the Chief Constable and the PCC share. In this context, it is right to acknowledge that performance against crimes such as drug offences and theft have slipped, but that given the alternatives, it is right that resources and effort are prioritised elsewhere.

5. **(Para 2.2.13) Hate Crime** – The figures show a 9.3% increase (495 incidents) in recorded hate crime. Can the Commissioner comment on the County's current rise and provide the Panel with some assurance on planned activity to tackle this, especially in light of national terrorist incidents in recent months?

This increase is to be celebrated, as it is a direct result of hard work conducted by Dorset Police and its partners to increase the level of this still under-reported crime. There has been an increase in transgender hate crime (based on the view of the victims). A brief review of the incidents would indicate that some of the offensive behaviour may have been homophobic; however, the Force has recorded correctly based on the view of the victim. It is important to note that the increase in the number of reports, whilst positive, is still small.

Following a question from a member about whether any particular areas had been targeted, the PCC advised that in June last year there were some anti-European incidents, late summer there was an anti-semitic spate now they were recording anti-Muslim attacks. Colleagues in the police were trying to reassure communities. He noted that at present there appeared to be an increase in relation to trans gender attacks.

In respect of any action taken, the PCC advised that it depended on the incident. The Chairman asked what communities had the PCC reached out to. The PCC confirmed that he had talked to many communities and held roadshows, but acknowledged that he needed to do more with respect to the Muslim community.

6. **(Para 2.3.7) Fraud & Cyber Crime** – A resident's survey showed a 55% rate of concern on this issue, which was significant. Panel members questioned what level of financial losses were being reported and did this largely relate to a particular age profile? What more could the Commissioner do to educate Dorset residents about the risk and particular actions they could take to reduce this risk?

At present Dorset was the second highest in the country with £91m lost in a quarter, however it was recognised that around £88m of this related to a single incident that was potentially in dispute. The Dorset Police Cyber Crime Officer had spoken with a significant number of residents about protecting against cyber crime, and the PCC was also raising awareness in respect of fraud via public engagements, and was launching a new website. Nationally, there would also be a range of TV adverts alerting people to the process.

7. **(Para 2.5.3) Residents Survey's** – The Panel commended the PCC on the positive results achieved from these surveys.

Finance Section:

The Panel congratulated the Commissioner on achieving an underspend position, which considering the reductions in Government funding, was a remarkable outcome. The following questions were asked and response given from the Treasurer to the OPCC:

1. Can the Commissioner please confirm the total reserve position of Dorset Police and the OPCC at the 31 March 2017. It would be good to understand how the actual 31/3/17 position related to the £11.3m forecast presented as part of the 3rd Quarter report and to receive an explanation for any key variances.

The amended reserves table circulated prior to the meeting represented an increased level of reserves at the year end when compared with the schedule presented for quarter 3. The key reason for this is the increased level of capital reserves at the year-end due to slippage on the capital programme. The funds held

for capital purposes are fully committed for schemes that are currently in progress. The quarter 3 schedule also omitted the balance on the Major Operations Reserve. This reserve is maintained in the event that revenue funding is insufficient to meet the cost of in year major operations. This was also omitted in error in the budget papers for 2017-18 as it was originally intended to roll it into general balances but it was later decided to leave as a specific earmarked reserve.

The PCCs Treasurer agreed to report back to the Panel on this anomaly; especially the re-introduction of the Major Operations Reserve and the additional £1.8m in the Capital Cash Flow/Capital Reserves finding line.

2. Including the £283,000 2016/17 underspend, can the Commissioner please confirm the amount of funding now available for the PCC Local Innovation Fund in 2017/18 and his intentions as to how it will be applied.

The £283,000 underspend was a combination of underspends on the OPCC budget offset by an overspend on the Force budget. Of this, £232,000 was the underspend on the Local Innovation Fund from 2016-17. This has been carried forward to 2017-18. The Local Innovation Fund has a base budget of £300,000 so it will be increased by this sum for 2017-18 however, the additional funds are likely to be spent over the remainder of the PCCs term of office, not just in this financial year. Commitments against the fund so far this year were £128k for the Victims Bureau which was jointly funded with the Force and £20k for CSAS in Weymouth and Boscombe. Other commitments would be made as projects were brought forward during the year and would be reported to the Panel.

3. Section 3.16 of the report highlights that higher than budgeted redundancy costs have been incurred in 2016/17. Can the panel be advised as to how much was incurred on such costs in 2016/17, how many posts were made redundant, and generally what was the nature of such posts.

The total spend on redundancy costs, excluding pension strain, was £117k for 10 posts:

<i>No of posts</i>	<i>Post Title</i>
1	<i>Information Security Officer & Assurance Manager</i>
1	<i>Community Engagement Officer</i>
1	<i>Head of HR Alliance Team</i>
2	<i>Administration Services Officer x 2</i>
1	<i>Payroll / Pensions Advanced Technician</i>
1	<i>Finance Policy Officer</i>
1	<i>Payroll Manager</i>
1	<i>Head of Finance and Business Support Services (NB: excl pension strain cost)</i>
1	<i>Workshop Co-ordinator</i>
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10	

NB: Pension strain costs, which were included in 'other employee expenses' totalled £105k, and related to Finance and HR posts.

Noted

PCC's Draft Annual Report 2016/17

70 The Panel considered the PCCs draft Annual Report for 2016/17 which highlighted the progress made in some key areas from the past year.

The PCC advised members that he welcomed the Panel's suggestion that there was a small area to be added to the report to describe how he holds the Police to account, including the process, whilst recognising that this needed to be made public. It was suggested that this section would also make reference to the work and role of the Panel itself. The Annual Report was about summarising what had been done in the past year and the PCC welcomed feedback from the Panel.

The Group Manager, Governance and Assurance, Dorset County Council suggested members emailed their comments to the Clerk, by 21 July 2017, in order to forward a collective response to the PCC.

Noted**Firearms Licensing - Spotlight Scrutiny Review**

71 The Panel considered a report by the Chief Executive, Dorset County Council which also included a final report from the Task and Finish Group, following their scrutiny review of Firearms Licencing.

The Group Manager for Governance and Assurance, Dorset County Council advised that the Group were pleased to report a positive conclusion about the outcomes which arose from this review.

Members noted the suggested 'scrutiny observations for the PCC to consider' which members of the Task and Finish Group hoped the PCC would find helpful.

The PCC welcomed the process and felt it worked well. For future topics he ask that he be the initial point of contact.

Following a question from a member regarding the cost of the licensing arrangements being over £1m, the PCC advised this included staff costs, Consultant and Doctors reports. Licence fees had been increased but there was still a deficit to pay for this process. One member commented on the lack of a computer system to manage this online which would provide an opportunity for greater efficiencies. The PCC noted that whilst Dorset had run an online firearms licensing system in the past it had not been approved. However, recently Sussex had received approval to run an online system.

Resolved

That members approved the draft procedure that had been developed to structure the approach to future spotlight scrutiny reviews.

Reason for Decision

To ensure that the Police and Crime Commissioners oversight of Firearms Licencing was effective.

Re-offending/Restorative Justice Programme

72 The Panel considered a report from the PCC which updated members on the progress on the Police and Crime Plan commitments on the use of Restorative Justice, including the expansion of Neighbourhood Justice Panels across Dorset, past-conviction restorative justice, and other initiatives to reduce offending.

The PCC undertook to circulate more information regarding the pilots and the relevant performance measures to members outside of the meeting.

Following a question from a member about voluntary tagging, the PCC advised this was a rolling programme. In respect of the cost, the PCC advised that he paid for this and had bought 12 in 2014. He felt the Police needed more powers in relation to tagging.

In response to a question from the Vice-Chairman about whether all crimes could now be looked at, the PCC advised that most crimes did now fit the bill and that domestic abuse had recently been introduced. He added that the restorative justice had to fit the criteria and be victim led. If the victim refused then officers couldn't proceed.

Noted

New PCC Powers - Police and Crime Bill

73 The Panel considered a report by the PCC which updated members on the Policing and Crime Act 2017 which had received Royal Assent on 31 January 2017.

The Interim Chief Executive, OPCC highlighted the new areas in the Act and also the 8 issues that had been raised in the Queens Speech, which had been circulated by email to members prior to the meeting.

Following a comment from the Chairman regarding Police and Fire Authority coordination in that Devon and Cornwall PCCs sat on their relevant authorities, the PCC advised that in respect of the Dorset and Wiltshire Fire Service they had declined to offer membership to him. He had met with the Chairman and Chief Fire Officer who advised they would be going out to consultation and he might have a seat by August 2018. In the meantime he had been invited to attend meetings as an observer. He added that if members could offer any assistance in this regard it would be helpful.

One member, who also sat on the Dorset and Wiltshire Fire Authority, commented that this had been discussed at recent meetings and whilst the PCC had been invited to attend as an observer, as yet, he had chosen not to. At present there were 30 members on the Authority which they felt was too big and they were looking to reduce numbers so until this was settled they were still in a state of flux.

Noted

Confirmatory Hearings for the PCC's Statutory Posts of Chief Executive and Chief Financial Officer

74 The Panel considered a report from the PCC which notified members of the proposed appointments of the Chief Executive and of the Chief Finance Officer to the Police and Crime Commissioner.

The Chairman reminded members that it was not the Panel's decision as to whether they were employed but to focus on whether they had the competence and experience to carry out the specific roles and that the appointment process had been transparent/carried out properly.

The PCC outlined the history to date of both roles.

Proposed Chief Executive – Simon Bullock

His current Interim Chief Executive was appointed at the end of May 2016, and had therefore been doing the job since then. He now wanted to formalise this arrangement and outlined to members some good examples of Simon Bullock's work to date. The PCC noted that Simon's relationship with partners had been exemplary. He explained various attempts over the past twelve months to recruit to the post, all of which had failed. In light of this experience he had not advertised the post as Simon had a proven record for a year and felt it was a waste of public money to go through a

further recruitment process. He had sought advice from a variety of sources, including the Treasurer and the County Council's Monitoring Officer in this regard.

Members commended and supported the PCCs process and endorsed the appointment of Simon Bullock to the post of Chief Executive, OPCC.

Proposed Chief Finance Officer – Alexis Garlick

The PCC introduced Alexis Garlick to the Panel and gave members some background to the post. He explained that the current postholder had held the post for 7 years and he had very much been a right hand person to the PCC and that as a result of a promotion in his full time position with the County Council he had to relinquish this post.

The Treasurer to the OPCC explained the process of appointment, and highlighted that members of this Panel had been involved in some of the process, in an observer role, and was delighted to recommend her to the Panel.

The Chairman thanked the Treasurer for all his help and advice over the past 7 years.

Following a question from a member about when the new role would commence, the candidate advised as soon as possible. She felt it was a good time to start, with the accounts just closing there would be enough of a period to gain some understanding before the next budget round commenced. She was currently in an Interim role so the period of notice required was relatively short.

Members commended and supported the PCCs process and endorsed the appointment of Alexis Garlick to the post of Chief Finance Officer, OPCC.

Resolved

That in accordance with the Police Reform and Social Responsibility Act 2011, Schedule 1, paragraph 9, the Panel approve the appointments of Simon Bullock as Chief Executive and Alexis Garlick as the Chief Finance Officer to the Police and Crime Commissioner.

Work Programme

75 The Panel considered and agreed its Work Programme for the remainder of 2017.

Members discussed venues for future meetings and agreed to hold all meetings at County Hall in Dorchester.

Following discussion, additional items to be added to the work programme for the September meeting included:-

- A report around the increase in knife crime.
- A report on the protection of vulnerable people, including the Devon and Cornwall arrangements.
- A report on PRISM (Police Response Investigation and Safeguarding Model) and the transformation programme in Dorset, Devon and Cornwall.

The Chairman asked Panel members to highlight areas to be considered for their training session on 8 December 2017. He also invited Panel members to deliberate and suggest areas of future scrutiny for the Panel to pursue.

Members' attention was drawn to the schedule of meetings for 2018 which were detailed in the Work Programme.

Noted

Questions from Panel Members

76 No questions were asked by members of the Panel.

Meeting Duration: 10.00 am - 12.55 pm