



## Dorset Police and Crime Panel

**Date:** Tuesday, 24 September 2019  
**Time:** 10.00 am  
**Venue:** Committee Room 1, County Hall, Dorchester, DT1 1XJ

**Membership: (Quorum 3)**

Mike Short (Chairman), Bobbie Dove (Vice-Chairman), Julie Bagwell, Colin Bungey, Les Fry, Barry Goringe, Mohan Iyengar, Rachel Maidment, Iain McVie, Bill Pipe, Molly Rennie and David Taylor

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**Chief Executive:** Matt Prosser, South Walks House, South Walks Road, Dorchester, Dorset DT1 1UZ (Sat Nav DT1 1EE)

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# **A G E N D A**

**Page No.**

**1 APOLOGIES**

To receive any apologies for absence.

**2 MINUTES**

7 - 20

To confirm the minutes of the meeting held on 9 July 2019.

**3 DECLARATIONS OF INTEREST**

To receive any declarations of interest.

**4 PUBLIC PARTICIPATION**

To receive questions or statements on the business of the committee from town and parish councils and members of the public.

**5 POLICE AND CRIME PLAN MONITORING REPORT**

21 - 36

To receive an update of progress against the Police and Crime Plan Q1 2019/20, to enable Panel members to scrutinise performance, seek assurance and assess outcomes achieved in the reporting period.

**6 POLICE AND CRIME PLAN 2017-2021 (REFRESH)**

37 - 58

To receive and consider any proposed changes by the PCC to the Police and Crime Plan.

**7 SPOTLIGHT SCRUTINY REVIEWS - POLICE BAIL AND THE EFFECTIVENESS OF CCTV**

- (a) To consider progress on the review of Police Bail from the Independent Member Iain McVie; and
- (b) To receive an update from the Service Manager for Assurance on a proposed scrutiny review on the effectiveness of CCTV.

**8 FOLLOW UP ON BODYWORN VIDEO (BWV)**

To receive an oral update from the PCC on the roll out of BWV across Dorset Police.

<b>9</b>	<b>AN UPDATE ON THE COST IMPLICATIONS FROM A RECENT CYBER ATTACK</b>	
	To receive an oral update from the PCC (The resolution from minute 10, 090719 refers).	
<b>10</b>	<b>HEALTH AND WELLBEING STRATEGY AND DEVELOPMENT PLAN</b>	59 - 66
	To receive an update on the latest position and the delivery of improvements for Police Officers and Staff.	
<b>11</b>	<b>PCC UPDATE ON UTILISATION OF TARGETED PRECEPT FUNDING</b>	67 - 74
	To receive an update from the PCC regarding the outcomes that have been achieved so far as a result of the targeted Precept increases for 2019/20. The attached note from the Chair to the PCC on Precept 2019/20 acceptance by the PCP refers.	
<b>12</b>	<b>COMMISSIONING OVERVIEW</b>	75 - 94
	To consider a report from the PCC on how the OPCC conducts commissioning, including benchmarking for success and obtaining value for money for the Dorset tax payer.	
<b>13</b>	<b>POLICE RECRUITING</b>	
	To receive an oral update from the Chief Executive, OPCC.	
<b>14</b>	<b>COMPLAINTS UPDATE</b>	95 - 112
	<ul style="list-style-type: none"> <li>• To receive the minutes from the Complaints Sub-Committee meeting held on 15 August 2019.</li> <li>• Update on Complaints Monitoring Protocol from the Complaints Sub-Committee.</li> <li>• Update on complaints received in the last quarter.</li> <li>• Update on ongoing complaints.</li> </ul>	
<b>15</b>	<b>PROTOCOL FOR MANAGING PROGRAMMED OR UNPROGRAMMED DISRUPTIONS TO MEETINGS</b>	113 - 116
	To consider a report from the Service Manager for Assurance, Dorset Council.	
<b>16</b>	<b>WORK PROGRAMME</b>	117 - 122

To consider the Work Programme for the Panel. Panel members are invited to identify and suggest topics for inclusion in the forward Work Programme.

## **17 URGENT ITEMS**

To consider any items of business which the Chairman has had prior notification and considers to be urgent pursuant to section 100B (4) b) of the Local Government Act 1972. The reason for the urgency shall be recorded in the minutes.

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## DORSET POLICE AND CRIME PANEL

### MINUTES OF MEETING HELD ON TUESDAY 9 JULY 2019

**Present:** Mike Short (Chairman), Bobbie Dove (Vice-Chairman), Colin Bungey, Les Fry, Barry Goringe, Rachel Maidment, Iain McVie, Bill Pipe, Molly Rennie and David Taylor

**Apologies:** Cllrs Mark Anderson and Julie Bagwell

**Also present:** Cllr Mohan Iyengar

**Officers present (for all or part of the meeting):**

Simon Bullock (Chief Executive, OPCC), Alexis Garlick (Chief Finance Officer), Adam Harrold (Director of Operations), Martyn Underhill (Police and Crime Commissioner), Jonathan Mair (Corporate Director - Legal & Democratic Service Monitoring Officer), Kate Shelley (Communications Officer), Mark Taylor (Group Manager - Governance and Assurance) and Fiona King (Senior Democratic Services Officer)

1. **Election of Chairman**

**Resolved**

That Mr Mike Short be elected Chairman of the Panel for the remainder of 2019/20.

A Petition was served on the Chairman by the members of the public who were in attendance.

2. **Appointment of Vice-Chairman**

**Resolved**

That Cllr Bobbie Dove be appointed Vice-Chairman of the Panel for the remainder 2019/20.

3. **Apologies**

Apologies for absence were received from Mark Anderson and Julie Bagwell from Bournemouth, Christchurch and Poole Council.

Mohan Iyengar attended as a substitute for Mark Anderson.

4. **Terms of Reference**

The terms of reference for the Panel were noted.

**Noted**

**5. Minutes**

The minutes of the meeting held on Thursday 7 February 2019 were presented to members for their information. No specific actions outstanding for the Panel to address.

**Noted**

**6. Declarations of Interest**

No declarations of disclosable pecuniary interests were made at the meeting.

However, Cllr Molly Rennie declared that the complainant referred to in Agenda Item 13 was known to her.

**7. Public Participation**

There were no statements or questions submitted from Town and Parish Councils at this meeting.

There were no public statements and questions submitted for this meeting.

Following a disturbance by members of the public the meeting was adjourned and reconvened at 10.55am.

The Monitoring Officer, Dorset Council, thanked the members of the public whom he had spoken with during the recess and he recognised the seriousness of the concerns that had been expressed to him. As the concerns and allegations raised were not within remit of the Panel the Monitoring Officer explained that the Police and Crime Panel was not the right forum in which to air them. He undertook to meet separately with some of those who had raised concerns and on this basis the meeting went ahead without any further interruption.

**8. Rules of Procedure**

The Rules of Procedure for the Panel were noted.

**Noted**

**9. Confirmatory Hearing for the PCC's Statutory Post of Chief Financial Officer**

The Panel considered a report by the Chief Executive, OPCC which outlined the appointment process for the selection of the Chief Finance Officer (Treasurer).

The Chief Executive, OPCC explained that the confirmatory hearing for the appointment of the Chief Financial Officer was required by the Police Reform and Social Responsibility Act 2011.

The Chairman thanked the current Chief Financial Officer for her all her hard work during her time with OPCC. The PCC also took the opportunity to express his thanks publicly.

The Chairman of the Police and Crime Panel had acted as a silent observer during the appointment process and confirmed that it had been clear, honest, unbiased and transparent and he was satisfied that the marking system was fair.

The Police and Crime Commissioner introduced his preferred candidate to members, Ms Julie Strange. This vacancy had been advertised during December 2018 and January 2019 and interviews were arranged for 5 February 2019 but unfortunately an appointment could not be made at that time. The post was then re-advertised in April 2019 and three applicants out of the five applications received were interviewed. References had now been taken up for Ms Strange and vetting completed.

The Chairman invited Ms Strange to share her career to date with members.

Ms Strange explained that she had worked for the past 5 years with the Dorset Councils Partnership within Dorset. She was the Head of Financial Services and Deputy 151 Officer for all three of the councils within the Partnership. Her team had been awarded a financial innovation award in 2018.

Following a question from a member about where she sat with the economics of a police force, Ms Strange advised that Police operated in the same legal regime as the local authorities although the pension scheme arrangements were slightly different. She would be meeting shortly with the current postholder for a briefing and appreciated that there would be areas specific to policy that she would need to learn about. Nevertheless, she was confident she would readily familiarise herself with these areas. Ms Strange confirmed that this would be her only employment. The Chief Executive re-affirmed to the Chairman that all references for the successful applicant had been checked.

### **Resolved**

1. That following full and comprehensive discussion the Commissioner's preferred candidate of Ms Julie Strange for appointment to the post of Chief Financial Officer (Treasurer) be supported unanimously.
2. That the Chairman would write to the PCC stating that the Police and Crime Panel supported the appointment.

### **Reason for Decision**

To assist the Panel in conducting a fair review of the process followed by the Commissioner and the suitability of the preferred candidate.

## 10. **Police and Crime Plan Monitoring Report**

The Panel considered a report informing them of the progress against the Police and Crime Plan and Priorities 2017-21. The report provided information on the financial outturn position for the year ending 31 March 2019, including updates on the following items:-

CEO talked members through the report explaining the pillar themes and highlighted the headlines for each pillar.

The PCC highlighted areas of work related to each of the pillar themes with members of the Panel who were leading on each of the themes in the Plan were also invited to provide updates.

### **Pillar 1 - Protecting People at Risk and Harm - Cllr Julie Bagwell**

The PCC highlighted the work with county lines and the recruitment for the Police Cadets Scheme. He noted that in reality 1 in 3 calls related to people with Mental Health concerns with potentially 1 in 10 calls related to people in crisis. In respect of police resources regarding cases of Mental Health crisis, the PCC advised they were working with partners to help reduce this. He highlighted the work in different areas to help with this which included community retreats and the 24/7 crisis line.

Following a question about CCTV, the PCC confirmed he is both funding and co-ordinating this work. It was around £300k capital and revenue funding, he hoped it would ultimately become a pan Dorset project and he was currently in conversation with Bournemouth, Christchurch and Poole Council (BCP). Towns that currently didn't have CCTV would need to raise funds to enter into a partnership with the PCC who would also consider contributing some resource to the project.

The PCC anticipated that the Bobby Van in the future would be self-funding and completely sustainable. The van was being procured and the post was currently being graded. The aim was to launch in December and the governance of this would be through the Innovation Board.

Following a question from the Vice-Chairman regarding how success was measured in case of domestic violence and hate crime, the PCC advised firstly that there was a direct correlation between domestic violence incidents and crime with the decrease in one category being linked to the increase in another. With hate crime it was difficult to benchmark but he confirmed that hate crime remained a big priority for him.

In respect of knife crime awareness, the PCC advised there was still work to be done on this but had commissioned Safewise to provide some intervention training in schools. This was a clear priority area for him and noted that the majority of incidents of knife crime usage were domestic abuse related. He added that there was a very different profile in Dorset to what was happening in London and Bristol, for example, in relation to knife crime.

### **Pillar 2 - Working with our Communities - Cllr Les Fry and Cllr David Taylor**

The PCC reported they were still seeing reductions in killed and seriously injured on our roads but there was no room for complacency. A dedicated police camera operator to work alongside community speed watch volunteers had now been appointed and had recently been deployed in Pimperne. The aim was to give teeth into the local speed watch system.

He had also funded a fly tipping co-ordinator post and a co-ordinator for county lines and child exploitation work which was currently being advertised.

One member highlighted the Cyber Crime Prevention officer role that had recently had a change of postholder, and queried whether there could be some sort of commitment in place to ensure they stayed in place for say a minimum of a year to offset money spent on training the individual? The PCC undertook to look into this but was aware that a minimum amount of money had been spent on training in the past. The Chief Executive commented that the majority of resources were around equipment rather than training.

In respect of benchmarking success in cyber safety, the PCC advised that originally this was done crudely by numbers, as it was hard to measure outcomes in this area. However, he had received good feedback from schools and communities.

The PCC 's blogs on Mental Health awareness were highlighted.

In respect of GPS tagging, the PCC advised he had now introduced a second trial contract in Dorset, allowing for a comparison to be made between the effectiveness of tags from two different manufacturers. He reported seeing tremendous results in Dorset with the Government now confirming they had finally extended the provision of the usage of GPS tags, in some circumstances.

### **Pillar 3 - Supporting Victims, Witnesses and reducing Reoffending - Cllr Bill Pipe and Molly Rennie**

The PCC reported that a couple of commitments in this pillar were marked red due to the constant changes in government policy, as a result of the Transforming Rehabilitation agenda.

In response to a question regarding the Collingwood wing at HMP Verne (scoping the introduction of a possible veterans wing within the prisons estate), the PCC advised he was due to meet with the Minister later in the week. He felt that policy was not likely to be changed with the onset of a new Prison Minister. He confirmed that the wing would not just be for veterans, but also for vulnerable people.

One member noted that data showed that 94% of people felt safe in Dorset, and asked about the variability of this data, whilst noting that this represented a good feeling of safety within the county. However, he was concerned about the detail around scams and fraud and considered if the RAG rating was based on historic data. The PCC agreed that he was also concerned by the variability of confidence of people in Dorset, he was seeing fluctuations which were worrying. The Chairman asked for details of where Dorset stood in the

national ratings and the PCC undertook to provide this at the September meeting.

**Pillar 4 - Transforming for the Future** - Iain McVie and Cllr Barry Goringe (including Customer Service Panel)

The PCC advised they were starting the recruiting process for 50 police officers. The roll-out of body worn videos continued and they were now seeing a slight link between this and a reduction in complaints.

The Independent member felt it would be helpful to revisit body worn videos in the work programme. In respect of measuring success with this project the PCC advised that an internal review was being scoped at present. There would be an evaluation in the future as to its effectiveness, and noted there were clear instructions in place where body worn videos should be used. The Pillar Lead was considering the use of bail from a national perspective as the next area for him to scrutinise. The PCC welcomed the Panel deep diving into bail and had issued a challenge to the Chief Constable as he wanted to see bail percentages increase.

The Chairman made reference to the State of Policing – The Annual Assessment of policing in England and Wales 2018 by the HMIC Sir Tom Winsor which had recently been published. The Chairman focused on the reports third main issue which was that there was a mismatch between police funding and public expectations, seeking a view from the PCC. The PCC advised that this was a known issue (especially the aspect of short term resource planning by Central Government) and also made reference to the five former Metropolitan Chief Constables who had responded to the report, and in doing so had also asked for a Royal Commission on Policing, which he supported.

Following a question about dates/venue for PCC led scrutiny panels, the OPCC undertook to provide this information outside of the meeting.

Members also received a report on the scrutiny review of the remote access to Courts/Video Enabled Court Scheme. It was felt a decision needed to be made nationally for the balance of economics and being effective. Cost should be borne with the courts as they employed people to take people to courts and/or prison. Members of the Panel thanked the Pillar Lead for his work in this area.

The Chief Financial Officer presented to members her draft outturn report for Q4. The final accounts were still with audit but she was not expecting any changes to impact on the budget outturn report. Officers were making changes to the annual accounts in respect of pension liability. The accounts showed a positive outturn with the net revenue expenditure showing an outturn of £760k underspent. Capital expenditure was £6.7m with key spending areas including body worn videos, 60 new vehicles and transforming forensic expenditure. Closing balances showed £9.1m usable Reserves budget.

Members' asked the following finance related questions to the PCC:-

1. Total earmarked reserves for the original budget were £670k, yet the Draft Outturn (in one year) is now £4M. Can the OPCC please outline where this funding was obtained?

*Earmarked reserves are a means of building up funds, to meet known or predicted future spending requirements; earmarked reserves are accounted for separately but remain legally part of the General Fund. They are therefore revenue funded reserves and are a method for smoothing the budget provision across years to meet uneven or fluctuating cash flows. The costs for which such reserves are held are generally, by nature, unpredictable, in terms of both timing and amount.*

*Since the original budget was set in February 2018, changes have been made to the reserves forecasts as a consequence of:*

- i) The outturn position for 2017/18 - reported to the Panel in June 2018*
- ii) The Revised Estimate for 2018/19 – reported to the Panel in February 2019*
- iii) The outturn position for 2018/19 – now reported*

*The protocol adopted for the explanation of variances is to the last reported forecast, on a cumulative basis, for ease of tracking and to avoid repetition. In this report, variance explanations have therefore been provided to the Revised Estimate as reported to the panel in February this year.*

*However, the main reason that reserves are higher than the original forecast is because of:*

- a) Later timing of forecast expenditure, and*
- b) New predicted requirements. In detail:*

USABLE RESERVES				
	Original budget	2018/19 draft outturn	Variance	
Reported to Panel	Feb 2018	July 2019	higher / (-) lower	
Forecast closing balance at 31 March 2019	£000's	£000's	£000's	Funding source
Budget Management Fund	-	27	27	2018/19 underspent budget carried forward
Capital Financing Reserve	-	665	665	2018/19 underspent revenue contribution to capital carried forward
Major Operations Reserve	800	738	- 62	higher utilisation in 2017/18
Police and Crime Plan Reserve	-	1,063	1,063	2017/18 & 2018/19 underspent budget carried forward
Regional Collaboration Reserve		231	231	2017/18 & 2018/19 underspent budget carried forward
Workforce Change Reserve	910	1,333	423	Lower call on reserve in 2018/19 than budgeted
<b>Total Earmarked Reserves</b>	<b>1,710</b>	<b>4,057</b>	<b>2,347</b>	
Revenue Support Fund *	- 1,040		1,040	re-allocated to General Balances
<b>Total</b>	<b>670</b>	<b>4,057</b>	<b>3,387</b>	
General Fund Balance	5,413	3,957	- 1,456	2017/18 Lower closing balances
<b>Total Revenue Reserves</b>	<b>6,083</b>	<b>8,014</b>	<b>1,931</b>	
Capital Receipts Reserve	2,265	1,123	(1,142)	2017/18 Lower closing balances
<b>Total Usable Reserves</b>	<b>8,348</b>	<b>9,137</b>	<b>789</b>	

\* this will be offset against General Balances as opposed to carrying a negative reserve

2. Can the Commissioner confirm why yet another “reserve” has been introduced?

The Chairman outlined that this may contradict the Reserve Policy and the Panel would prefer that this funding stayed within the Budget Management Fund. The Chief Financial Officer stated that the Reserves Strategy was set annually and that this new reserve was required in order to support the Dorset element of regional collaboration.

- The Regional Collaboration Reserve is a new funding line, sourced from the Budget Management Fund (BMF). The purpose of the BMF is to hold in-year underspends in order to carry forward “for use” funding to the following year; this ensures complete transparency with future underspends.

*In setting the Reserves Strategy the relevant Home Office Police finance reserves guidance and CIPFA guidance is followed. The Strategy requires that reserves are kept under review to ensure the continuing relevance and adequacy. A review was conducted in the light of the draft outturn position and the Treasurer took a report through internal governance (Decision Making Joint Leadership Board) in April.*

*The Board approved the request from the Force for a new reserve for regional collaboration. A specific reserve is considered appropriate in order to transparently identify the resources set aside to cover future expected requirements.*

*The funding came from underspends in the annual revenue budget and relates to:*

*£194k brought forward for SW Forensics; £140.5k Capital allocation towards building work at Bristol and Devizes and £53.5k 17/18 underspend – transferred from the Budget Management Fund. £37k share of SWRF 18-19 underspend to fund one off digital imaging equipment.*

In response to a question about whether other Forces in the unit put in an amount, the PCC advised although it was regional it was for every Force to set their own reserves and to determine any expenditure to be released from them.

The PCC confirmed that the same broad percentage funding formula for regional collaboration had been used since 2012. He noted the importance of having the right reserves strategy in line with the relevant guidance.

3. Can the OPCC please outline briefly the source of the Capital receipts in year?

*The main capital receipt related to Bournemouth Police Station £3.2m, with the remainder coming from the sale of 3 police houses and a communications mast.*

4. The OPCC and Dorset Police are congratulated on meeting the proscribed modest savings targets – can the OPCC please succinctly outline to the PCP on how these savings of £850k were obtained?

*Savings targets were allocated to indicative budgets and closely monitored through Resource Control Board to ensure they were achieved. The £850k savings were achieved as follows:*

- *£200k Estates – savings in maintenance/staffing/rents*
- *£350k IT Savings - licences /process re-engineering/staffing*
- *£100k Transport – restructure of Insurance arrangements*
- *£200k Procurement – force wide savings on new contracts let*

5. The original budget for “Equipment” was £720K – yet the outturn is only £83k – what equipment was not procured?

*The original budget included provision for Digital Camera upgrades (£340k) and CCTV (£263k). The upgrades were re-profiled for 2019/20 and the CCTV expenditure has been included in the ICT line. There were other minor underspends on Drones and TSU equipment*

The Chairman noted that the income achieved from the Chief Constable was positive and asked for further details. The Chief Financial Officer advised that the original budget of £14.1m which had been revised up to £27.6m, the outturn was £1.5m better. The most significant change had been in relation to Dorset Police now being responsible for managing the National Transforming Forensics programme which accounted for the majority of the increase in the Chief Constable’s income.

In respect of ICT being grossly underspent, the Chief Financial Officer advised that the Capital programme was now coming under more scrutiny and development and typically projects were across a number of years. She advised that there was an increasing need to be able to manage and plan the cashflow better.

As the budget outturn was more optimistic than anticipated one member wondered if the PCC was planning to be more ambitious with the projects earmarked for the coming year. The PCC advised that in year savings had been made but this did not necessarily mean there was more money to spend, given the impending costs the Panel had previously been made aware of, including increasing pay and pension costs, and the implementation of the Police Education and Qualification Framework. However, the in-year savings did allow the creation of a one-off Innovation Fund, to be used for pump priming innovative work within the force.

In respect of any potential cost implications in respect of the recent cyber attack to forensic providers, the PCC advised there might be huge cost implications but not for the Police. Contracts were being examined by the Information Commissioner and the PCC undertook to provide more detail on cost implications for the September meeting.

#### **Resolved**

That an update on the cost implications arising from a recent cyber attack be added to the agenda for the meeting scheduled for Tuesday 24 September 2019.

#### **11. OPEC Draft Annual Report 2018/19**

The Panel considered a report by the PCC's Chief Executive that presented the Draft Annual Report 2018-19 for consideration prior to publication in a months' time.

The Director of Operations informed members of the following information that was available via the PCCs website:-

- An electronic version of the police and crime plan
- An online tracker in respect of police and crime plan delivery; and
- An events calendar for information.

#### **Resolved**

1. That comments by the Panel on the Draft Annual Report are submitted to the Clerk by 19 July 2019; and
2. That the final Draft Annual Report be circulated to the Panel prior to publication.

#### **12. Police Procurement - Vehicle Fleet Deep Dive**

The Panel considered a report by the Chief Financial Officer, OPCC which provided members with an update on the OPCC work to review Dorset Police's vehicle fleet.

The report identified assurances that were provided by undertaking this work but recognised there was still more work to do. This area now needed to be owned and accepted by the Force. The Chief Financial Officer was still seeking more transparency and had taken a report through the Resource Control Board with recommendations and undertook to report back to the Panel later in the year.

The Chairman congratulated the Officer on an excellent report and highlighted that the key issue now was strategic management. He asked for a report to come back to Police and Crime Panel on a vehicle replacement policy in order to assure the Dorset taxpayer they were getting value for money. The policy was detailed in the original PCC Vehicle Fleet report (June 2018) but had yet to materialise.

One member noted that whilst it was a police responsibility he was asking the PCC to ensure that the Policy was delivered. The PCC advised he was more concerned about old cars driving around and potentially putting police officers at risk but would continue to follow up on this.

In respect of the vehicle fleet, the PCC advised that there was a national transport consortium whereby the Government advised what vehicles could be used. He confirmed that Dorset Police had its own in-house vehicle servicing.

### **Resolved**

That an update be provided to the Panel on the progress of the Vehicle Replacement Policy for the meeting scheduled for Tuesday 24 September 2019.

## **13. Complaints Update**

Cllr Molly Rennie declared that the complainant referred to in this item was known to her.

The Group Manager – Governance and Assurance presented the minutes from the Complaints Sub-Committee meetings held on 18 March and 17 April 2019.

Members were also provided with a report from the Chairman of the Complaints Sub-Committee which covered all aspects of areas highlighted as a matter of concern by the complainant. This matter had now been dealt with by the existing complaints process and concluded. Any further issue regarding this complaint could be taken up with the Local Government Social Care Ombudsman (LGSCO). A standard letter had been produced should any further communication be necessary. The Chairman of the Complaints Sub-Committee felt there were some lessons to be learned around transparency of the process which would be helpful to review at the next Complaints Sub-

Committee meeting. He asked the Panel to appoint 2 further members to the Complaints Sub-Committee to complete a committee of 5 members.

**Resolved**

1. That Les Fry and Barry Goringe be appointed to the Complaints Sub-Committee.
2. That a meeting of the Complaints Sub-Committee be arranged to review the complaints process in order to bring back to the Panel in September.
3. That the Monitoring Officer issue the standard letter as discussed to members.

14. **Work Programme**

The Panel considered its Work Programme and noted the inclusion of the following items:-

- Further follow up of BW video
- Deep dive into Police Bail
- Further briefing around commissioning
- Vehicle Procurement

The Chief Executive, OPCC advised members there would be an opportunity to brief Panel members on Monday 9 September at the OPCC to talk about OPCC business and introduce members to the team.

The PCC advised members of the Police Open Day on Saturday 20 July 2019 and invited all members to attend.

The Chairman advised members that it was quite likely to be the last meeting for Mark Taylor, Group Manager - Governance and Assurance, and wished to thank him for all his help and support over the past 3 years. The PCC also conveyed his thanks and appreciation.

**Resolved**

That the work programme be updated accordingly.

15. **Questions from Panel Members**

There were no questions submitted by Members of the Panel.

16. **Urgent items**

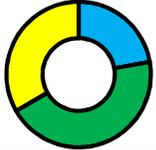
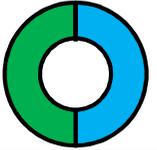
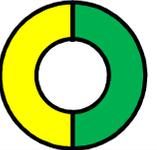
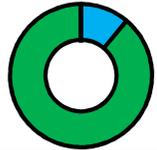
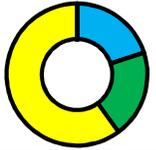
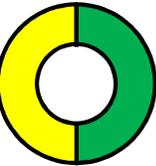
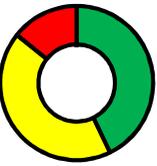
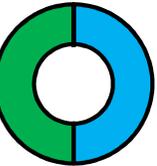
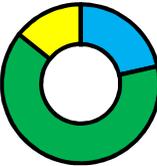
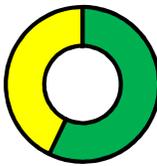
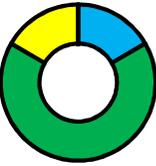
There were no urgent items of business.

**Duration of meeting:** 10.00 am - 1.50 pm

**Chairman**

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 PROTECTING PEOPLE AT RISK OF HARM	<b>Vulnerability; Prevention; Early Intervention</b>	<b>Mental Health; Drugs; Alcohol</b>	<b>National issues, Local approaches</b>	 WORKING WITH OUR COMMUNITIES	<b>Road Safety; Cyber &amp; Fraud</b>	<b>Engagement</b>	<b>Problem Solving</b>
							
<b>Headlines:</b> <ul style="list-style-type: none"> <li>• Support for armed forces veterans</li> <li>• Review of Appropriate Adult provision</li> <li>• PCC blogs on suicide awareness</li> <li>• Police Cadet Scheme launches</li> <li>• People First Forum Witness Profiling Service</li> </ul>				<b>Headlines:</b> <ul style="list-style-type: none"> <li>• ‘Immersion’ road safety project launched</li> <li>• Formal response to inspection fraud report</li> <li>• OPCC Annual Engagement Report published</li> <li>• Custody Visiting Scheme receives Gold Award</li> <li>• Appreciation for the work of our volunteers</li> </ul>			
 SUPPORTING VICTIMS, WITNESSES & REDUCING REOFFENDING	<b>Victims &amp; Witnesses</b>	<b>Offender Management &amp; Rehabilitation</b>	<b>Restorative Justice</b>	 TRANSFORMING FOR THE FUTURE	<b>Funding &amp; Resources</b>	<b>Technology</b>	<b>Innovation &amp; Service Improvement</b>
							
<b>Headlines:</b> <ul style="list-style-type: none"> <li>• Retendering of victim support services contract</li> <li>• Consultation and engagement with sexual violence victims</li> <li>• Dignity of female custody detainees advanced</li> <li>• Footprints ex-offender mentoring service supported</li> <li>• PCCs welcome announcement of further probation reforms</li> </ul>				<b>Headlines:</b> <ul style="list-style-type: none"> <li>• Dorset Police ‘Tweetathon’ highlights demand pressures</li> <li>• Annual Accounts and Annual Governance Statement prepared</li> <li>• Body Worn Video project roll-out continues</li> <li>• PCC takes on national Forensics lead role</li> <li>• Response to House of Lords forensics inquiry report</li> </ul>			

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

RAG Status	
This Period	Last Period



PROTECTING PEOPLE AT RISK  
OF HARM

Vulnerability  
Prevention  
Early  
Intervention

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Headlines:	Key Indicators:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>Longmead Community Farm supporting families in crisis</li> <li>Supporting armed forces veterans</li> <li>The Shores – Sexual Assault Referral Centre (SARC)</li> <li>Reviewing Appropriate Adult (AA) provision</li> <li>Spotlight on metal theft</li> </ul>	% people feeling safe in Dorset (YTD)	<b>94%</b>		<b>v</b>
	Recorded Domestic Abuse Crime (YTD)	<b>+1.1%</b>		<b>v</b>
	Recorded Hate Crime (YTD)	<b>-23.4%</b>		<b>v</b>
	Recorded Hate Incidents (YTD)	<b>+13.3%</b>		<b>^</b>
	HMICFRS PEEL Effectiveness	<b>GOOD</b>		<b>-</b>
	Commissioning Spend 2018/19	<b>£78K</b>		
Activities & Achievements:	PCC Commitments:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>A spotlight was shone on the work of <a href="#">Longmead Community Farm</a>, supported by a PCC Community Grant, which works with families in crisis, including children at risk of entering care or leaving education</li> <li>A series of blogs highlighted the work that the PCC has been doing in supporting local <a href="#">armed forces veterans</a></li> <li>Users of <a href="#">The Shores</a>, a service supporting people who have been raped or sexually assaulted, have spoken of the valuable help that they have received. The service is funded by the PCC and NHS England</li> <li>Along with the police and local authority partners the PCC is reviewing <a href="#">Appropriate Adult</a> provision in Dorset. He also responded to an associated <a href="#">national report</a></li> <li>The PCC blogged on the recent rise in <a href="#">metal theft</a> in order to raise awareness and the need for new approaches nationally to tackle this form of crime</li> </ul>	16. Resources for responses to new crime trends			<b>-</b>
	35. Aspire to create a Vulnerable Persons Directorate			<b>-</b>
	71. Continue to provide Safeguarding oversight			<b>-</b>
	72. Continue to challenge the service provided to vulnerable victims of fraud			<b>-</b>
	73. Police work in partnership on Modern Slavery			<b>-</b>
	82. Work with partners to provide enhanced support for veterans			<b>-</b>
	87. Pilot an Adult Return Home Interview initiative for missing persons			<b>-</b>

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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PROTECTING PEOPLE AT RISK  
OF HARM

Mental Health  
Drugs  
Alcohol

Headlines:	Key Indicators:	Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>PCC blog on raising suicide awareness</li> <li>Criminal Justice Liaison &amp; Diversion Scheme</li> </ul>	Detainees under MHA (YTD)	<b>2</b>	-
	Mental Health related incidents (YTD)	<b>-4.3%</b>	<b>v</b>
	HMICFRS PEEL Effectiveness	<b>GOOD</b>	-
	Commissioning Spend 2018/19	<b>£105K</b>	
Activities & Achievements:	PCC Commitments:	Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>The Commissioner published a blog discussing the taboo around <a href="#">suicide</a> and the need for openness and discussion in order to aid prevention. He also highlighted the particular risks among those in police custody, or who have recently left custody</li> <li>An update has been published on the evaluation of the valuable work of the <a href="#">Criminal Justice Liaison and Diversion (CJLD)</a> service</li> </ul>	32. Expand work with partners keeping repeat victims with serious mental illness safe	-	-
	75. Scope an app to give officers real-time MH advice	-	-
	78. Ensure local MH Concordat arrangements are fit for purpose and reflect new legislation	-	-

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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PROTECTING PEOPLE AT RISK  
OF HARM

National  
issues

Local  
approaches

Headlines:	Key Indicators:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>• Launch of the Police Cadet Scheme</li> <li>• PCC blog on knife crime</li> <li>• LGBT Dorset Equality Network</li> <li>• People First Forum Witness Profiling Service</li> <li>• Pop-Up Youth Clubs supported in Poole</li> </ul>	Serious Sexual Offences (YTD)	<b>+0.2%</b>		v
	Domestic Abuse Incidents	<b>+6.1%</b>		^
	Domestic Abuse Crimes	<b>+1.1%</b>		v
	HMICFRS PEEL Effectiveness	<b>GOOD</b>		-
	Commissioning Spend 2018/19	<b>£277K</b>		
Activities & Achievements:	PCC Commitments:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>• The new <a href="#">Police Cadet Scheme</a> was launched at Bournemouth’s Bourne Academy, with a second unit immediately planned due to the levels of interest and applications</li> <li>• The PCC blogged on the challenges of tackling <a href="#">knife crime</a>, the need to avoid ‘one size fits all’ solutions and the importance of education in tackling the problems being experienced</li> <li>• The work of the Commissioner funded <a href="#">LGBT Dorset Equality Network</a> in supporting victims of homophobic and transphobic bullying and hate crime was highlighted</li> <li>• An update on the <a href="#">People First Forum’s Witness Profiling Service</a>, providing support to people with learning disabilities who need to attend court, was also published. The service is jointly funded by the PCC and BCP Council</li> <li>• Funding was provided to support a new Pop-Up Youth Club initiative in Poole to tackle ASB and related concerns</li> </ul>	6. Increased crime reporting			^
	7. Hold agencies to account for role in reducing crime			-
	83. Continue to reduce/remove barriers to reporting Hate Crime			
	84. Support an awareness raising event			-
	85. Develop a Hate Crime Scrutiny Panel			
	67. Pay regard to the Strategic Policing Requirement			-
	69. Continue to lobby to improve port security			-
	86. Deliver proactive knife crime awareness			^
88. Explore potential youth diversion activities				
	89. Create a Police Cadet Scheme			^

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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WORKING WITH OUR  
COMMUNITIES

Road Safety

Cyber-crime

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Headlines:	Key Indicators:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>• ‘Immersion’ road safety project launched</li> <li>• PCC champions Community Speed Watch initiative</li> <li>• Guest blogs on fraud prevention and online safety published</li> <li>• Formal response to Fraud inspection report</li> </ul>	Killed or Seriously Injured – KSI (rolling)	<b>-12.7%*</b>		<b>V</b>
	Road Safe Website page views	<b>21,283</b>		<b>v</b>
	Drink related arrests 2018/19	<b>831</b>		<b>v</b>
	Drug related arrests 2018/19	<b>967</b>		<b>^</b>
	DAS attendees 2018/19	<b>26,871</b>		<b>^</b>
	Commissioning Spend 2018/19	<b>£15K</b>		
Activities & Achievements:	PCC Commitments:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>• The <a href="#">‘Immersion’ project</a>, a national competition to help the police to reduce the time needed to record evidence at road traffic collision sites, was launched</li> <li>• The Commissioner blogged on the <a href="#">Community Speed Watch</a> initiative, continuing to back this important road safety initiative between the police and volunteer members of the public</li> <li>• The first ‘guest blog’ by the Dorset Police Cyber Protect Officer was published, focused on <a href="#">fraud</a> and steps people can take to avoid becoming victims</li> <li>• A second blog was then published, highlighting the risks of using <a href="#">social media</a> and tactics to minimise and reduce these risks</li> <li>• The PCC has formally responded to the HMICFRS inspection report on the <a href="#">police response to fraud</a></li> </ul>	24. Commission wider provision of driver training			<b>^</b>
	26. Raise awareness around poor decision making			<b>-</b>
	27. Lobby Government to lower drink-drive limit			<b>-</b>
	28. Provide resources to tackle drink-driving			<b>-</b>
	29. Undertake a drug-driving awareness campaign			<b>^</b>
	30. Expand availability of drug-driving testing kits			<b>-</b>
	20. Continue cyber-crime awareness campaign			<b>^</b>
	79. Educate young people on online risks			<b>^</b>
80. Better cyber-crime support for businesses			<b>-</b>	

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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WORKING WITH OUR  
COMMUNITIES

Engagement

Headlines:	Key Indicators:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>Annual Engagement Report 2018/19 published</li> <li>Summer engagement programme launched</li> <li>PCC attends local groups as guest speaker</li> </ul>	Facebook – total reach	<b>71,652</b>		^
	Facebook – follower growth	<b>+1.5%</b>		^
	Twitter – total impressions	<b>310,700</b>		^
	Twitter - follower growth	<b>+3%</b>		^
	Commissioning Spend 2018/19	<b>£52K</b>		
Activities & Achievements:	PCC Commitments:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>The latest <a href="#">OPCC Annual Engagement Report</a>, covering the 2018/19 financial year, was published. The OPCC engaged with over 5,000 people ‘face-to-face’ and reached over 4 million people via our social media channels</li> <li>Our summer engagement programme for 2019 was launched, with OPCC attendance at the Highcliffe Food and Arts Festival and the Weymouth Armed Forces Celebrations in June</li> <li>During the quarter the Commissioner attended the Verwood U3A and Association of Dorset Watches (ADW) as guest speaker, as well as meeting with local business interest groups</li> </ul>	1. Enhance how we capture the public’s views			^
	2. Publish an annual community engagement report			-
	23. Improve police response to business crime			-
	46. Push several pilot schemes beyond the launch of the Force website, including:			-
	47. NPT webchats / 48. PCC Webchats			-
	49. PCC Surgeries online			-
	50. Contact the police via online channels			-
56. Continue bringing the police to the heart of the community			-	
100. Introduce a Neighbourhood Engagement Contract				

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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WORKING WITH OUR  
COMMUNITIES

Problem Solving

Headlines:	Key Indicators:	Q1 18/19	Q1 19/20
<ul style="list-style-type: none"> <li>Custody Visitors Scheme achieves Gold Award</li> <li>PCC appreciation for our volunteers</li> <li>Support for Neighbourhood Watch</li> </ul>	Problem Solving Forums held	<b>3</b>	^
	Public contact cases recorded	<b>363</b>	^
	Public contact cases resolved	<b>319</b>	^
	Commissioning Spend 2018/19	<b>£93K</b>	
Activities & Achievements:	PCC Commitments:	Q1 18/19	Q1 19/20
<ul style="list-style-type: none"> <li>Our independent custody visiting scheme won a prestigious <a href="#">gold national award</a> from the Independent Custody Visiting Association (ICVA). The Quality Assurance award meant Dorset demonstrated an excellent standard of custody visiting and volunteer management</li> <li>In support of National Volunteers’ Week the PCC also blogged on the important work of our <a href="#">Custody Visitors</a> and other <a href="#">volunteers</a> – including those involved with Cadets, Scrutiny Panels and Community Engagement</li> <li>The Commissioner similarly blogged his appreciation for <a href="#">Neighbourhood Watch Schemes</a> and their volunteers locally, citing specific examples of how they support the police and other agencies in crime prevention and community safety</li> </ul>	8. Establish a Problem Solving Forum; 9. PCC to fund new approaches identified by Forums	^	-
	9(a). Homelessness Problem Solving Forum	^	-
	9(b). Fly Tipping Problem Solving Forum	^	-
	9(c). County Lines Problem Solving Forum	^	-
	22. Work with Dorset Police to improve the response to business crime	^	-
	81. Continue to promote and support opportunities for individuals to volunteer with the Force & OPCC	^	^
	91. Create a Bobby Van Scheme for Dorset	^	^

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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SUPPORTING VICTIMS,  
WITNESSES & REDUCING  
REOFFENDING

**Victims &  
Witnesses**

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Headlines:	Key Indicators:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>Complainant Liaison Officer (CLO) work continues</li> <li>Retendering of Victim Support Contract commences</li> <li>Consultation with victims of sexual violence</li> </ul>	PCC Surgery Cases (since May 2016)	<b>54</b>		^
	Victim Support – Cases Created	<b>3,651</b>		^
	Victims’ Bureau – All Contact (YTD)	<b>6,993</b>		v
	Victim Satisfaction (Overall Service)	<b>77.3%</b>		^
	Victim Satisfaction (Kept Informed)	<b>71.5%</b>		v
	Commissioning Spend 2018/19	<b>£1M</b>		
Activities & Achievements:	PCC Commitments:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>Work continued throughout the quarter with Dorset Police and criminal justice partners to prepare for the launch of the Complainant Liaison Officer (CLO) pilot scheme to assist vulnerable victims through the court system</li> <li>Work also commenced this quarter with the South West Police Procurement Department to retender the contract for victim support services in Dorset</li> <li>The PCC has instigated a consultation and engagement project with victims of sexual violence to better understand the potential reasons behind cases not progressing to prosecution</li> </ul>	31. Establish a repeat victim champion to coordinate interventions in complex cases			-
	60. Improve systems to avoid double/triple booking of court rooms			^
	61. Complainant Liaison Officer pilot scheme ( <i>initially lobby Government to sponsor a Victims Lawyer</i> )			-
	92. Retendering of the Victim Support Contract by September 2019			

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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SUPPORTING VICTIMS,  
WITNESSES & REDUCING  
REOFFENDING

Offender  
Management  
Rehabilitation

Restorative  
Justice

Headlines:	Key Indicators:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>Dignity of women detained in custody</li> <li>Highlighting the work of mentoring ex-offenders</li> <li>South West PCCs welcome probation reform announcement</li> </ul>	ICV Scheme – Detainees Offered Visit	<b>110</b>		^
	ICV Scheme – Detainees Visited	<b>102</b>		^
	Restorative Dorset referrals (RJ & RM)	<b>55</b>		^
	OoCD Panel – Cases Reviewed	<b>15</b>		-
	Scrutiny Panels – all meetings held	<b>4</b>		-
	Commissioning Spend 2018/19	<b>£339K</b>		
Activities & Achievements:	PCC Commitments:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>The Commissioner welcomed plans to ensure the <a href="#">dignity of women in custody</a> by providing free sanitary products, something that he and a number of PCCs had lobbied for since 2018</li> <li>In line with one of his key priorities, the PCC updated on the work of <a href="#">Footprints</a> in providing mentors to people leaving prison to help them reintegrate into society and avoid reoffending. The initiative is supported by funding from the Commissioner</li> <li>A guest blog by a <a href="#">Footprints volunteer</a> was also published, providing first hand account of the role of a mentor working with ex-offenders</li> <li>The five PCCs from the South West region welcomed the Government’s announcement of <a href="#">further probation reforms</a>, and a return to all offenders being supervised by the National Probation Service (NPS), after years of lobbying</li> </ul>	10. Explore mentoring to reduce reoffending			^
	12. Expand tagging of offenders in Dorset			^
	13. Lobby Government to change law so police can insist on certain high risk individuals being tagged			^
	15. Work with partners to explore more behaviour changing courses for offenders			^
	33. Work with CRC to improve peer/public mentoring services			-
	34. Explore extension of AFCB referral path for young offenders			-
	93. Police Custody Environment research project			
	14. Expand RJ meetings between victims & convicted offenders in prison			-

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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TRANSFORMING FOR THE  
FUTURE

Funding &  
Resources

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Headlines:	Key Indicators:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>• ‘Tweetathon’ highlights growing demand for policing</li> <li>• Annual Accounts and Annual Governance Statement (AGS) for 2018/19 finalised</li> </ul>	Total Establishment FTE (31.03.19)	<b>2,558</b>		^
	OPCC Establishment FTE (31.03.19)	<b>19.9</b>		^
	OPCC Net Expenditure (as % of total)	<b>1.7%</b>		^
	OPCC Commissioning Spend (2018/19)	<b>£2.08M</b>		^
	HMICFRS PEEL Efficiency	<b>GOOD</b>		-
	Commissioning Spend 2018/19	<b>N/A</b>		
Activities & Achievements:	PCC Commitments:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>• The Commissioner supported the Dorset Police ‘<a href="#">Tweetathon</a>’ in June, where the Force shared live real-time updates of every enquiry and issue received via 999 and 101 during a 12 hour period</li> <li>• He later issued a <a href="#">blog on the findings</a> and the stark picture that the ‘Tweetathon’ revealed in terms of the daily demands and pressures faced by police officers and staff</li> <li>• Work to prepare the <a href="#">annual accounts</a> and associated Annual Governance Statement was completed during the quarter, ahead of formal approval in July</li> </ul>	63. Deliver efficiency savings through the Alliance			-
	18. Increase resources to frontline policing			-
	38. Continue to spend public money wisely			-
	43. Uphold the position of prudence			-
	44. Continue to lobby for fairer funding			-
	68. Work with partners/regionally to keep people safe			-
	42. Maintain Dorset Police as debt free			-
	17. Alliance savings invested in changing crime areas 57. Newly identified resources deployed to frontline			^
70. Explore shared budgets/shared service delivery			-	
90. Support health & wellbeing of officers & staff 96. Create joint Force/OPCC Innovation Fund			^	

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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TRANSFORMING FOR THE FUTURE

Technology

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Headlines:	Key Indicators:		Q1 18/19	Q1 19/20
<ul style="list-style-type: none"> <li>Ongoing phased roll-out of Body Worn Video (BWV)</li> </ul>	Drone Unit Deployments (2018)	<b>356</b>		^
	Safer Drone workshop attendees (2018)	<b>400</b>		-
	Alliance BWV cameras procured	<b>+2,850</b>		-
	HMICFRS PEEL Efficiency	<b>GOOD</b>		-
	Commissioning Spend 2018/19	<b>£26K</b>		
Activities & Achievements:	PCC Commitments:		Q1 18/19	Q1 19/20
<ul style="list-style-type: none"> <li>The roll-out of Body Worn Video (BWV) project in Dorset continued during the period, along with the ongoing development of supporting digital evidence management systems and processes</li> </ul>	54. Build on IT systems and development to ensure intelligent police deployment and briefings			-
	55. Pursue and progress the video enabled court scheme allowing police to give evidence remotely; 58. Improve IT structures to enable remote remands, court cases and prisoner productions; 59. Improve IT structures so that police and witnesses can give evidence remotely			^
	62. Pursue improved technology for the Force, Alliance and the South West region			-
	65. Introduce Body Worn Video (BWV) in Dorset			-
	66. Continue the drone initiative locally			-

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Q1 2019/20

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TRANSFORMING FOR THE  
FUTURE

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Innovation &  
Service  
Improvement

Headlines:	Key Indicators:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>National Forensics lead role for PCC</li> <li>PCC responds to House of Lords forensics report</li> </ul>	101 Timeliness (Excellent/Good)	<b>67%</b>		<b>v</b>
	Complaint/Appeal Files Dip-Sampled	<b>8</b>		-
	% people feeling safe in Dorset (YTD)	<b>94%</b>		<b>v</b>
	HMICFRS PEEL Effectiveness	<b>GOOD</b>		-
	HMICFRS PEEL Legitimacy	<b>GOOD</b>		-
	Commissioning Spend 2018/19	<b>£43K</b>		
Activities & Achievements:	PCC Commitments:		Q1 18/ 19	Q1 19/ 20
<ul style="list-style-type: none"> <li>In line with the Dorset Chief Constable taking on the national operational policing lead role for forensics, the Commissioner has become the national PCC lead</li> <li>Linked to this, the PCC responded to the <a href="#">House of Lords Science and Technology Select Committee report into forensic science</a>, outlining some of the key issues and concerns currently facing the forensics market and recommendations for consideration as a result</li> </ul>	5. Create the Safer Dorset Foundation (SDF)			<b>v</b>
	40. Explore CoP leadership review opportunities			-
	41. Help the Force develop innovative ways to recruit, retain and develop the best people			-
	45. Continue to reduce the Force carbon footprint			<b>^</b>
	64. Build on Evidence Based Policing methods and introduce best practice into Dorset			-
	94. Create a Use of Force Scrutiny Panel 95. Create an Out of Court Disposal Scrutiny Panel 97. Improve OPCC scrutiny & transparency			-
	4. OPCC as initial contact point for police complaints			-

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TRANSFORMING FOR THE  
FUTURE

Funding &  
Resources

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### 2019/20 MONTH 4 FINANCIAL REPORT- OVERVIEW

The Revenue figures contained within this report are based on information as at 31 July 2019 and include the forecast position as at 31 March 2020.

The Net Revenue Expenditure outturn is forecast to be £135.1m against a budget of £134.7m an adverse variance of £0.476m or 0.35%. If this position remains at the year end, this would reduce general balances to below the minimum level, however, the Force are currently taking action to address the projected variance, in particular relating to overtime and estates spending. This will be monitored closely.

The capital information is based on Q1 data, as at 30 June 2019. Capital expenditure is predicted to be £13.6m for the year which when compared to the revised budget is an adverse variance of £0.42m. Anticipated slippage built into the original budget has been allocated to specific schemes in the revised budget, alongside carry forwards from 2018/19.

### NET REVENUE EXPENDITURE

R1	The Chief Constable Net Revenue Expenditure (NRE) for the year is forecast to be £133.707m which was £0.476m (0.36%) below the Revised Budget.
R2	The use of revenue reserves are currently predicted on budget. The funding of any variance will be considered at year end.
R3	Additional government grants and rental income have been received. No account has currently been taken of additional funding for the uplift of Police Officers.
R4	Pay and employment costs are forecast to be marginally higher (0.3%) than the revised budget in total. Within this are the effects of the 2.5% Officer pay award, higher Officer overtime, offset by lower staff costs.
R5	Overheads are currently forecast to be around 1% over budget. Estates spending is currently being reviewed.

### RESERVES

The format of the Reserves information has been updated to show the opening balance of each reserve, the planned use of reserves as set in the budget, the forecast use of reserves for the year and then the resulting forecast year end position. No further use of reserves have been agreed since setting the budget.

The Reserves Strategy seeks to maintain a General Balance of between 3% and 5% of Net Revenue Expenditure. The opening balance amounted to 3% of NRE and the forecast closing balance would be equivalent to 3.3% of Budgeted NRE prior to the year end revenue position.

### CAPITAL EXPENDITURE AND FINANCING

C1	The total capital expenditure for 2019/20 is forecast to be £13.617m as at Q1, an adverse variance of £0.42m. This primarily relates to lower than anticipated slippage into 2020/21 rather than increased costs.
C2	Slippage built into the 2019/20 budget for vehicle replacement is not currently predicted to materialise with the full programme being delivered in 2019/20.
C3	Overall the Estates projects are predicted to slip into 2020/21 by £135,000. This will be reviewed by the new Head of Estates.
C4	The 2019/20 ICT budget included an estimate of slippage which is now not predicted to occur.
C5	Increased costs of the capital programme are currently predicted to be funded from capital receipts and further borrowing but this will be kept under review as we go through the year.
C6	The Capital Receipts Reserve is planned to be fully allocated to support the capital programme in 2019/20.

## Dorset Police and Crime Panel

### Police & Crime Plan Monitoring Report – Quarter 1 2019/20

RAG Status	
This Period	Last Period



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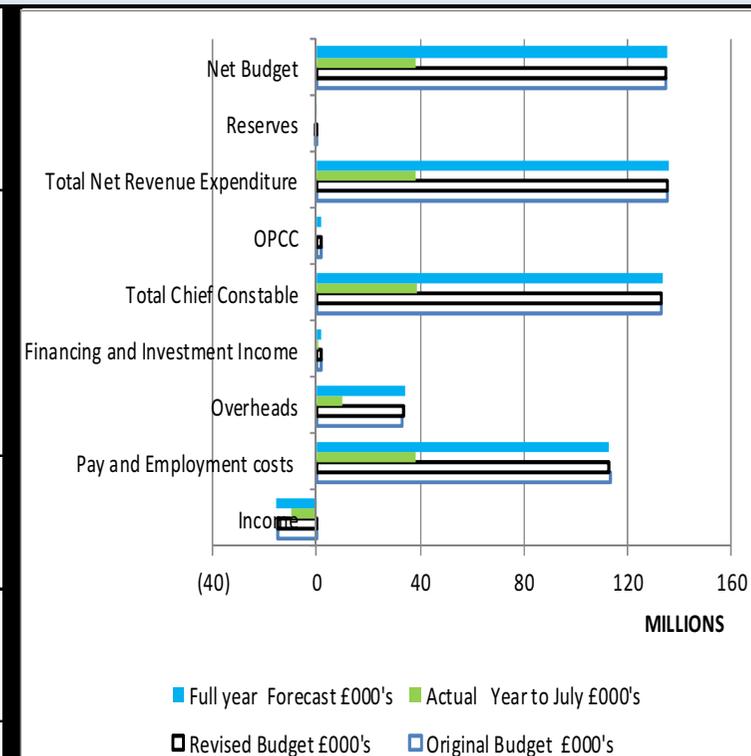
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#### NET REVENUE EXPENDITURE

##### BUDGET V FORECAST 2019/20

2019/20	Original Budget	Revised Budget	Actual Year to July	Full year Forecast	Variance (fav) /adverse	ref
	£000's	£000's	£000's	£000's	£000's	
<b>Chief Constable</b>						
Income	(15,115)	(15,002)	(9,893)	(15,255)	(252)	R3
Pay and Employment costs	113,344	112,590	38,334	112,937	347	R4
Overheads	33,268	33,909	9,634	34,337	428	R5
Financing and Investment Income	1,734	1,734	515	1,688	(47)	
<b>Total Chief Constable</b>	<b>133,231</b>	<b>133,231</b>	<b>38,590</b>	<b>133,707</b>	<b>476</b>	<b>R1</b>
<b>OPCC</b>	<b>2,076</b>	<b>2,076</b>	<b>(75)</b>	<b>2,076</b>	<b>0</b>	
<b>Total Net Revenue Expenditure</b>	<b>135,308</b>	<b>135,308</b>	<b>38,515</b>	<b>135,784</b>	<b>476</b>	
Reserves	(640)	(640)	0	(640)	0	R2
<b>Net Budget</b>	<b>134,668</b>	<b>134,668</b>	<b>38,515</b>	<b>135,144</b>	<b>476</b>	



## Dorset Police and Crime Panel

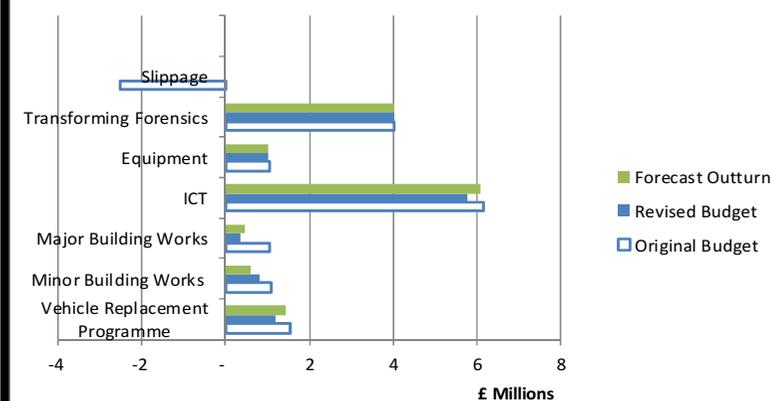
### Police & Crime Plan Monitoring Report – Quarter 1 2019/20

RAG Status	
This Period	Last Period

#### CAPITAL EXPENDITURE AND CAPITAL FINANCING

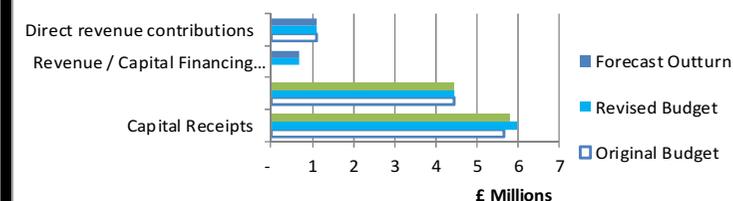
##### BUDGET v Q1 2019/20

2019/20	Original Budget	Revised Budget	Forecast Outturn	Variance (Fav)/ Adverse	Ref
	£000's	£000's	£000's	£000's	
<b>Capital Investment</b>					
Vehicle Replacement Programme	1,541	1,202	1,452	250	C2
Minor Building Works	1,090	817	581	(236)	C3
Major Building Works	1,050	350	451	101	C3
ICT	6,149	5,769	6,086	317	C4
Equipment	1,055	1,032	1,020	(12)	
Transforming Forensics	4,027	4,027	4,027	-	
Slippage	(2,529)	-	-	-	
<b>Total Capital Investment Programme</b>	<b>12,383</b>	<b>13,197</b>	<b>13,617</b>	<b>420</b>	<b>C1</b>



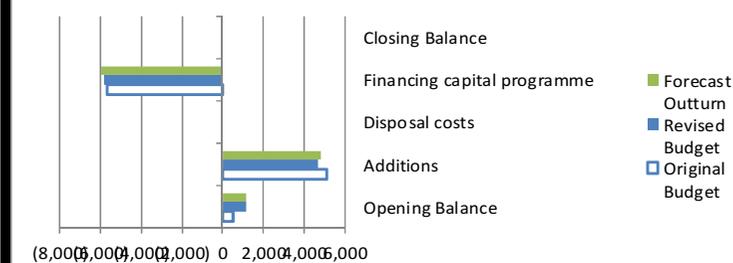
##### CAPITAL FINANCING

<b>Sources of Finance</b>					
	Original Budget	Revised Budget	Forecast Outturn	Variance	
	£000's	£000's	£000's	£000's	
Capital Receipts	5,662	5,811	5,958	147	
Government grants and other contributions	4,448	4,448	4,448	0	
Revenue / Capital Financing reserve	-	665	665	0	
Direct revenue contributions	1,100	1,100	1,100	0	
Borrowing	1,173	1,173	1,446	273	
<b>Total Capital Funding</b>	<b>12,383</b>	<b>13,197</b>	<b>13,617</b>	<b>420</b>	<b>C5</b>



##### CAPITAL RECEIPTS RESERVE

2019/20	Original Budget	Revised Budget	Forecast Outturn	Variance	
	£000's	£000's	£000's	£000's	
<b>Capital Receipts Reserve</b>					
Opening Balance	542	1,123	1,123	0	
Additions	5,120	4,688	4,835	(147)	
Disposal costs	-	-	0	0	
Financing capital programme	(5,662)	(5,811)	(5,958)	147	
<b>Closing Balance</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>C6</b>



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## Dorset Police and Crime Panel

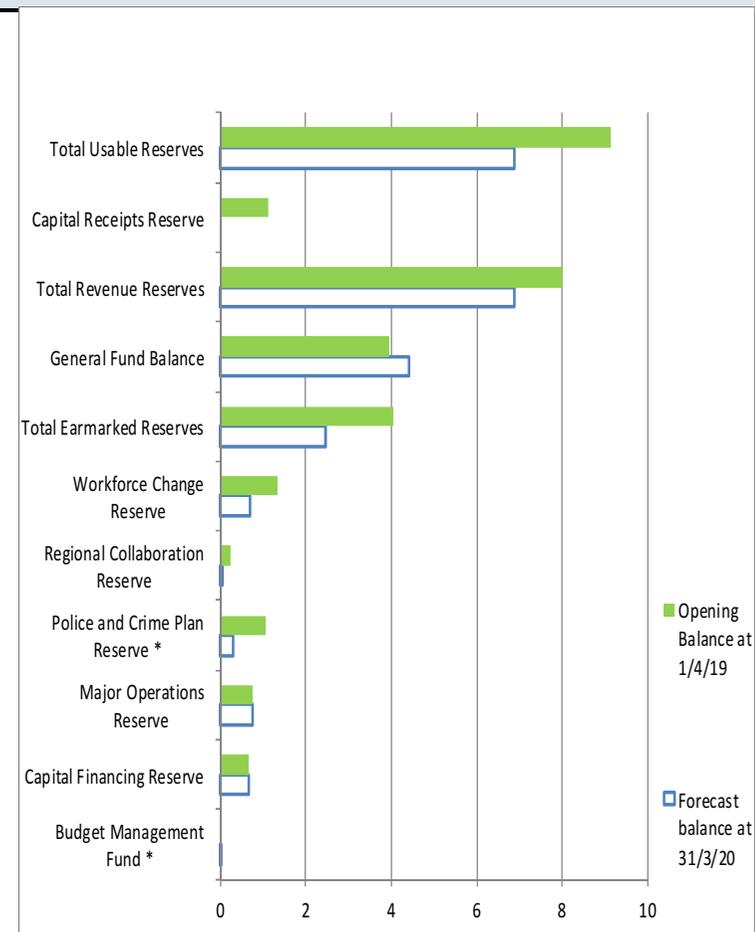
### Police & Crime Plan Monitoring Report – Quarter 1 2019/20

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This Period	Last Period

#### USABLE RESERVES

##### BUDGET V FORECAST 2019/20

2019/20	Opening Balance at 1/4/19	Budgeted transfer to/(from) reserves	Forecast Transfer to/(from) reserves	Forecast balance at 31/3/20	Variance against budgeted transfer	Comment
	£000's	£000's	£000's	£000's	£000's	
<b>Reserve</b>						
Budget Management Fund *	27	0	0	27	0	
Capital Financing Reserve	665	0	(665)	665	665	Carry Fwds
Major Operations Reserve	738	0	0	738	0	
Police and Crime Plan Reserve *	1,063	(757)	(757)	306	0	
Regional Collaboration Reserve	231	(194)	(194)	37	0	
Workforce Change Reserve	1,333	(647)	(647)	686	0	
<b>Total Earmarked Reserves</b>	<b>4,057</b>	<b>(1,598)</b>	<b>(2,263)</b>	<b>2,459</b>	<b>0</b>	
General Fund Balance	3,957	452	452	4,409	0	
<b>Total Revenue Reserves</b>	<b>8,014</b>	<b>(1,146)</b>	<b>(1,811)</b>	<b>6,868</b>	<b>0</b>	
Capital Receipts Reserve	1,123	(1,123)	(1,123)	0	0	
<b>Total Usable Reserves</b>	<b>9,137</b>	<b>(2,269)</b>	<b>(2,934)</b>	<b>6,868</b>	<b>0</b>	



\* Budget Management fund and Police and Crime reserve will be transferred when timing of relevant expenditure is clear.



TRANSFORMING FOR THE  
FUTURE



## AGENDA NO: 6

### POLICE & CRIME PANEL – 24 SEPTEMBER 2019

### POLICE AND CRIME PLAN 2017-2021

### REPORT BY THE CHIEF EXECUTIVE

### PURPOSE OF THE PAPER

*This paper updates members of the Police and Crime Panel of a light-touch refresh of the Police and Crime Plan 2017-2021.*

#### 1. BACKGROUND

- 1.1 Police and Crime Plans are a statutory requirement for all police force areas as defined in the Police Reform and Social Responsibility Act 2011. They must be issued as soon as practicable after the Police and Crime Commissioner (PCC) takes office and cover the period up to the end of the financial year in which the next Police and Crime Commissioner election is expected to take place.
- 1.2 The current Police and Crime Plan was published in March 2017 and built on the PCC's commitments following his re-election in May 2016. It is intended to run for the duration of the term of office and beyond the next scheduled PCC election in May 2020.
- 1.3 By way of context, the Police Reform and Social Responsibility Act 2011 requires PCCs to hold their Chief Constables to account for the operational delivery of policing and secure and maintain efficient and effective local policing services. How they plan to do this, the resources they will make available to the police and others and what the PCC's local objectives and priorities will be, are the subject of the Police and Crime Plan.
- 1.4 Quarterly performance reports are submitted to the Panel on performance and progress against the Police and Crime Plan. The statutory Annual Report, which is the subject of a separate report to this meeting, provides an overview of activity against the Plan. The 2018/19 Annual Report has recently been finalised and published having been presented to the last meeting of the Panel in draft format.

#### 2. PLAN REFRESH

- 2.1 While the main elements of the Police and Crime Plan are designed to remain unchanged the PCC has taken the opportunity to undertake a light touch 'refresh' to ensure that the content remains relevant and that any new or emerging issues since its initial publication are accurately reflected.
- 2.2 A revised draft version of the Plan is attached at Appendix A with proposed changes highlighted in red. In summary, the main amendments are:
  - An updated contextual statement added to the original Plan Introduction;
  - The recognition of the Commissioner's focus on **Veterans** as one core element of his safeguarding and vulnerability work under Pillar 1;

- More content and emphasis on the importance of tackling **Hate Crime** (Pillar 1);
- Acknowledgement of the Government's further **Probation Reforms** and links with local and regional priorities relating to tackling reoffending (Pillar 3);
- Updates in the 'Commitments' sections of each of the four Pillars to highlight key pledges made by the Commissioner during the term of office (and in addition to those originally identified in his Manifesto).

### **3. PANEL MEMBER FEEDBACK**

- 3.1 The PCC welcomes comments from Police and Crime Panel Members on the refreshed Plan and proposed changes and will consider any such feedback ahead of finalising this version. It is requested that any views should be returned to the Chief Executive by Friday 11 October 2019.

### **4. RECOMMENDATION**

- 4.1 The Panel is asked to note the updates made to the Dorset Police and Crime Commissioner's Police and Crime Plan 2017-2021 and to provide feedback ahead of publication of the final version.

#### **SIMON BULLOCK CHIEF EXECUTIVE AND MONITORING OFFICER**

Members' Enquiries to: Simon Bullock, Chief Executive & Monitoring Officer (01202) 229084  
Media Enquiries to: Susan Bloss, Head of Communications & Engagement  
(01202) 229095

#### Appendices

Appendix A: Police & Crime Plan 2017-2021 - draft September 2019 Update



# POLICE & CRIME PLAN 2017-2021

**SEPTEMBER 2019 UPDATE**



Working together for a safer Dorset



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## INTRODUCTION

Welcome to my Police and Crime Plan. It takes into account the strategic priorities of key local partners and is underpinned by a number of more specific and detailed commitments that I made as part of my 2016 election manifesto.

I was delighted to be re-elected Police and Crime Commissioner (PCC) for Dorset in 2016 and continue the work that I started during my first term of office. There remain significant challenges for policing, and for the public sector as a whole, but also opportunities to work together to maintain and improve services. I am committed to exploring these opportunities for the benefit of local people.

Policing has never been so complex, with an ever-changing landscape of crime and demand set against the reality of challenging resources and reduced budgets over recent years. We need to ensure that we are responsive to these changes and prioritise effectively but we also need to have a sense of reality about expectations of the service and what can practically be achieved. Our strategic alliance with Devon & Cornwall is a fundamental element in rising to these challenges locally.

For the police service as a whole, the National Police Chiefs Council (NPCC) and the Association of Police and Crime Commissioners (APCC) have agreed the [National Policing Vision 2025](#). This document sets out the plan for policing over the next 10 years, including transformation of the service, and my own Plan seeks to complement this vision at the local level.

This Police and Crime Plan is a statement of strategic intent for policing in Dorset, set around four key themes. These are:

- Protecting People at Risk of Harm
- Working with our Communities
- Supporting Victims, Witnesses and Reducing Reoffending
- Transforming for the Future

My [2016 Manifesto commitments](#) underpin these themed areas and I am seeking to have implemented all of these pledges by the end of my term of office in 2020. Progress has already been made against some of these commitments but please remember this is a four year Plan. Many of my ambitions will take time to realise and I will work collaboratively with others to make this happen. As before, issues such as mental health and support for victims of crime will remain key priorities.

I will regularly report and update on progress against this Plan throughout the term, including quarterly reports to the Police and Crime Panel and information shared through my website and other formats.

I will also maintain my focus on my core role of representing the people of Dorset and acting as a link between policing and the public, consulting and engaging with our communities, listening to and understanding your issues and concerns, and ensuring that these views are used to help inform high-level decision making. Changes to the handling of complaints about police, which will include greater PCC involvement in the process, is one area that will see enhanced contact with the public and the opportunity to provide increased governance and scrutiny over local policing.

Dorset is a wonderful place and, thankfully, a safe environment for the majority of us that live, work or visit here. Yet crime and community safety still matter and I will strive to keep our local communities safe and supported.



**Martyn Underhill, March 2017**

### **September 2019 Update**

This is my last annual review and update of my Police and Crime Plan ahead of the next PCC election in May 2020. With the last few months of the current term of office remaining, I am very pleased with the progress that has been made against my key objectives and specific commitments.

I will continue to report regularly to the Dorset Police and Crime Panel on the work that I, and my office, have been undertaking and will also publish information on our achievements on my website. I trust that this will go some way in demonstrating the value and difference that Police & Crime Commissioners can make at the local level.

Nationally, Brexit continues to dominate the national political agenda and public services continue to experience significant challenges in terms of demand and resourcing. While, at the time of writing, the political situation remains delicate I am cautiously optimistic by the recent Government announcement in support of recruiting 20,000 much needed police officers over the coming years. I now await further details on how this will be implemented and how I can support the Chief Constable in increasing police officer numbers in Dorset.

During the remainder of my term I will also continue working closely with the police and other partners, at a local, regional and national level, to protect those at risk, support those who have been victims of crime and reduce reoffending.

## PILLAR 1

### PROTECTING PEOPLE AT RISK OF HARM

Protecting the public from harm is, and will always be, a core police duty. However, the demands placed on the police have shifted greatly in recent years and resources need to be effectively targeted on the basis of threat, risk and harm.

Protecting those most at risk of harm and most vulnerable to crime is a key strand of this Plan and will be an area of focus for the duration of this term of office.

#### Achievements to date:

- **Mental Health** – I have driven significant developments both nationally and locally with regard to the treatment of those suffering from mental ill-health, particularly with regard to their contact with the police. [[Click here to learn more...](#)]
- **Paedophile On-Line Investigation Team (POLIT)** – I have invested in the expansion of the POLIT, with the team already achieving important results locally. [[Click here to learn more...](#)]
- **Dorset Safeguarding: Multi-Agency Hub** - Implementation of the initiative that I have backed to create a multi-agency safeguarding hub in Dorset. [[Click here to learn more...](#)]

Policing alone cannot protect those at risk. I will continue to work with local authorities, the voluntary and charitable sector and partners more widely to support and commission high quality services in order to provide help to those most vulnerable members in our community.

**Strategic Policing Requirement (SPR):** The [SPR priorities](#) identify serious organised crime, child sexual abuse (CSA) and organised cyber-crime as national threats. This theme will look to ensure that Dorset Police contributes to the regional and national focus in these areas as well as tackling issues at the local level.

Whilst it is impossible to cover all aspects of risk and vulnerability in detail in this Plan, this theme will include issues such as:

#### Safeguarding & Vulnerability

I will continue to support the work of local safeguarding arrangements to deliver strong oversight and scrutiny of services to protect children and adults who are at risk of abuse in our communities. For example, we know that an ageing population is likely to present challenges regarding adults at risk of harm and this is one area where existing arrangements are under review. **Our armed forces veterans are another vulnerable cohort that I am keen to support.**

More widely, I will continue to work with the police and other statutory partners to explore ways in improving our collective responses to vulnerable members of our community. This is particularly important where individuals may fall below the threshold for statutory interventions but where early action and engagement may prevent escalations in problems and in turn reduce future demand on agencies.

### **Mental Health**

I will campaign locally and nationally for additional investment from health partners in mental health services for adults and children. I will focus on a number of key areas, including:

- Early help and intervention to avoid those with mental health issues becoming victims of crime;
- Provision by health partners of timely therapeutic services such as counselling for victims of serious crime to help them recover from trauma;
- Preventing people from entering custody due to mental health crisis; and
- Support Dorset Police with initiatives focused on the mental health of officers and staff.

### **Serious Violence (including knife crime)**

The Country has recently seen increases in serious violence such as knife crime, gun crime and homicide, resulting in the Government's [Serious Violence Strategy](#) as a response. Whilst the nature of the issues faced in Dorset are naturally very different to those experienced in our major cities we do face our own specific challenges locally and I will work with the force and partners to implement appropriate responses.

One area that I am keen to focus on is education and prevention to ensure that younger members of our communities here do not get drawn into the types of behaviours witnessed elsewhere, particularly in feeling the need to carry knives or other weapons to feel safe.

[County Lines](#) and the criminal exploitation of children and vulnerable adults is an associated issue, where urban gangs supply drugs to suburban areas and market and coastal towns using dedicated mobile phone lines. This can involve the exploitation of vulnerable adults and children in the movement of drugs and money. County Lines is a genuine threat to all areas, including Dorset, and I will ensure that the police and partners locally, regionally and nationally work coherently to tackle this emerging threat.

### **Fraud**

I will continue to challenge the service provided to vulnerable victims of fraud. As more crime shifts online, it is right that more resources are put into place to tackle this emerging threat. This is especially true as the older population embraces new technology and more criminals exploit the speed, convenience and anonymity of the internet.

### **Modern Slavery**

Living in a modern society it is disturbing to think that slavery, such as forced labour and human trafficking often for the purposes of sexual exploitation, is happening in our

communities. I will ensure that the police partner with agencies who are also at the forefront of tackling these crimes, and that work is undertaken to raise awareness so victims can be kept safe and traffickers brought to justice.

**Force priorities:** [Dorset Police](#) has specific plans in place to address sexual violence; domestic abuse; hate crime; child sexual abuse/child sexual exploitation; and modern slavery locally.

**Encouraging reporting of crime, ~~incidents~~ and anti-social behaviour (ASB) and hate crime**

The Chief Constable and I will continue to encourage greater reporting of crimes and incidents – particularly in areas currently widely considered to be under-reported - such as domestic abuse, modern slavery, sexual offences and hate crime.

Hate crime has become even more of a concern recently, with Brexit seemingly being one catalyst for an increase in incidents. It is so important that the impact of hate crime on a victim or community is not underestimated – it ruins lives. The importance of ‘getting it right’ in our prevention, enforcement and criminal justice responses is key to building and maintaining trust and confidence of victims and to encouraging more people to report.

**Manifesto Commitments**

My [manifesto commitments and pledges](#) when re-elected in May 2016 included the following:

- **Vulnerable Persons Directorate** – building on the Dorset Safeguarding multi-agency hub model, an aspiration to introduce a specialist team supporting all vulnerable people.
- **Crime Reporting** – ensuring that as many victims of crime as possible feel able to report these issues, either to the police or a third party.
- **Safe Schools and Communities Team (SSCT)** – increase SSCT resources to help their work in education and raising awareness of the risks posed to young people, particularly online.

During my term I have also added specific commitments for **Safeguarding, Fraud, Modern Slavery, Veterans, Hate Crime and Youth Diversion (including Police Cadets)**.

**Partner priorities:** Community Safety Partnerships (CSPs) in Dorset have a shared commitment to tackle serious sexual offences (especially against under 18s) and domestic abuse related violent crime. [Criminal justice partners](#) are seeking to identify health, including mental health needs, across the Criminal Justice Service (CJS). These are consistent with the aims of this theme.

## PILLAR 2

### WORKING WITH OUR COMMUNITIES

An essential part of my role involves acting as a link between the public and police service, and also as a facilitator in bringing local partners together to tackle shared priorities, issues and concerns.

I will therefore continue to work with Dorset Police and other agencies locally, regionally and nationally to keep our communities safe. I am particularly keen to engage with community members to help them work together with the police and partners to tackle the issues most affecting them.

#### Achievements to date:

- **Neighbourhood Policing** – Despite stretched resources, the Chief Constable and I remained committed to the Neighbourhood Policing model of community policing. [[Click here to find out more...](#)]
- **Cyber-crime** – I funded the CyberSafe campaign to raise local awareness and the ability for individuals to protect themselves from online crime and threats. [[Click here to find out more...](#)]
- **Rural Crime** – Within the first 100 days of my second term of office, the Force fulfilled my commitment to launch a dedicated Rural Crime Team to specifically address the unique issues and concerns affecting our rural communities. [[Click here to find out more...](#)]
- **Marine Unit** – I have committed specific funding for resources to bolster our Marine Policing response and continue to lobby Government over the important issue of Ports Security. [[Click here to find out more...](#)]

**Strategic Policing Requirement (SPR)** - The [SPR priorities](#) identify terrorism and domestic extremism; serious organised crime; national cyber security; public order; and civil emergencies. This theme will look to ensure that Dorset Police contributes to the national focus in these areas as well as tackling issues at the local level.

Many issues affect local communities in relation to crime and community safety and I will play my part in achieving more effective joined-up responses to these issues, including the following:

#### A Problem-solving approach

I will work with local communities to identify and find sustainable solutions to the issues most concerning and affecting them. Through this approach and associated PCC Innovation Funding I will also provide the resources to support innovative solutions where these are identified.

## **Homelessness**

Homelessness is another issue that has come to the fore recently, with increases experienced locally and nationally in recent years. This is a complex social issue and not one where policing is often considered to play a direct role in addressing. However, homelessness is often one of a number of factors that influence offending and anti-social behaviour and I am keen to work with partners to look at how we can influence these factors and improve outcomes.

One area I am particularly exploring is the local response to homeless veterans who often get drawn into the criminal justice system because of this and other issues that they are experiencing. If successful I am hopeful that some of these initiatives may then be able to be applied to wider cohorts of people experiencing homelessness in Dorset.

## **Volunteers**

Aside from working closely with communities to solve problems, I am delighted when individuals take the next step and become a special constable, police support volunteer, neighbourhood watch member, independent custody visitor or any of the other exciting opportunities to give back something in a unique way. Our volunteers are a vital part of making Dorset safer and everyone has my sincerest thanks and respect.

## **Tackling ASB**

Anti-social behaviour (ASB) remains a genuine issue and blights many people's lives on a daily basis. I will continue to work with partners to tackle ASB and, primarily through Community Safety Partnerships (CSPs), ensure that policing plays an active role in managing ASB across Dorset.

One specific issue that has been highlighted to me in recent times is fly tipping, an unsightly and costly nuisance. Whilst not traditionally a matter for policing the scale of the problem, plus links to other forms of criminality, has resulted in me facilitating work with partners to look at how we can successfully tackle this literal blot on our County.

## **Road Safety**

The number of people killed or seriously injured on Dorset's roads remains too high and is a concern regularly raised by the public. In addition to the existing approaches of education, engineering and enforcement I will look to further enhance driver education and awareness as a means of improving road safety. I intend to explore innovative new ways to improve road user concentration and reduce the risks of serious injury on the roads.

## Cyber-Crime

At the start of my first term of office cyber-crime was viewed as an emerging risk. Now it is very much a potential threat to us all. The threats are numerous and areas of focus will include:

- Maintaining the CyberSafe campaign highlighting the dangers of cyber-enabled crime;
- Educating young people on issues such as online bullying, abuse and sexting; and
- Ensuring that businesses are better supported with regard to online crimes targeted at them.

## Consultation, engagement and accessibility

Ensuring that there remains a meaningful dialogue between the public, myself and the police and exploring new ways of making this happen in order to reach more people. I am mindful of the need to explore different methods of communication and engagement to achieve this, recognising the different needs of our communities.

In addition to working closely with the Dorset Police and Crime Panel, I will particularly strive to ensure that the public are kept more informed about relevant policing issues; that their views are regularly sought; and that they are consulted on any significant changes being proposed to local policing arrangements.

It is fundamental that communities have a strong voice in important local debates that can affect community safety.

## Preventing and detecting crime

I expect the Chief Constable to maintain a focus on the prevention of crime and continue to explore 'what works' and Evidenced Based Policing (EBP) approaches to reducing crime. This will include problem solving approaches and multi-agency solutions.

Where crime occurs, however, it remains important that the police response is appropriate and proportionate and that investigations are effective. I will continue to hold the Chief Constable to account for this aspect of policing delivery.

**Force priorities:** [Dorset Police](#) has specific plans in place to address ASB; dwelling burglary; rural crime; public place violence; and road safety.

## Manifesto Commitments

My [manifesto commitments and pledges](#) when re-elected in May 2016 included the following:

- **Road Safety** – tackling drink and drug driving; enhancing driver awareness and education; and looking at initiatives to improve decision making and prevent road traffic collisions.
- **Safer Dorset Foundation (SDF)** – the SDF has been created to assist the police and partners in preventing crime and empowering individuals and groups to take positive action with regard to community safety.
- **Problem Solving Forum** – I will look to create a Problem Solving Forum to bring together relevant agencies and local people to identify innovative ways to tackle the issues most affecting communities at the local level. PCC Innovation Funding will be available to support these initiatives.
- **Business Crime** – I will appoint a Business Crime Champion and continue to build on relationships with local business organisations to improve the focus and response to traditional and on-line business crime.
- **Public Engagement** – I will continue to take my responsibilities for consulting and engaging with the public seriously and seek new ways to reach more people. I also commit to publishing an annual community engagement report to this effect.

During my term I have also added specific commitments for **Volunteering**, a **Bobby Van Scheme** and the **Neighbourhood Engagement Contract** initiative.

**Partner priorities:** Community Safety Partnerships (CSPs) in Dorset have a shared commitment to tackle ASB and [criminal justice partners](#) are seeking to prevent crime and reduce reoffending. These are consistent with the aims of this theme.

## PILLAR 3

### SUPPORTING VICTIMS, WITNESSES AND REDUCING REOFFENDING

Support for victims and witnesses of crime was a priority for me in my first term of office, and remains just as important now. I am therefore determined to work with the Chief Constable to provide a policing service that is valued by people in Dorset and in particular by victims of crime.

This theme also looks at offending and steps that can be taken to break the cycle of reoffending and rehabilitate our most prolific and regular offenders. I am also keen to explore with partners and local employers further ways to divert young people who may be at risk of offending away from criminal activity.

#### Achievements to date:

- **Victims Bureau** – one of my main commitments in my first term of office, the Victims Bureau, was launched in November 2013 providing greater information and support to victims of crime. [[Click here to find out more...](#)]
- **Victim Support services** – Following national changes I was the first PCC nationally to commission a local Victim Support service in October 2014. [[Click here to find out more...](#)]
- **Voluntary Offender Tagging** – I funded a GPS tagging pilot in 2015 to help deter individuals at high risk of re-offending from lapsing back into an offending lifestyle. [[Click here to find out more...](#)]
- **CJS Performance Management** – I commissioned Crest Analytics to develop a bespoke performance management tool for the Dorset Criminal Justice Board (DCJB). [[Click here to find out more...](#)]

#### Victims and Witnesses

Through the [Dorset Criminal Justice Board \(DCJB\)](#) I will continue to work with all criminal justice partners to improve and enhance the services delivered to victims and witnesses of crime. I am particularly keen to support the delivery of more effective and efficient IT systems in courts to enable the giving of evidence remotely and to ensure more efficient use of court time.

I will of course work with the Government on any plans to give PCCs responsibility for the remaining victim and witness care services which are currently still provided nationally so that we can provide the best possible services for victims and witnesses in Dorset.

I will also work with the Chief Constable to explore the opportunities to improve victim and witness care which may be provided through our strategic alliance with [Devon & Cornwall](#) – identifying areas for collaboration and improvement.

## Offenders

The Chief Constable and I will work with DCJB partners to introduce new services and systems designed to stop people from offending and to prevent reoffending.

We will also work with the [National Probation Service \(NPS\)](#) and the [Dorset, Devon & Cornwall Community Rehabilitation Company \(CRC\)](#) to improve our shared understanding of people who choose to offend. We will seek all opportunities to deliver greater local flexibility in the services they provide to reduce reoffending and improve the quality and effectiveness of interventions.

I will also work with my colleagues in the region, through the newly formed South West Reducing Reoffending Board, to help influence and shape the Government probation reforms. These reforms, currently underway, will again see the management of all offenders in the community fall solely to the NPS.

Within this work I will look to explore areas such as mentoring of offenders, behaviour changing courses and expanding [Neighbourhood Justice Panels \(NJPs\)](#) and [Restorative Justice \(RJ\)](#).

## Integrated Offender Management

The [Integrated Offender Management \(IOM\)](#) unit at any given time deal with approximately 80 of the most prolific acquisitive offenders in Dorset, the majority of who are responsible for crimes such as house burglary or car theft.

These schemes work with offenders at high risk of re-offending (but lower risk of carrying out violent crime) and help them come to terms with their offending behaviour and remove the issues which influence offending.

Critically, on agreeing to be part of an IOM scheme, offenders must agree to take on the responsibility of their own offending. This approach offers significant support to those who continue to engage and the threat of swift justice for those who do not.

## Manifesto Commitments

My [manifesto commitments and pledges](#) when re-elected in May 2016 included the following:

- **Repeat Victim Champion** – I will establish a Repeat Victim Champion to coordinate police and partner interventions for difficult and complex cases.
- **Offenders** – I will explore the use of mentoring to reduce re-offending and also explore referral pathways to divert young offenders from crime.
- **Tagging** – Building on the pilot work already carried out locally, expand the tagging of offenders and lobby Government to change the law to enable the police to insist on certain high-risk individuals being tagged.

- **Victims' Lawyer** – I will lobby Government to sponsor a pilot Victims' Lawyer Scheme in Dorset, similar to the model used in parts of Europe. The Victims' Lawyer would represent victims at all stages of a prosecution, rather than the current system where a victim is only formally recognised by the court upon the conviction of another individual.

During my term I have also added commitments on the **Retendering of the Victim Support Service Contract** and researching the **Police Custody Environment**.

**Partner priorities:** [Criminal Justice System \(CJS\) partners](#) are seeking to provide support to victims and witnesses throughout the system and to prevent crime and reduce reoffending. **The CJS and Community Safety Partnerships (CSPs) also work to a shared Reducing Reoffending Strategy whose priorities are all consistent with the aims of this theme.**

**Regionally, the South West Reducing Reoffending Board has identified four key priority areas – female offenders; the resettlement and rehabilitation of offenders with short-term sentences; youth to adult transition; and veterans.**

## PILLAR 4

### TRANSFORMING FOR THE FUTURE

This theme looks at my roles and responsibilities in ensuring that Dorset Police operates as efficiently and effectively as possible – both now and in the future.

The main strands here are essentially focused on people; Information and Communication Technology (ICT); innovation/improvement; and partnerships/collaboration.

#### Achievements to date:

- **Strategic Alliance** – in March 2015 the two PCCs and two Chief Constables entered into a formal strategic alliance between Devon & Cornwall and Dorset. [[Click here to find out more...](#)]
- **Regional Collaboration** – Dorset continues to work collaboratively with South West policing partners on programmes such as forensics and procurement. [[Click here to find out more...](#)]
- **Recruitment** – During my first term of office I reversed the recruitment freeze to ensure new and talented individuals joined the service. [[Click here to find out more...](#)]
- **Investing in technology** – I have also supported significant ICT projects during the first term, including the implementation of a new records management system (NICHE), the development of mobile policing solutions (smart phones and tablets) and the planned introduction of body worn video and drones. [[Click here to find out more...](#)]

#### Alliance & Merger

The Chief Constable and I formally entered into an alliance with Devon & Cornwall Police in 2015 and all parties remain fully committed to this crucial collaboration.

Since this agreement, work has continued at pace to review our respective working practices and to align these into single, joint alliance functions wherever possible. Around thirty business functions have already gone live, including the operational policing areas such as roads policing, dogs unit, drones unit, and firearms and armed response vehicles as well as back office support such as Finance, HR, IT, Fleet Services and Administrative Support.

Whilst the alliance has, and will, assist us in making financial savings in a climate of reduced funding, more importantly it has enabled us to rethink how we deliver some services, increase resilience, and deliver a more consistent approach in aspects of policing across the three counties. What it won't do is have a negative impact on frontline policing.

As a result of this work, the two chief constables, with the full support of both PCCs, announced in September 2017 the intention to explore further collaboration and a closer working relationship between the forces – including the possibility of a full merger. In April 2018 the two chief constables, and two PCCs agreed that the outline business case for

merger was sufficient that a full business case should be developed and a public and stakeholder consultation undertaken.

This work continues with the ultimate aim of identifying the most sustainable and effective policing model for the three counties in the future. I continue to support this work, as Programme Sponsor, and will ensure that the governance and scrutiny arrangements for the programme remain robust so that any decisions taken are ultimately in the best interests of the public.

### **Listening and Learning**

I will deliver changes to the way in which complaints against the police service are handled, utilising new powers in the [Policing and Crime Act 2017](#), to re-shape the complaints process to make it more responsive to the needs of the public.

I will also work with the Chief Constable to ensure that Dorset Police strives to become a 'learning organisation' – learning from emerging best practice and evidence based research on '*what works*' in delivering good outcomes for the public. This will need to reflect the Force's successes as well as when things don't go well or there is a failing – improving strategies to readily recognise when mistakes have been made, provide early remedy, compensate or apologise and then use this as the opportunity to learn and improve.

### **Understanding demand and new or emerging threats**

In the current climate it is crucial that Dorset Police tries to be 'ahead of the curve' with regard to understanding the demands placed on police resources and in the early identification of new threats and risks. I will work with the Chief Constable to provide resources to meet the challenges as new or increased crime trends begin to emerge. The need to engage the public and partners in this journey is of paramount importance.

### **Funding and finances**

I will continue to campaign nationally and locally for changes to the police funding formula so that it better reflects the demands faced by Dorset as a predominantly rural police force.

Unless prevented from doing so by significant cuts from central government, I will maintain Dorset Police as a debt free organisation and continue our prudent approach to financial management, including setting a balanced budget each year with an adequate level of reserves, externally endorsed by [Her Majesty's Inspectorate of Constabulary \(HMIC\)](#).

### **People**

People are our most important asset and particularly in the context of increasing demand and decreasing funds it is hugely important that we take proactive steps to look after them.

I will invest to ensure that the recruitment of new officers and staff continues during the term, allowing the Chief Constable to invest resources in high priority areas and emerging issues. I will also support the Force to explore the opportunities arising from the College of Policing

reviews regarding policing structures and entry and progression into and through the service.

With the Chief Constable I will also work to ensure that the wellbeing of officers and staff is a primary consideration in supporting them to carry out their roles in often extremely challenging circumstances. Examples of initiatives that we have already undertaken in this area include:

- signing up to the [MIND Blue Light programme](#);
- my involvement in a national video encouraging staff to seek help for mental health; and
- training delivered to officers and staff through the Alzheimer's Society to make us a [Dementia Friendly](#) organisation.

As the national PCC lead for mental health I will continue to work hard to improve services for those suffering mental ill health, reduce the demands placed on the police service created by mental health related issues, and improve training for police officers and staff.

### **Information Technology**

I will continue to invest in technology, including the full roll out of mobile data, to increase opportunities for police officers to stay out and about in local areas.

I will also support the commissioning of a new command, control and public contact system as part of our strategic alliance with Devon & Cornwall and work with our regional partners on delivering a new shared emergency service mobile communications system.

### **Partnerships & Collaboration**

I will work with the Chief Constable to fully implement our strategic alliance with Devon & Cornwall – putting service improvement and efficiency at the centre of this work and delivering savings of more than £12million per year when fully implemented by 2021.

We will also work hard to ensure that we fully realise the benefits of other external collaboration programmes and internal reforms. In particular we will support and grow our partnerships with local authorities, fire, health and the voluntary and charitable sectors to explore all opportunities to keep the public safe and improve our efficiency and effectiveness.

### **Doing Things Differently**

More widely, policing continues to be stretched. Crime is shifting online and is becoming more demanding and complex to uncover. Tackling these growing threats requires a different approach to policing. As criminals become more sophisticated, we must stay one step ahead and the way to achieve this is to stand with our partners and create a hostile environment for those who are determined to cause harm in our communities.

This may mean that policing becomes more involved in tackling societal or social justice issues like inequality. It might mean that agencies not currently working alongside us to address issues like drug and alcohol abuse will need to play a greater part.

As the challenge of funding continues, there is a risk that we shrink away from our partners. We must instead recognise where we can work even more closely together to provide more streamlined services. As a local leader I am firmly committed to exploring innovative and ambitious ways to keep offering the best possible service to the public.

### Manifesto Commitments

My [manifesto commitments and pledges](#) when re-elected in May 2016 included the following:

- **Complaints** – taking on an enhanced role with regard to police complaints in line with national Government reforms.
- **Shared resources** – I will explore the potential for pooling and aligning budgets with our partners, which can reduce waste and duplication and ensure that we make the best use of public money.
- **Accessibility** – exploring more ways that I and the Force can engage with the public over the issues that matter most to them.
- **Investing** – In new and improved technology such as body worn video, CCTV and drones, in innovative new evidenced based approaches to tackling crime and community safety issues, and in estates, vehicles and equipment which will deliver better value for money in the long term.

During my term I have also added commitments on **Officer and Staff Health and Wellbeing**, enhanced **Scrutiny Panel** arrangements and the creation of a joint **OPCC/Dorset Police Innovation Fund**.

**Partner priorities:** A key priority for [Criminal Justice System \(CJS\) partners](#) is to deliver an efficient and effective end to end criminal justice system in Dorset. This is consistent with the aims of this theme.

## HOW I WILL MONITOR PERFORMANCE AND PROGRESS

I will hold the Chief Constable to account for the provision of an efficient and effective police service in Dorset and delivery against the priority themes identified in this Plan. This will happen in a number of ways:

- **Formal and informal meetings** – I attend or am represented on all strategic-level Force and Strategic Alliance Boards in order to challenge and scrutinise, inform debates and take decisions. Regular informal meetings with key Force personnel also assist me in maintaining day-to-day business.
- **Scrutiny Panels** – I am engaged with, and in some cases have instigated, specific Panels scrutinising key areas of business likely to have a direct impact on the public and influence trust and confidence in the police. These include the use of Stop and Search powers; the police Use of Force (including TASER); the use of Out of Court Disposals; and the Customer Service Improvement Panel.
- **Issues Under Commissioner Scrutiny (IUCS)** – these are specific issues of a strategic, financial or reputational nature, identified by the public, which I formally raise with the Chief Constable. If accepted, these are then recorded, actioned and monitored through the weekly Joint Executive Board (JEB).
- **PCC Challenge** – an opportunity for me to raise issues relating to cost and efficiency and to challenge the Chief Constable to make improvements accordingly. As with IUCS, these are raised, recorded and monitored through JEB.

The [Dorset Police and Crime Panel](#) will hold me to account for undertaking my statutory responsibilities and for delivery against this Plan. I will therefore work with members and officers of the Panel to develop suitable reporting mechanisms and updates and report to them quarterly on my work and progress. This will complement the Work Programme and Forward Plan that the Panel has implemented to focus their work in scrutinising and, where appropriate, supporting my activities.

I will publish an annual report reflecting on the previous year and recent achievements relating to this Plan. My manifesto commitments will be the primary focus for delivery by my office on a day to day basis and I will use my website and other methods to keep the public updated on this work.

I will continue to engage with as many local people as possible to raise awareness of my role and work and to understand the issues most concerning local communities. I will also use my website, social media and other communication methods to provide relevant and timely information relating to my work. This will build on the success of my first term which included some 40,000 face-to-face interactions and over 250,000 contacts by various other means, including social media and direct contact into my office. This work has been recognised externally by [CoPaCC](#) through their Public Engagement Award (2014), and Transparency Quality Mark (2015, 2016/17, 2018 and 2019), and at the 2015 UK Public Sector Communications Awards for my website.

I will remain fully engaged in the governance of key partnership and collaboration activity at the local, regional and national level in order to drive forward shared priorities and initiatives.

I will also work closely with agencies such as [Her Majesty's Inspectorate of Constabulary](#), [Fire & Rescue Service \(HMICFRS\)](#), [Independent Office for Police Conduct \(IOPC\)](#), external and internal auditors, and our independent audit committee members to monitor Force performance and drive continuous improvement.

It is encouraging that public awareness of my role has steadily increased during my time in office and I will work hard to continue this trend in the years ahead. Police accountability has also increased enormously since the introduction of PCCs, in no small part due to increased engagement with local communities. I will strive to improve this further during this term.

### Contact your PCC

**Website:** [www.dorset.pcc.police.uk](http://www.dorset.pcc.police.uk)

**Email:** [pcc@dorset.pnn.police.uk](mailto:pcc@dorset.pnn.police.uk)

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**Telephone:** (01202 ~~or 01305~~) 229084

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Force Headquarters  
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### Accessibility Statement:



TRANSLATIONS  
AVAILABLE

If you would like a translation of any part of this document please email us at [translation@dorset.pnn.police.uk](mailto:translation@dorset.pnn.police.uk).



## AGENDA NO: 10

### POLICE AND CRIME PANEL – 24 September 2019

### HEALTH AND WELLBEING STRATEGY AND DEVELOPMENT PLAN

### REPORT BY THE POLICE AND CRIME COMMISSIONER

#### PURPOSE OF THE REPORT

*To present members with an update on Dorset Police's approach to officer and staff health and wellbeing, as well as the Force's utilisation of the Police and Crime Commissioner's Health and Wellbeing Fund.*

#### 1. BACKGROUND

- 1.1 The pressures faced by emergency service personnel have been well publicised. In Dorset, the Force has experienced an increase in not only demand, but also complexity – with emerging threats such as cybercrime, child sexual exploitation and county lines drug gangs becoming more prevalent in recent years. Of course, such challenges have occurred at a time of central government budget cuts.
- 1.2 The Police and Crime Commissioner (PCC) has described this as a perfect storm, in which the work required of Dorset Police is ever more challenging, but the resources available have shrunk. Indeed, police officer numbers in Dorset are at their lowest number since the 1980s.
- 1.3 Against this backdrop, it is sadly inevitable that the health and wellbeing of Force personnel will begin to suffer, and the Chief Constable has previously highlighted an increase of welfare referrals during this period of austerity.
- 1.4 In response to this, and the Chief Constable's stated desire to improve the health and wellbeing of his workforce, the PCC made available a £250,000 health and wellbeing fund from his annual commissioning budget in order that extra steps could be provided to support those who are charged with protecting the public.
  - 1.1. The intention of this commitment was to create a happier and healthier workforce for Dorset Police and, in doing so, increase the organisation's capability and resilience.
  - 1.2. In response to the fund, the Force identified a number of initiatives to improve health and wellbeing, and subsequently requested £237,000 of the £250,000 offered.
  - 1.3. Subsequently 21 new wellbeing initiatives were proposed and accepted by the Police and Crime Commissioner for delivery throughout the 2018/19 & 2019/20 periods. These initiatives are detailed further in Appendix A.

## 2. WELLBEING STRATEGY

2.1. In July 2018, recognising that the abovementioned health and wellbeing challenges are common to all forces in England and Wales, the Home Office set a 'common goal for police wellbeing'. This set out to ensure, by 2021:

- Every officer and staff member *feels confident that their welfare and wellbeing is actively supported by their police force throughout their career;*
- *That a culture supporting this is embedded in every force;*
- *That individuals have access to appropriate support when they need it.*

2.2. The Home Office goal includes physical and mental health as well as the broader concept of wellbeing – which enables individuals to realise their potential, be resilient and be able to make a productive contribution to the police workforce.

2.3. In response, the Force approved a dedicated, evidenced based wellbeing strategy in 2018 that set out six key priorities, namely:

- Improvement in measures of health and wellbeing and emotional resilience;
- Reduction in numbers of people with sedentary life styles;
- Further reinforcement of the 'Centre for Health at Work' approach;
- Development of an organisational health and wellbeing culture that embraces good health, good work, good relationships and good specialist support;
- Improved awareness and reduced perceived stigma in respect of mental health;
- Implementation of the Blue Light Wellbeing Framework, developed by the College of Policing and Public Health England.

## 3. BASELINE

3.1. A baseline is necessary, to compare progress over the life of the funded initiatives. A combination of approaches has been agreed where the existing force wellbeing survey will be used alongside a formal assessment of delivery against the six key priorities.

3.2. This blended approach allows for both qualitative and quantitative improvements to be tracked, and for progress against both national and local priorities to be identified. The success of forces in term of wellbeing will, nationally, be measured against the Home Office goal of ensuring staff and officers feel supported and have access to support when it is required. This is also reflected fully in the force wellbeing strategy and the results of the dedicated 'Wellbeing Pulse Survey' which will provide a baseline to measure progress going forward.

3.3. The baseline measures from the Pulse Survey are as follows:

- 64% of respondents believe Dorset is a good place to work;
- 50% believe their wellbeing has improved or been maintained at a generally good level;
- 56% carry out the recommended minimum amount of physical activity every/most weeks;
- 57% of respondents said they have experienced significant stress or mental health issues in the last year;
- out of 5 agree that their line manager is interested in their wellbeing;
- Only 38% of staff regularly get at least 7 hours sleep;
- 81% of staff view their relationship with their manager as positive;
- 92% feel their relationship with work colleagues is positive;
- When accessing support, staff are overwhelmingly positive about the benefits of private medical interventions, the EAP, physiotherapy, counselling and occupational health (85% - 70%)

#### 4. PROGRESS TO DATE

- 4.1. Recognising that limited time has passed since the implementation of the new initiatives, there has been significant progress in respect of promoting wellbeing across the Force.
- 4.2. HMICFRS specifically reviewed 'Wellbeing' as part of the Peel Inspection process in 2017 and at that time commented that the force had a good understanding of the importance of promoting wellbeing, recognised the issue as a priority, had suitable governance in place, but was not investing as much as Devon & Cornwall Police in this area of activity.
- 4.3. Since that time, and owing to the PCC's increase in funding for wellbeing activity, the Force has taken forward a range of new developments as detailed in Appendix A.
- 4.4. In the draft of its latest 2019 Peel assessment HMICFRS recognised this investment, summarised performance as 'good' and reported that: 'there is a caring culture in the force'; staff 'felt their welfare was a priority'; line managers 'know how to access wellbeing services'; and 'equal importance is given to both physical and mental ill-health'.
- 4.5. It is too early to make a formal assessment of the impact of the new initiatives, but some areas of current progress are provided below:
  - Dorset now has five dedicated Health and Wellbeing Groups in place, ensuring most business areas are able to directly influence and promote wellbeing initiatives at a local level.
  - Work is continuing in a number of areas to encourage individuals into active lifestyles. Healthy lifestyle sessions have been introduced in Dorset and have been well received by staff.
  - In October 2018, 13 Individuals completed a Level 2 Gym Instructor course. These staff are acting as health champions encouraging individuals in stations to be more physically active and assisting with gym inductions across the force.
  - The wearable fitness devices study undertaken by the force in partnership with Exeter University has shown positive long-term lifestyle changes to individuals wearing these devices, particular for individuals with sedentary lifestyles.
  - There is continued emphasis on a Health Screening programme, in support of officers and staff working in roles with high psychological risk. This recognised 'good practice' has been a long-standing element of the Force's approach to wellbeing and a similar scheme has now been adopted by Devon & Cornwall Police.
  - Specific activity of note also includes Menopause awareness training and the development of Menopause SPOCs; the introduction of additional TRIM practitioners to support staff after traumatic incidents; and the continued investment in personal resilience training, which is receiving very positive feedback.
  - On 'World Mental Health Day' a force message was sent out linked to a number of 'Let's Talk' videos, where individuals who have struggled with their mental health shared their stories. Feedback has been very positive and more videos are being prepared as part of tackling perceived stigma in respect of mental health.
  - A major event of note in respect of improving awareness and dealing with issues of stigma was the Force's first mental health conference. Feedback obtained from participants was used to inform production of the Mental Wellbeing Plan.
  - Alongside the planned activity, a wellbeing communications and engagement strategy has also been developed to ensure that there is a clear and consistent message about the help and support that is available to anyone experiences issues with mental health.
  - Dorset Police signed up to the Blue Light Wellbeing Framework and has taken the learning from its completion to inform the development of its 'Wellbeing Delivery Plan' and 'Mental Wellbeing Plan'.

- 4.6. In terms of overall impact from wellbeing activity, the national drive is to focus on support rather than attendance. This has resulted in absence data all but disappearing from the HMICFRS value for money dashboard, making national comparison extremely difficult. The current HMICFRS dashboard only highlights police officer long-term sickness and shows that Dorset is 5th best in its group of most similar forces and 20th nationally, with long term absence rates at 1.9% against a national average of 1.9%.
- 4.7. The force will continue to report wellbeing data on a quarterly basis through the Strategic People Board, which is attended by the Chief Executive.

## **5. FUTURE DEVELOPMENTS**

- 5.1. The key focus going forward is to achieve the 'Home Office common goal for police wellbeing' and ensuring that by 2021, and, as set out earlier in this report, the Force have detailed delivery plans in place for both general wellbeing and mental wellbeing.
- 5.2. Over the next six months, the focus will be on continuing to deliver on the challenging range of priorities detailed within these plans. The force will also be re-running the Wellbeing Pulse Survey to assess the impact of the force's continued focus on wellbeing on the workforce.
- 5.3. The Force will continue undertaking formal environment scanning to ensure they, and the OPCC, remain aware of all the latest developments in this specialist area.
- 5.4. There is also the additional focus, going forward, to harmonise the Force's approach to wellbeing with Devon & Cornwall Police and align working arrangements. There is already a joint Health and Wellbeing Strategy in place, and a new joint Health and Wellbeing Policy has just been completed.

## **6. CONCLUSION**

- 6.1. This report offers a high level overview into the work being carried out by the Force in relation to health and wellbeing, as a result of the PCC's funding, and ongoing developments. Detail is also provided regarding the specific initiatives that have been funded by the Police and Crime Commissioner.
- 6.2. It should be understood that benefits from the investment into wellbeing will not be immediate given the nature of the issues being tackled. It is anticipated that the benefits of this work will become apparent in the next 12 – 24 months.
- 6.3. The OPCC will continue to work with the Force to evaluate the success of the 21 PCC-funded initiatives, as well as Force delivery against the six strategic objectives of the Health and Wellbeing Strategy.

### **ADAM HARROLD DIRECTOR OF OPERATIONS**

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### Appendices

Appendix A – Health and Wellbeing Initiatives

## APPENDIX A – WELLBEING ACTIVITY

Act.	Activity	Additional Activity for PCC	Detail
1	<b>Mental Health Peer support Uplift across Alliance</b>	<b>Yes</b>	<b>Train 60 New Peer supporters in each and 10 peer supervisors as part of the model</b> The Peer Support Scheme is to ensure all Police Officers and Staff within Dorset Police, who are suffering from any level of a deterioration in mental wellbeing, are treated with fairness, respect and understanding, so that they feel fully supported
2	<b>Mental Health Peer Support SharePoint site</b>	<b>Yes</b>	Upgrade cost to Peer support site to meet GDPR and other requirements
3	<b>Regular Resilience building workshops across the Alliance 18-19 (Year 1)</b>	<b>Yes (as pilot will stop without this funding)</b>	2 year plan to continue 1 workshops a month for 25-30 people for 10 months.
4	<b>Treadmill Programme – DP to put 6 additional treadmills across the gyms.</b>	<b>Yes</b>	DP to put 6 additional treadmills across current for current gyms and gyms just being set up.
5	<b>Health &amp; Wellbeing group Initiatives – Wellbeing Funding which can be bid for to run small local wellbeing initiatives</b>	<b>Yes</b>	To support a range of initiatives identified by Departmental Wellbeing Groups in support of the strategy objectives. This is accessed through a formal bidding process managed through Health & Wellbeing governance structures.
6	<b>Line Manager Mental Health Training Pilot</b>	<b>Yes</b>	Pilot 2 types of line manager mental health Training to identify which provides the best training and information. This pilot will help inform how this type of training may be rolled out across the Force in the future.

7	<b>Virgin Pulse –Global Challenge</b>	<b>Yes</b>	<b>100 day Staff Fitness Challenge, inc. Fitbit tracker.</b> 100 day fitness challenge for teams of 7 with access to fitness platform for the year. The focus is on physical activity, nutrition & sleep over the 100 days, with participants surveyed on their health and wellbeing before and after the challenge.
8	<b>Promotional Materials and Ancillary costs</b>	<b>Yes</b>	Water bottles, H&W Booklets, welfare booklets, posters for ¼ themes. Peer support material and promotion of 5 ways to wellbeing
9	<b>Alliance Mental Health Conference 9 October 2018 (Exeter racecourse)</b>	<b>Yes</b>	Hold a conference across Dorset, Devon & Cornwall as part of the programme to develop an Alliance mental health plan. Cost of speakers, food & Venue
10	<b>Wellbeing member of Staff in Dorset.</b>	<b>Yes</b>	Additional full time member of staff in Dorset for Wellbeing delivery.
11	<b>Extending Psychological Health Monitoring DP to frontline officers in Poole (phased approach/ pilot &amp; evaluation)</b>	<b>Yes</b>	<b>The force already provide this service, but extending to additional roles.</b> 90 Officers and PCSO's in Poole (cost of sessions, admin support and additional psychological support anticipated to be needed)
12	<b>Extending Psychological Health Monitoring DP to general CID officers in Bournemouth and 1 squad within the Winfrith control room. (phased approach/ pilot &amp; evaluation)</b>	<b>Yes</b>	<b>The force already provide this service, but extending to additional roles.</b> 30 CID officers in Bournemouth & 30 control room staff from 1 squad who are not currently receiving this (cost of sessions and additional psychological support anticipated to be needed)
13	<b>Mental Health Nurse/ Additional mental health resource (Welfare Officer) in DP</b>	<b>Yes</b>	Additional Welfare/ psychological nurse Support for 1 year in Dorset
14	<b>Silver Cloud Health (recognised online services mental health support programmes)</b>	<b>Yes</b>	A 1 year pilot across the Alliance to provide access to confidential online Mental Health support programmes for 600 individuals plus in force training to assist with the launch

15	<b>Trauma Risk Management Programme (TRiM) TRiM Practitioners Training &amp; CPD event across the Alliance</b>	<b>No but will keep TRiM fit for purpose in Dorset</b>	To provide support to officers and staff following traumatic incidents. 16 new TRiM practitioner's across both forces & to provide CPD events in both forces.
16	<b>Menopause conference in both forces and SPOCS across Alliance</b>	<b>Yes</b>	To provide follow up events from last year and train up SPOCS to provide additional support and awareness.
17	<b>Evaluation of programmes</b>	<b>Yes</b>	To ensure where appropriate independent evaluation can take place
18	<b>Core Muscular Skeletal Pilot in Dorset</b>	<b>Yes</b>	Proactive programme of work to improve muscular skeletal issues and improve core strength Force Fitness Instructor is a trained musculoskeletal practitioner, and will provide support to those in need. To reduce sickness for this particular issue.
19	<b>13 Individuals through a Level 2 Gym Instructor course in DP</b>	<b>Yes</b>	To support the force's health and wellbeing strategy ensuring staff, officers and volunteers have access to specialist support and advice.
20	<b>Conference expenditure to ensure updates on developing national picture</b>	<b>Yes</b>	This will allow attendance by key individuals to ensure we are kept up to date with developing national picture and the College of Policing wellbeing events.
21	<b>Wessex Heartbeat to carry out physical assessments on 100 staff twice over a 12 month period</b>	<b>Yes</b>	To give the chance for 100 staff to be assessed and partake in different programmes to try and improve their health and fitness over a year.

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## AGENDA NO: 11

### POLICE AND CRIME PANEL – 24 SEPTEMBER 2019

### UPDATE ON UTILISATION OF TARGETED PRECEPT FUNDING

### REPORT TO THE POLICE AND CRIME PANEL

#### PURPOSE OF THE REPORT

*This report provides an update on the outcomes that have been achieved so far as a result of the targeted Precept increases for 2019/20.*

#### 1. BACKGROUND

- 1.1 The Police and Crime Commissioner (PCC) in each force area has a statutory duty and electoral mandate to ensure an efficient and effective police service and to hold the police to account on behalf of the public. The PCC is the recipient of funding relating to policing and crime reduction, including government grant and precept and other sources of income. How this money is allocated is a matter for the PCC in consultation with the Chief Constable and in compliance with any grant terms.
- 1.2 The PCC is required to set a balanced budget in accordance with the provisions of Section 32 of the Local Government Finance Act 1992. In addition, Section 26 of the Police Reform and Social Responsibility Act 2011 establishes the PCC as a precepting authority for the purposes of the 1992 Act.
- 1.3 At the February 2019 meeting of the Dorset Police and Crime Panel, members considered a report from the PCC's Chief Finance Officer which set out the proposed precept for Dorset. Members were advised of the changing and increasing demands faced by the Force and that the precept decision for 2019/20 needed to consider both immediate and medium-term resourcing requirements to enable the delivery of the 2017-21 Police and Crime Plan.
- 1.4 The 2019/20 police funding settlement provided PCCs with the flexibility to raise the precept by £24 for a Band D equivalent property. The PCC provided his rationale for a proposed precept increase of £24 and urged members to take full advantage of this flexibility to enable the force to maintain high quality services and allow for investment in new capabilities required to meet growing demand. Extensive public consultation had shown strong support for the PCC's proposals across the county.
- 1.5 The Chief Constable detailed these demands and explained what the £24, if approved, would be used for. He highlighted six main areas of focus, namely:
  - Rural crime prevention/detection enhancement
  - Marine crime prevention/detection enhancement
  - Tackling county lines drug networks
  - Volunteer Police Cadets

- Improvements to youth justice
- The Bobby Van scheme

1.6 The Panel unanimously voted to support the increase in the precept of £24 per annum on a Band D property for 2019-20. The Panel Chair subsequently wrote to the PCC providing formal notification of the Panel's support for the precept increase and that the Panel would seek assurance that the PCC was holding the Chief to account for delivery against the above six areas of focus.

## 2. **PROGRESS TO DATE**

### Innovation Fund and Innovation Board

2.1 The budget proposals included £1m for an Innovation Fund, comprising £500k recurring budget (provided by £500k efficiencies in Force budgets) and £500k one-off funding (£250k from the Police & Crime Plan (commissioning) reserve, and £250k from General Balances made possible because of the higher collection fund surplus for 2019/20). This Fund was identified to enable investment in new capabilities required to respond to the challenges faced by Dorset Police and as outlined to the Panel by the PCC and Chief Constable.

2.2 All members of Dorset Police can submit ideas designed to assist the Force in adapting and evolving to meet the ever-changing needs of the organisation and the people of Dorset. These ideas are considered at a joint OPCC and Force Innovation Board, which is co-chaired by the PCC's Chief Executive and Dorset Police's Deputy Chief Constable. The Board assesses the suitability of ideas; assists officers and staff take approved ideas from concept through to delivery; monitors progress of funded initiatives; and sets in place evaluation processes to ensure value for money is achieved.

2.3 To date, the Innovation Board has received over sixty ideas for consideration, and has provided funding to a wide range of initiatives, including the six areas as outlined to the Panel by the Chief Constable. Some further examples are:

- The purchase of software licences to allow information sharing via a Government cloud hosted multi-agency case management system. This will allow Dorset Police, Dorset Council and BCP Council to use the same system to manage multi-agency risk assessment conferences (MARACs).
- The enhancement of the system used to process data taken from cellular and other digital networks. For evidential purposes, data logs taken from a variety of disparate systems (mobile phone, WiFi, ANPR, etc) are combined. This allows for the automation of this process.
- The extension to the pool of mobile phones and for the purchase of a further 200 mobile alarms that can be provided to vulnerable people, to allow for fast time safeguarding options.
- The purchase of a software product that allows for victims or witnesses to digitally sign a statement that can be taken via telephone, thus removing the necessity for this process to be conducted face-to-face.

### Areas of Focus

#### 2.4 **Rural Crime Prevention/Detection Enhancement**

The Dorset Police Rural Crime Team was established on 15 August 2016 and formed one of the PCC's commitments for his first '100 Days in Office'. At launch, the Rural Crime Team consisted of a dedicated police constable Rural Crime Co-ordinator, a PCSO Rural Engagement Officer and a rural crime analyst. Nominated officers served as a point of contact for each of Dorset's five rural sections – Bridport, Dorchester and Sherborne, Purbeck, East Dorset, and North Dorset.

In recent weeks, a second police constable has joined the Rural Crime Team, along with an additional 0.5 full-time equivalent PCSO. These new additions have increased the establishment and capacity of the Rural Crime Team, facilitating greater engagement with Dorset's rural communities. The strategic lead for rural Crime, Superintendent Caroline Naughton, is leading work to examine best practice in other force areas to ensure that Dorset Police remains at the forefront of rural crime policing and achieves the very best from the available resources.

## **2.5 Marine Crime Prevention/Detection Enhancement**

2.6 The Dorset Police Marine Section has responsibility for policing the Force's 89 miles of coastline, out to the territorial limit of 12 miles. This includes the busy and popular Weymouth and Christchurch harbours, the small fishing ports of West Bay, Lyme Regis and Swanage, and the world's second largest natural harbour at Poole.

An additional police constable has now been selected and will be in post this month. The post will be based within Neighbourhood Policing and will be the central Subject Matter Expert and lead for marine crime prevention and engagement with the marine community. This is also an increase in police officer establishment.

## **2.7 Tackling County Lines Drug Networks**

County lines, which is a priority for the Force and Dorset's CSPs, is the term used to describe urban gangs supplying drugs to other parts of the UK using dedicated mobile phone lines. The gangs are likely to exploit children and vulnerable adults in order to move and store drugs and money. To do this they will often use coercion, intimidation, violence and weapons.

An operating base is an essential feature of county lines gangs. They will regularly exploit vulnerable people, by building up a debt or using threats and violence in order to take over a person's home. This practice is commonly referred to as 'cuckooing'.

Following the precept uplift, there are a number of areas that Dorset Police has invested in around vulnerability, not least a full time D/Supt in Gemma Morris, who has moved into a supernumerary position to drive the vulnerability agenda, working alongside the Head of Public Protection.

The PCC has also commissioned a new role of Child Exploitation Transformation Lead. This role will focus on children at risk or linked to exploitation, be hosted by Dorset Council, and will be tasked and managed through the new pan-Dorset Safeguarding Children Partnership.

The Force has recently received a successful peer review from the National County Lines Coordination centre. There is significant Pursue activity both locally, regionally and nationally and Dorset was highlighted as one of the most proactive Forces in the South West for the commitment to the National Crime Agency's National County Lines Intensification weeks of activity. There is another week of activity in October which will see a committed and sustained enforcement week of action.

The Neighbourhood Policing Teams are focused on community vulnerability and there is ongoing work regarding wider engagement with partners in order to develop a multi-agency approach. All partners recognise that County lines is a complex problem, which requires an extensive partnership response and to ensure Dorset is a toxic environment for the out of area perpetrators.

## **2.8 Volunteer Police Cadets**

The national Volunteer Police Cadet (VPC) Scheme aims to encourage good citizenship in young people by providing them with an opportunity to engage with local policing priorities and support the communities in which they live. Young people from all backgrounds are encouraged to join, including those who may be most vulnerable to the influences of crime and social exclusion. For this reason, VPC schemes can provide Forces with an opportunity to provide key crime prevention advice to young

people, as well as the potential to positively influence behaviour. Dorset Police was the only remaining Force in England and Wales without a cadet scheme.

The PCC and Chief Constable committed to introducing a VPC scheme within Dorset, having been impressed with the results from other areas and, starting in Autumn 2018, the OPCC set about introducing the county's first unit, with the assistance of the national VPC team and in close liaison with staff at Bourne Academy.

The OPCC successfully secured start-up funds from the national team, agreed use of an exceptional venue and recruited a team of adult volunteers to lead the unit. It was intended to launch the scheme with a unit of around 30 young people, however twice that number applied within the first few weeks. Consequently, a decision was taken to immediately implement a second unit.

The two units in Bournemouth were formally handed over to the Force on 2 September 2019, the Force having now introduced and recruited a Cadet Co-ordinator within the Citizens in Policing team. The Force is looking at how it can expand the scheme across Dorset.

## **2.9 Improvements to Youth Justice**

A Force 'task to finish' group has focused on improving the timeliness of youth justice decision making and ensuring meaningful diversion action is undertaken. There is a focus on working with partners to ensure criminal justice investigations and outcomes are prioritised.

There is additional work ongoing with the Force's Prevention team child centred policing lead and Youth Services to look at the youth diversion options going forward, which will focus on when a youth diversion should be used, whilst also identifying the need to ensure any gaps in service provision can be considered.

At the same time, the OPCC has undertaken a review of existing services, and considered commissioning options. As a result a range of pilot activities, including mentoring and training for young people who are referred through the YOS, will be starting for one year in October 2019.

## **2.10 Bobby Van Scheme**

Bobby Van Schemes – mobile units that provide home security, crime prevention advice and reassurance for vulnerable members of the community – operate in numerous areas across the UK. Van operators visit people's homes and undertake a range of activities, such as fitting new door and window locks, installing security lighting, and educating homeowners in practical ways they can help to prevent crime. Schemes differ from county to county, but Bobby Van operators can also undertake fire safety work, provide advice about fraud and cybercrime, and signpost vulnerable people to other agencies as required.

There is compelling evidence, from other schemes, that Bobby Vans can help to reduce the incidence of repeat burglary and re-victimisation. The OPCC began to scope a Dorset scheme in late 2018, working with neighbouring forces to best understand the equipment, training and skills required for the van operators. With the OPCC's scoping work complete, the project was formally handed to the Force for implementation.

The Force has secured a project manager to oversee the scheme's delivery. A van has been carefully specified, and procured, and the van operative has been recruited and is currently undergoing his initial training. It is anticipated that the van will be fully operational by March 2020.

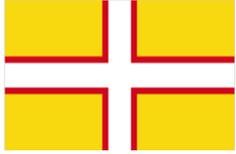
### 3. CONCLUSION

- 3.1 This report provides an update regarding the Innovation Fund, and the progress that has been achieved so far against the areas of focus as highlighted by the Chief Constable at the Panel meeting of 7 February 2019.
- 3.2 The PCC will continue to hold the Chief Constable to account for the delivery of efficiency savings and ensure that the Force delivers fully on these six areas. Pertinent updates will be provided to the Panel through the quarterly monitoring reports and further detailed budgetary information will be provided by the Chief Finance Officer in the usual fashion.
- 3.3 Members are **recommended** to note the contents of this report.

### ADAM HARROLD DIRECTOR OF OPERATIONS

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# Dorset Police and Crime Panel

Working for our Communities

Supporting & Scrutinising the Office of the Police and Crime Commissioner

[www.dorsetforyou.gov.uk/police-and-crime-panel](http://www.dorsetforyou.gov.uk/police-and-crime-panel)

Chairman: Mike Short MBE

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DPCP/01/04/Official

Mr Martyn Underhill  
Dorset Police and Crime Commissioner

07 February 2019

*Dear Martyn,*

## ENDORSEMENT - DORSET POLICE PRECEPT 2019/20

1. Following the Dorset Police and Crime Panel (PCP) meeting on 07 February 2019, this note provides formal notification of the panel's decision to **SUPPORT** the proposed increase in Police Precept, equivalent to an increase of £24 per annum for a Band D property.
2. Please note the PCP will seek assurance, through their forward work plan, that the PCC will:
  - Implement the direction from the Minister for Policing and the Fire Service Policing Minister, ensuring:
    - Improved efficiency in the financial year for collective procurement and shared services.
    - Substantial savings in procurement.
    - Contribution to the development of a new commercial operating model.
  - Hold the Chief Constable to account for the delivery of efficiency savings, ensuring that he delivers on:
    - Rural crime prevention/detection enhancement.
    - Marine crime prevention/detection enhancement.
    - Tackling county lines drug networks.
    - Volunteer Police Cadets.
    - Improvements to youth justice.
    - The Bobby Van scheme.
  - Continue:
    - The necessary work to improve financial clarity and assurance to the panel<sup>1</sup>.
    - To lobby Central Government for a fair and equitable distribution of national funds to Dorset Police.
    - To develop the cost of the "Dorset police demand model" in order to inform future budget debates.
3. Dorset PCP will continue to support you, and your team, in delivering an excellent service *and* undertake to provide scrutiny of the PCC on behalf of the people of Dorset through, and beyond, the Local Government Review.

*Yours Sincerely,*

*Mike*

M J SHORT MBE  
Chair  
Dorset PCP

<sup>1</sup> Note that the Dorset Police Assistant Chief Officer is on record that he "accepted that the reporting of reserves and balances could be improved upon to provide the required levels of confidence and assurance for the Panel and accepted that there had been inconsistencies in the past".

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### POLICE AND CRIME PANEL – 24 September 2019

#### COMMISSIONING OVERVIEW

#### REPORT BY THE POLICE AND CRIME COMMISSIONER

#### PURPOSE OF THE REPORT

*To brief members on how the OPCC conducts commissioning, including benchmarking for success and obtaining value for money for the Dorset taxpayer.*

#### 1. INTRODUCTION

- 1.1. This document outlines the Police and Crime Commissioner's approach to the commissioning of products and/or services, in support of the key objectives set out in the Police and Crime Plan 2017-2021.
- 1.2. The PCC holds the responsibility and ability to commission services that contribute to crime and disorder reduction; supports those affected by crime; increases efficiencies; and supports high risk groups and the vulnerable.
- 1.3. The PCC has received commissioning funds of £1.9m in 2019/20, £0.9m for which is ringfenced for commissioning support services for victims of crime.
- 1.4. Further detail on the commissioning process is available on the PCC website, by clicking the 'Working in Partnership' tab, and then 'receive funding from us'.
- 1.5. Further detail on commissioned projects is available on the PCC website, by clicking the 'Working in Partnership' tab, and then 'Safer Dorset Fund projects'.

#### 2. GOVERNANCE

- 2.1. While PCCs can award grants and commission services, there are certain areas of legislation which must be complied with. These are detailed in section 1 of Appendix A – Commissioning Strategy.

#### 2.2. Internal Governance

The OPCC and the Force share a 'Code of Corporate Governance Framework'. This framework incorporates financial regulations and instructions, contract standing orders. The framework sets out best practice for procuring low level contracts/agreements for goods and services which fall outside of Public Contract Regulations.

#### 2.3. Commissioning Strategy

The Commissioning Strategy details the PCC's vision in relation to the commissioning of services to help support the delivery of the Police and Crime Plan, legal and legislative requirements to comply with, and details key information and processes. Section 2, of Appendix A, sets out the PCC's commissioning objectives.

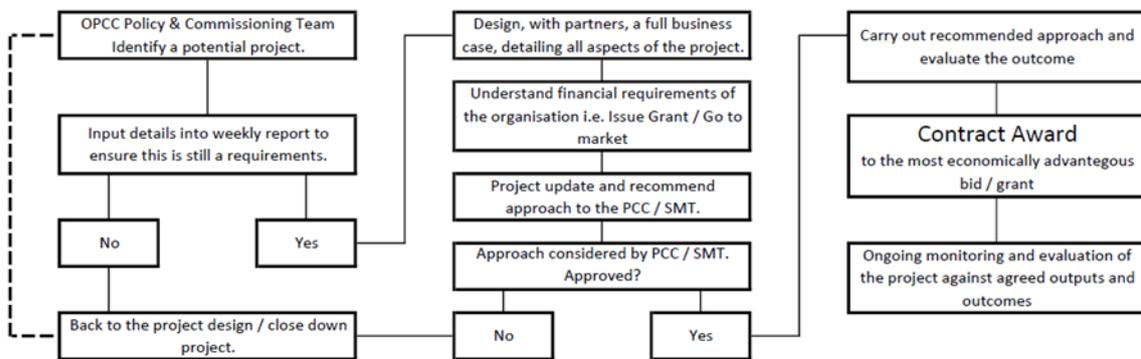
**3. APPROACHES TO COMMISSIONING**

3.1. Commissioning is a high priority to the PCC and several approaches are utilised to ensure the greatest coverage of services and funding across Dorset. These are provided in full in section 3 of Appendix A, and the primary methods are as follows:

**3.2. The Safer Dorset Fund – Priority Commissioning Scheme (Major Grants)**

This scheme has been established to scope and commission projects in areas of need where gaps in service provision have been identified.

The OPCC Policy and Commissioning Team actively engage with partner agencies to identify potential gaps in service provision, work to find appropriate and sustainable solutions and commission suitable organisations or partners to provide the services. This process, dependent on the services and cost, could be dealt with by means of a full open procurement process, a mini-competition (low-value procurement), or by means of a PCC Grant.

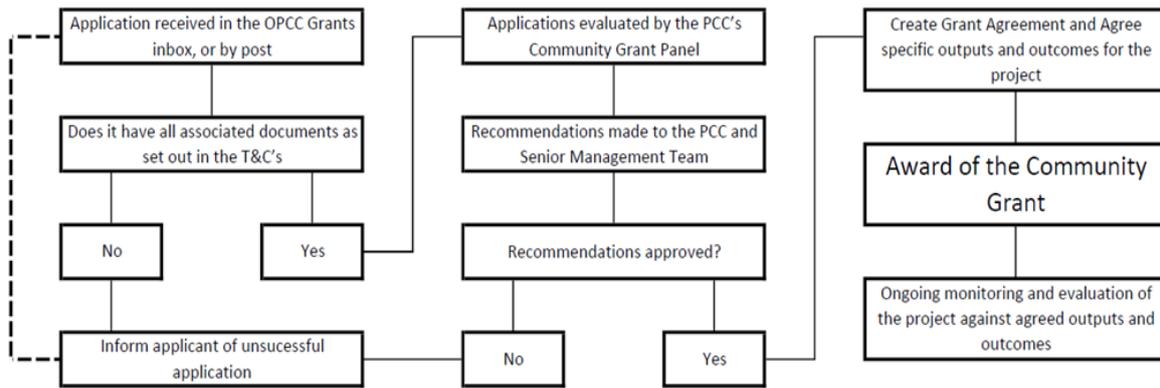


**3.3. The Safer Dorset Fund – Community Grant Scheme**

The Community Grant Scheme was established as a funding source for voluntary and community sector organisations which can apply for grants between £100 and £3,000 to deliver projects that meet one or more of the Police and Crime Plan priorities.

This scheme utilises funds accumulated under the Police Property Act, which is estimated to generate £12,000 per annum. In the event more funding is required, the PCC can allocate additional funding to support this scheme.

The scheme is managed through a robust application and evaluation process to ensure the project meets the required criteria set out in the terms and conditions.



#### 4. PERFORMANCE MANAGEMENT

4.1. Performance of all commissioned services are considered in detail in section 4 of Appendix A, and are monitored using Key Performance Indicators (KPIs) which are designed as a part of the service specification and should include a minimum of;

- Number of beneficiaries / clients
- Crime / Offence Type (if applicable)
- Client Details (Gender, Age, Learning Difficulties, Ethnicity)
- Vulnerability
- Intervention Type
- Referrals (to and from other agencies)
- Location of Offence (if applicable)

Each and every project/service contract is designed to deliver different services. So, in addition to the above, further KPIs are developed to monitor specific project objectives and outcomes.

4.2. For projects funded from other funding sources, such as the Home Office or MOJ, the Grant Terms specify what information needs to be recorded. The Grant Terms will be adhered to, ensuring compliance with the Grant and retention of the grant funds.

4.3. The OPCC Commissioning Manager monitors outcomes for all commissioned services. Should he identify that a product or service is not meeting the agreed service specification and/or specific project objectives, in the first instance this will be raised back to the service provider – informally first, and then formally. Should further consideration and action be necessary, the matter will be escalated to the PCC. Such examples are quite rare.

- 4.4. During this term of office there has been just one instance in which escalation has been required. This involved a high-risk service, originally commissioned during the PCC's first term, provided to vulnerable people within Dorset. Concerns were raised regarding performance which proved difficult to address as there was not a sufficiently detailed formal agreement regarding staffing, costs, policies and procedures between the relevant parties who were providing and receiving the commissioned service.
- 4.5. In response, OPCC worked with the provider and the recipient of the service to design a new Service Specification and Policy Document, which has since been adopted. This requires new data to be provided on a quarterly basis. This intervention has provided assurance to the PCC, with the Commissioning Manager continuing to work with the provider to explore even greater data analysis in the future. The outcome of this intervention by OPCC is that the outputs of the commissioned service were brought back into the original expectations of the grant terms.

## **5. COMMISSIONING EXAMPLES**

- 5.1. The OPCC collect monitoring/performance data from its commissioned services to confirm they are delivering the agreed services to a satisfactory standard, and ensure compliance with the grant terms. Several examples of services OPCC has commissioned are provided below.

### **Safer Schools and Communities Team (SSCT)**

The Safe Schools & Communities Team (SSCT) is a partnership between Dorset Police and the Dorset Combined Youth Offending Service, with a remit to prevent and reduce anti-social behaviour, crime and wrong-doing among children and young people, and help keep them safe in a digital world

The SSCT provide us with raw data relating to the educational activities and interventions they carry out throughout the year. This allows us to run reports to better understand the delivery of this function and draw the information we require.

Between September 2018 and February 2019 the SSCT delivered 711 courses and educated/engaged 1675 adults and 16751 children. Almost 100% of respondents felt their feeling of safety had improved post engagement.

### **The Shores – Sexual Assault Referral Centre (SARC)**

The SARC is located in Bournemouth, and is connected to the Police Station. They provide coordinated, forensic, counselling and aftercare services to men, women and children living in the whole of Dorset who have experienced rape or sexual assault, recent or non-recent. The data from the 2018/19 annual report shows that the SARC dealt with 326 referrals, up from 278 the previous year. Forensic examinations were carried out on 194 victims, and referrals to other services were made on 220 occasions.

### **Weymouth CSAS – Community Safety Accreditation Scheme**

The Community Safety Accreditation Scheme (CSAS) allows organisations that are involved in community safety and/or traffic management (and their employees) to be accredited by the police.

It grants Accredited Persons limited powers, which are aimed at:

- Providing a better quality of life for individuals within a community
- Assisting in increasing reassurance within communities by having a uniformed presence

- Assisting in a reduction in Anti-Social Behaviour, community safety and low level crime
- Helping co-ordinate activities like visible patrols, traffic management at events, the sharing of information and partnership working.

The PCC co-commissioned a scheme in Weymouth in partnership with the Force, Dorset Council, Weymouth BID, and British Transport Police; to deliver a service to reduce ASB in the town centre and surrounding areas.

5.2. As illustrated by these three examples, the services commissioned greatly vary, therefore there is not a standard data set that can be collected from all providers, so OPCC elects to monitor them on specific project relevant data.

## **6. AUDIT**

6.1. In 2017 the Community Grant Scheme Process was audited by Southwest Audit Partnership (SWAP). The Audit made four minor recommendations which were actioned immediately and resolved.

6.2. In 2018 the Priority Commissioning Scheme was audited by SWAP. The Audit made seven recommendations, six of which have been satisfactorily resolved. The auditors were content that robust monitoring processes were in place.

6.3. The outstanding action relates to updating the code of corporate governance. This is a shared document between all four corporations sole (Dorset PCC and Police, Devon & Cornwall PCC and Police). Work is ongoing between the parties to agree a version that is appropriate for all parties.

6.4. These audits provide the PCC with assurance that his commissioning activity follows appropriate and robust polices and process and that effective monitoring is undertaken to ensure value for money for Dorset taxpayers.

## **7. CONCLUSION**

7.1. This report offers high level insight into the OPCC commissioning procedures and data evaluation.

7.2. Members might wish to consider the PCC website or the Appendix for further detail.

7.3. The OPCC's commissioning procedures and approaches have been subject to some minor changes in recent years and have been subsequently audited to ensure they are appropriate.

### **SIMON BULLOCK CHIEF EXECUTIVE**

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### Appendices

Appendix A – Commissioning Strategy

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## **Commissioning Strategy 2017 - 2021**

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# **Office of the Police & Crime Commissioner**

## **Commissioning Strategy**

2017 – 2021

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## **Introduction**

This document outlines the Police and Crime Commissioner's approach to the commissioning of products and/or services, in support of the key objectives set out in the Police and Crime Plan 2017-2021.

## **Vision**

The current Police and Crime Plan has four pillars:



The Office of the Police and Crime Commissioner (OPCC) will support the Police and Crime Commissioner (PCC) to engage and work closely with both statutory partners and voluntary sector providers to commission services in delivering against these four pillars.

By engaging with statutory partners and voluntary sector providers we can draw upon a wealth of knowledge and expertise to ensure any and commissioned services are led by the appropriate agency, are 'fit for purpose', 'economically advantageous' and ultimately beneficial for people living, working or visiting Dorset.

It is apparent that not all services can be delivered 'in-house' or solely by statutory partners; so the OPCC, where appropriate, will commission external providers to deliver a service. To ensure the OPCC is commissioning services in a fair and transparent manner, all services will be subject to the OPCC Financial Regulations and Public Contract Regulations 2015.

As the voice of local people in policing, the PCC aims to ensure that policing remains dynamic and responsive to communities it serves, supporting the policing by consent model that operates in the UK. This is achieved through various methods to inform, consult and inform residents of Dorset, including public consultation, online web chats, community meetings, surgeries and conferences. This is led by the PCC's Communications Team through the Communications Strategy.

The OPCC will take a needs analysis approach to commissioning in an attempt to 'plug' any current gaps in services to support key Police and Crime Plan objectives.

## **Purpose**

This strategy is to be used as a guide for the PCC's commissioning activities and to ensure that all products and services commissioned are appropriate, fit for purpose and economically advantageous.

The purpose of this document is to set out; the standards required for all commissioning activities, appropriate legislation to be adhere to (complied with), and the requirement of partnership working.

## **Section 1 – Background, Legislation, and Commissioning Overview**

### **Background**

Historically the PCC has inherited certain agreements which he has continued to commission, with other newer services generally commissioned following an approach to the PCC requesting funding and support.

More recently, the PCC has sought to adopt a ‘needs analysis’ approach to commissioning whereby the OPCC is actively engaging with statutory partners and voluntary sector organisations to identify gaps in services, and/or augment current services to the benefit to those living and working in Dorset.

### **Legislation**

#### **Grant Giving**

When first introduced, the PCC’s commissioning activity was carried out in accordance with the Police Reform and Social Responsibility Act 2011, Section 9. Crime and disorder reduction grants, which stipulated;

1. *The elected local policing body for a police area may make a crime and disorder reduction grant to any person.*
2. *A crime and disorder reduction grant is a grant which, in the opinion of the elected local policing body, will secure, or contribute to securing, crime and disorder reduction in the body’s area.*
3. *The elected local policing body may make a crime and disorder reduction grant subject to any conditions (including conditions as to repayment) which the body thinks appropriate.*

This schedule of the Police Reform and Social Responsibility Act was subsequently repealed and replaced by Section 143 of the Anti-Social Behaviour, Crime and Policing Act 2014, which stipulates;

1. *A local policing body may provide or arrange for the provision of;*
  - a. *services that in the opinion of the local policing body will secure, or contribute to securing, crime and disorder reduction in the body’s area;*
  - b. *services that are intended by the local policing body to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour;*
  - c. *services of a description specified in an order made by the Secretary of State.*
2. *An order under subsection (1)(c) may make different provision for different areas.*
3. *A local policing body arranging for the provision of services under this section may make grants in connection with the arrangements.*

This legislation offers the PCC the ability to commission services and award grants which contribute to crime and disorder reduction in Dorset.

## **Public Contracts Regulations 2015**

The overriding procurement policy requirement is that all public procurement must be based on value for money, defined as “the best mix of quality and effectiveness for the least outlay over the period of use of the goods or services bought”. This should be achieved through competition, unless there are compelling reasons to the contrary.

Public sector procurement is subject to a legal framework which encourages free and open competition and value for money, in line with internationally and nationally agreed obligations and regulations. As part of its strategy, the government aligns procurement policies with this legal framework, as well as with its wider policy objectives.

The OPCC will ensure that it complies with all relevant legislative requirements in carrying out its commissioning activity.

## **Commissioning Overview**

The OPCC commissioning activities will follow the following process:

<b>Strategic Planning</b>	
<b>Gap Analysis &amp; Needs Assessment</b>	OPCC staff to analyse areas where there is a potential gap in services and carry out a needs assesment on the area of interest.
<b>Review of Current Resources</b>	Identify current services available and analyse their current capacity and outcomes to determine their capabilities and limitations.
<b>Review of Priorities / Strategy</b>	Does this service meet our priorities/strategy, who's responsibility is it to deliver this service.
<b>Engagement and Consultation</b>	Engage with stakeholders and consult with affected parties regarding delivery and potential impact(s).
<b>Commissioning / Procuring Services</b>	
<b>Market Analysis</b>	Carry out market analysis in relation to the identified service to understand the market landscape and appetite to bid for such service. Carry out Engagement meetings and supplier open days.
<b>Design of Service Specification</b>	Working with stakeholders and experts to understand the specific requirements of the service and design a robust service specification.
<b>Tendering, Evaluation &amp; Award</b>	Adhering to OPCC standing orders and Public Contract Regulations, carry out an open and transparent tender process; Carry out evaluations, and award the most economically advantageous tender.
<b>Monitoring and Evaluation</b>	
<b>Strategic Monitoring and Review</b>	Carry out ongoing strategic monitoring of the commissioned service to ensure the service is delivering the desired outcomes.
<b>Stakeholder Views and Feedback</b>	Obtain the views and opinions of partner agencies and gain feedback from service users (where appropriate).
<b>Strategic Analysis</b>	In the final 12-18 months of the contracted service period carry out a strategic review to assess the outcomes delivered against the objectives set out; i.e. Did the solution meet the need, lessons learned, what could be done better, did it deliver good value for money. Next steps – Retender, extend current agreement, re-design.

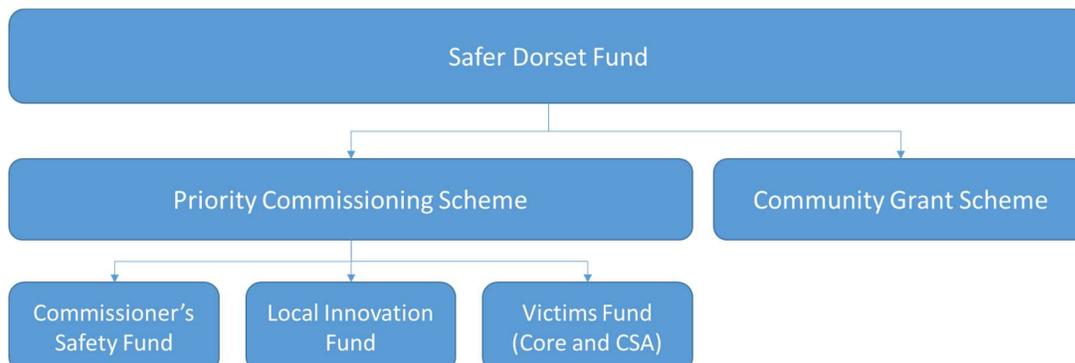
## Section 2 – Commissioning Objectives

- 1. Commission services in line with the Police and Crime Plan**  
Supporting projects which contribute towards; crime reduction, reducing re-offending, improving public safety, supporting victims and witnesses, increase efficiency and effectiveness.
- 2. Work with partners to provide more effective services**  
The OPCC realises that it does not have the monopoly on good ideas and solutions, so we actively seek to co-commission services to gain expertise and reduce the financial burden to one organisation, whilst offering a **whole system / wider service** approach to service users.
- 3. Commissioning of services which offer best value for money**  
Commission services which provide the best possible service within the budget whilst monitoring the outcomes to ensure the service is fit for purpose.
- 4. Influencing Decision-makers**  
Influence decision-makers in other organisations to provide/commission services to achieve outcomes.
- 5. Problem Solving Approach**  
Seek to work with partners and key stakeholders to identify solutions to shared problems and concerns.
- 6. Transparency**  
The OPCC is committed to carrying out all its commissioning activities in an open and transparent manor, whilst ensuring compliance with relevant legislation.

## Section 3 – Commissioning Budgets & Approaches to Commissioning

### Commissioning Budgets;

The resources available to the PCC to commission services are accessed through a variety of government funding streams, which include; recurrent grants from government agencies, internal budget allocation, and PCC reserves. The sum of these funding streams constitutes the Safer Dorset Fund (SDF).



Whilst the PCC's commissioning budget is set each year, a section of the budget spend is pre-determined due to existing contracts and service level agreements which cover multiple years.

### **Commissioner's Safety Fund**

This fund is set up to fund all long term contracts and grant agreements, which run for two or more years. The funding allocation to this budget is set by the anticipated expenditure from ongoing projects.

The OPCC commissioning team review all ongoing budgets prior to the start of the financial year to establish the expected spend and report this figure to senior management for approval.

### **Local Innovation Fund**

This fund is set up to support new and innovative projects in Dorset which deliver outcomes in support of the Police and Crime Plan priorities.

This budget is set following a review by the OPCC Policy and Commissioning Team of potential projects based on three factors;

- a. Likelihood of successful delivery
- b. Priority basis
- c. Assessment of need

Projects which are prioritised for delivery following assessment will be allocated a budget allowance based on anticipated spend to achieve successful delivery.

### **Police Property Act**

This fund is made up from money received by the Police from the sale of found property and property confiscated by order of the court and subsequently sold. It is estimated that this fund generates on average £12,000 per annum, which is used to support the PCC's Community Grant Scheme.

### **Victims Fund**

In 2014 the Ministry of Justice (MoJ) devolved funding for Victims Services to Police and Crime Commissioners across England and Wales. This funding is to be specifically spent on services that support victims of crime. This funding is separated into two separate aspects; the Core Victims fund for commissioning services to victims of all crime, and Child Sexual Abuse fund, ring-fenced for the commissioning of services to support victims of child sexual abuse. The MoJ set the budget allocation for each of these areas, currently set out as follows:

- Core Victims Fund - approximately 93% of the overall budget.
- Child Sexual Abuse - approximately 7% of the overall budget.

This fund is allocated annually, which makes long-term budget commitments difficult, but is managed through robust terms and conditions.

## **Other Grant Funding**

From time to time Government Organisations publish funding opportunities for statutory partners to apply for. Police and Crime Commissioners have the ability to apply for these grants. If successful, these funding sources allow PCCs to carry out specific project work which they would not be able to financially support.

For example, the PCC has previously been successful in an application to the Home Office Police Transformation Fund for scoping the feasibility of a Complainant Advocate to provide enhanced support for vulnerable complainants through the court process.

## **Approaches to Commissioning;**

Commissioning is a high priority to the PCC and there are several approaches to commissioning services utilised in an attempt to ensure the greatest coverage of services and funding is provided across Dorset.

### **The Safer Dorset Fund – Priority Commissioning Scheme**

This scheme is has been established to scope and commission projects in areas of need where gaps in service provision have been identified.

The OPCC Policy and Commissioning Team actively engage with partner agencies to identify potential gaps in service provision, work to find appropriate and sustainable solutions and commission suitable organisations or partners to provide the services.

### **The Safer Dorset Fund – Community Grant Scheme**

The Community Grant Scheme was established as a funding source for voluntary and community sector organisations, and can apply for grants between £100 and £3,000 to deliver projects that meet one or more of the Police and Crime Plan priorities.

This scheme utilises funds accumulated under the Police Property Act, which is estimated to generate £12,000 per annum. In the event more funding is required the PCC can allocate additional funding to support this scheme.

The scheme is managed through a robust application and evaluation process to ensure the project meets the required criteria set out in the terms and conditions.

[PCC Community Grant Scheme Details](#)

## **One-Off Grant Making**

On occasion partner agencies and external organisations make approaches to the PCC and/or members of the team with a business case seeking funding for a potential service provision.

All approaches are passed to the OPCC Commissioning Manager for follow-up and further development. If of interest and relevance to the OPCC the applying organisation is asked to complete a Proposal Form detailing the specific details of their service, cost to the PCC and the outcomes that will be delivered.

This is then assessed by the OPCC Commissioning Manager and, a recommendation submitted to the PCC and Senior Management Team for final decision.

## Non-Financial Commissioning

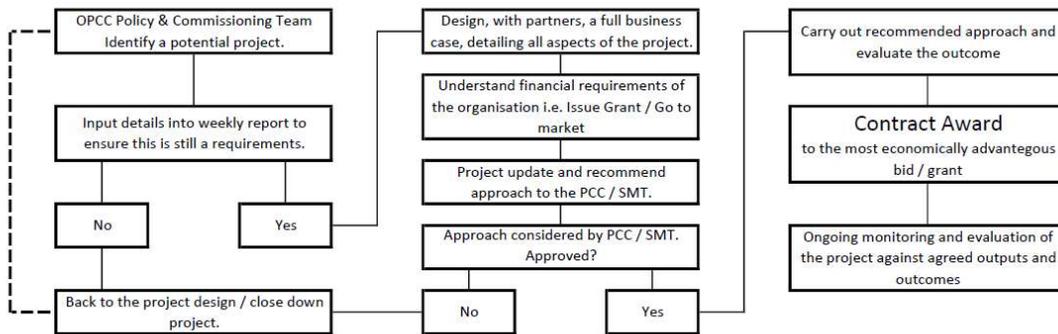
This is done through partnership working, influencing decision-makers, offering political support, and challenging statutory responsibilities. The aim is to support partner agencies through their own commissioning processes to achieve mutually beneficial outcomes.

## Standards of Commissioning

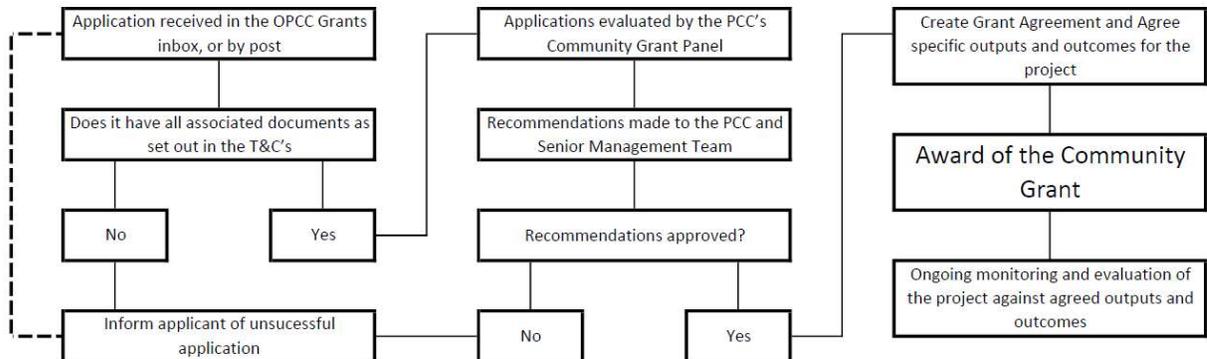
All commissioned services are subject to UK Law must comply with the [OPCC Code of Corporate Governance](#) and Public Contract Regulations 2015.

## Process Maps

### Priority Commissioning Scheme



### Community Grant Scheme



## **Section 4 – Outcome Monitoring & Performance Management**

### **Service Specification**

All commissioned services are to have a clear service specification which is to be designed and agreed prior to implementation/tender.

This specification should detail the requirements of the standards of delivery imposed on the service provider. This should cover areas such as; timeliness of delivery, standards of delivery, how the service is to be delivered, who the service should be delivered to.

When done properly this can be used to ensure the service provider is working to the agreed standards.

### **Performance Management**

The performance of all commissioned services are to be monitored using Key Performance Indicators (KPI's) which are to be designed as a part of the service specification and should include a minimum of;

- Number of beneficiaries / clients
- Crime / Offence Type (if applicable)
- Client Details (Gender, Age, Learning Difficulties, Ethnicity)
- Vulnerability
- Intervention Type
- Referrals (to and from other agencies)
- Location of Offence (if applicable)

In addition to the above, further KPIs should be developed to monitor specific project objectives and outcomes.

For projects funded from other funding sources, such as the Home Office or MOJ, the Grant Terms specify what information needs to be recorded. The Grant Terms will be adhered to, to ensure compliance with the Grant and retention of the grant funds.

### **Reporting to the Police and Crime Panel**

KPI's are to be collected from each of the commissioned services and collated into key areas for reporting to the Police and Crime Panel. These areas are;

- Sexual Violence
- Domestic Violence
- Restorative Justice
- Prevention Activities
- Offender Management
- Drugs and Alcohol
- Mental Health

## Section 5 – Partnership Working

The PCC realises that not all services can be delivered by one organisation effectively or efficiently, therefore the OPCC is committed to working with both statutory and voluntary sector partners to attempt to provide the best possible services to Dorset's Residents.

### Key Partners & Responsibilities

Organisation	Areas of Combined Interest
Dorset Police	<ul style="list-style-type: none"> <li>• Crime and Disorder</li> <li>• Criminal Justice</li> <li>• Reduce Reoffending</li> <li>• Education</li> <li>• Youth Offending</li> <li>• Looked After Children</li> <li>• Support Victims of Crime</li> <li>• Domestic Abuse</li> <li>• Sexual Assault</li> <li>• Safeguarding</li> <li>• Homelessness</li> </ul>
Bournemouth, Christchurch & Poole (BCP) Council	<ul style="list-style-type: none"> <li>• Missing Children</li> <li>• Restorative Justice</li> <li>• Sexual Abuse</li> <li>• Mental Health</li> <li>• Appropriate Adults</li> <li>• Looked After Children</li> <li>• Homelessness</li> <li>• Safeguarding</li> <li>• Drug and Alcohol Services</li> <li>• Domestic Abuse</li> <li>• Crime and Disorder</li> </ul>
Dorset Council	<ul style="list-style-type: none"> <li>• Missing Children</li> <li>• Restorative Justice</li> <li>• Sexual Abuse</li> <li>• Mental Health</li> <li>• Appropriate Adults</li> <li>• Looked After Children</li> <li>• Homelessness</li> <li>• Safeguarding</li> <li>• Drug and Alcohol Services</li> <li>• Domestic Abuse</li> <li>• Crime and Disorder</li> </ul>
NHS England	<ul style="list-style-type: none"> <li>• Healthcare</li> <li>• Sexual Violence</li> <li>• Mental Health</li> </ul>
Public Health Dorset	<ul style="list-style-type: none"> <li>• Drug and Alcohol Services</li> </ul>
Dorset Youth Offending Service	<ul style="list-style-type: none"> <li>• Youth Offending</li> <li>• Reduce Reoffending</li> <li>• Restorative Justice</li> </ul>
National Probation Service; Dorset, Devon & Cornwall Community Rehabilitation Company	<ul style="list-style-type: none"> <li>• Offender Management</li> <li>• Reduce Reoffending</li> <li>• Behaviour Changing</li> </ul>
Dorset Clinical Commissioning Group	<ul style="list-style-type: none"> <li>• Mental health</li> <li>• Looked After Children</li> <li>• Domestic Abuse</li> <li>• Crime and Disorder</li> </ul>
VCSE	<ul style="list-style-type: none"> <li>• Various subject areas</li> </ul>

Examples of partnership working;

- Dorset SARC – This is a long running contract commissioned in partnership with NHS England for an external supplier to provide emotional support and forensic evidence collection for victims of sexual assault.
- Restorative Dorset – Set up in 2017 to deliver restorative interventions and mediation for low level crime whereas the offender is known. This pan-Dorset service has been delivered by and in partnership with Borough of Poole Council (now BCP Council)

- The Maple Project (High Risk Domestic Violence) – In 2015 Dorset Police was commissioned to deliver a dedicated support service to high-risk victims of domestic abuse. This service has been commissioned on an ongoing basis subject to ongoing funding.

### **Partnership Groups/Boards**

As part of the partnership working environment in Dorset, the OPCC staff are members of numerous partnership groups/boards which meet regularly to discuss common service areas of interest to ensure; collaborative working relationships and services (where appropriate), sharing of data and intelligence, and best practice.

### **Responsibilities of the OPCC**

Members of the OPCC will actively engage with the partners during every commissioning process to ensure the appropriate organisations are consulted with, expertise is sought, understanding of potential conflicts and/or overlapping of services. This engagement can either be through already established working groups or individual contact made.

This approach ensures that any commissioned service is delivered to its full potential and by the most appropriate time.

## Section 8 – Governance

### Review and Version Control

The Commissioning Strategy shall be reviewed on an annual basis to ensure it meets the needs of the Police and Crime Plan.

If there are any changes to legislation that affect the working practices of the OPCC or content of this document it is to be amended at the earliest opportunity.

### Sign Off

This document is to be signed off by;

- The Police and Crime Commissioner,
- Chief Executive,
- Chief Finance Officer,
- Director of Operations.

Any variations to this document must be shared with the parties detailed above and signed off by the PCC and one other party to take effect.

### Authorisation

Version No: 1	Name	Signature	Date
<b>Prepared:</b>	Lewis Gool		
<b>Quality assured:</b>	Jason Mumford		
This document is authorised by;			
<b>The Police and Crime Commissioner:</b>	Martyn Underhill		
<b>Chief Executive:</b>	Simon Bullock		
<b>Chief Finance Officer:</b>	Julie Strange		
<b>Director of Operations:</b>	Adam Harrold		



## DORSET COUNCIL - POLICE AND CRIME PANEL COMPLAINTS SUB-COMMITTEE

### MINUTES OF MEETING HELD ON THURSDAY 15 AUGUST 2019

**Present:** Iain McVie (Chairman), Bobbie Dove, Barry Goringe, Les Fry and Bill Pipe

**Officers present (for all or part of the meeting):**

Marc Eyre (Service Manager for Assurance) and Fiona King (Senior Democratic Services Officer)

**6. Apologies**

No apologies for absence were received at the meeting.

**7. Minutes**

The minutes of the meeting held on 17 April 2019 were confirmed and signed. The PCP meeting at their meeting on 9 July 2019 accepted the minutes.

The Chairman advised that his aim was to hold a meeting of the Sub-Committee annually, as a stand-alone meeting, with other meetings being arranged on an ad hoc basis to consider current complaints.

**Resolved**

That the Sub-Committee meet on an annual basis with ad-hoc meetings being arranged to consider any current complaints.

**8. Declarations of Interest**

No declarations of disclosable pecuniary interests were made at the meeting.

**9. Public Participation**

There were no statements or questions submitted from Town and Parish Councils at this meeting.

There were no public statements and questions submitted for this meeting.

**10. Terms of Reference**

Members of the Sub-Committee discussed their Terms of Reference and agreed that they were fit for purpose at the present time, aside from a minor amendment to reflect the frequency of meetings discussed at Item 7 above.

Members felt the Sub-Committee should be made aware of all complaints that were received and noted that it might be helpful to receive an overview of the type of complaints being raised.

The Chairman made reference to a recent complaint that had been considered which had provided a good test of the effectiveness of the Protocol. Whilst it was generally seen to be effective, learning from the complaint suggested that there could be greater transparency for members of the sub-committee on complaints received at an earlier stage in the process.

The Chairman highlighted that at the Police and Crime Panel meeting on 9 July 2019, Bobbie Dove had been appointed Vice Chairman and therefore it was timely to elect a new Vice Chairman for this Sub-Committee. Following a discussion, the Sub-Committee elected Bill Pipe as their Vice Chairman.

### **Resolved**

That Bill Pipe be elected as Vice-Chairman for the Sub-Committee for the remainder of 2019-20.

## **11. Complaints Protocol**

The Committee considered and discussed the current Complaints Protocol in light of lessons learned from a recent complaint.

Members considered the protocol's flowchart and discussed at what stage members of the sub-committee should be made aware of a complaint. It was agreed that the Chairman should be copied into the acknowledgement on receipt of the complaint. At the point of 'Yes' or 'No' on the flowchart officers would notify the complainant, the Monitoring Officer, the Chief Executive OPCC and the Chairman and Vice-Chairman of the Complaints Sub-Committee.

At the 'No' point the Chairman/Vice-Chairman would satisfy themselves that there was no requirement to hold a sub-committee meeting.

With reference to updates on complaints that were given at the Police and Crime Panel meetings, members felt this should come directly from the Chairman of the Complaints Sub-Committee and not from officers.

The Chairman felt there needed to be clarity about how a review and any subsequent fieldwork for this should be facilitated, should this become necessary. The Monitoring Officer would be asked to consider this and to reflect the decision in both the Terms of Reference and Complaints Protocol.

### **Resolved**

1. That the Complaints Protocol and flowchart be updated as discussed.
2. That the Monitoring Officer be asked to consider how a review and any subsequent fieldwork needed would be facilitated.

## **12. Update on Complaints**

Members received an update on both new and outstanding complaints. It was agreed that at the annual meeting of the sub-committee it would be helpful to analyse an overview of all complaints that had been received and dealt with.

The Chairman highlighted the following:-

- Complaint 1 - Issues had now been concluded and the complainant had been informed that should there be any recourse the only route of appeal would be through the Local Government Ombudsman.
- Complaint 2 – the Monitoring Officer had written to the complainant to arrange for him to meet with the complainant to discuss her concerns. A further update was expected at the next meeting of the Dorset Police and Crime Panel on 24 September 2019.
- Complaint 3 – The Service Manager for Assurance updated members on the nature of the issue and confirmed that an acknowledgement had been sent to the complainant. The Chairman advised members that he had been involved with this complaint from the point of receipt, mirroring the approach agreed for future handling in the updated protocol.

**Resolved**

That the Service Manager for Assurance would liaise with the Monitoring Officer regarding the process for Complaint 3.

**13. Urgent items**

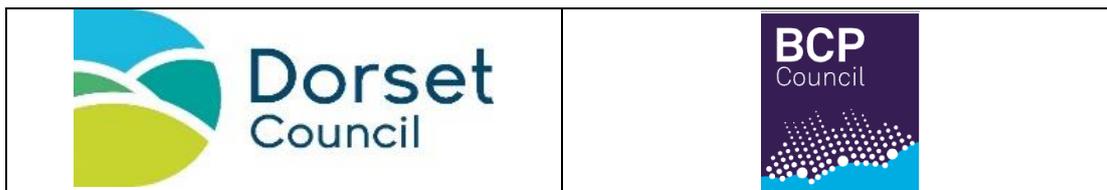
There were no urgent items of business.

**Duration of meeting:** 10.00 - 10.50 am

**Chairman**

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# Dorset Police and Crime Panel

## Complaints Protocol

(Updated September 2019)



**Dorset Police and Crime Panel**

**Working for our Communities**

*Supporting & Scrutinising the Office of the Police and Crime Commissioner*

## **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:

- Service Manager for Assurance, Dorset Council (SMA);
- Monitoring Officer, Dorset Council (DC 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 investigate. 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 Service Manager for Assurance to provide assurance about 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 complaint's 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:**

- Complaints relating to rudeness by the PCC,
- Complaints relating to inappropriate references to people, places or issues by the PCC;
- 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 complaint's 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 must 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 must 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 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 complaint form available online:

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

and post it to: Service Manager for Assurance  
Dorset Council  
Colliton Park  
Dorchester  
Dorset  
DT1 1XJ.

## 2.6 Complaints Process

The PCP has delegated the initial handling of the complaints process to the **Service Manager for Assurance** in Dorset Council.

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

- acknowledging the complaint (within 3 working days) and copying the complaint to the Chairman and Vice-Chairman of the Complaints Sub-Committee
- formally recording complaints
- correspondence with the complainant the PCC (via the CEMO)
- 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 Service Manager for Assurance who will then commence the process by acknowledging the complaint.

## 2.7 Informal resolution of non-criminal complaints

The SMA shall liaise with the Chairman and Vice-Chairman to determine if there is a need to convene a meeting of the Complaints Sub-Committee, or to refer the complaint 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 DC MO via the Service Manager for Assurance with their findings and recommendations, (within ten working days).

The SMA 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 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.

## **2.8 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.

## **2.9 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.

## **2.10 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 SMA 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 SMA 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.

## **2.11 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 DC 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 DC 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.

## **2.12 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 Service Manager for Assurance. If a complaint relates directly to the Service Manager for Assurance'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 complaint form available online at: [and send this to the Service Manager for Assurance at Dorset Council](#)

Or write to: Service Manager for Assurance  
Dorset Council  
Colliton Park  
Dorchester  
Dorset  
DT1 1XJ

Any enquiries about the complaints protocol can be made in writing or by email to: [marc.eyre@dorsetcouncil.gov.uk](mailto:marc.eyre@dorsetcouncil.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/](http://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](mailto: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](http://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>

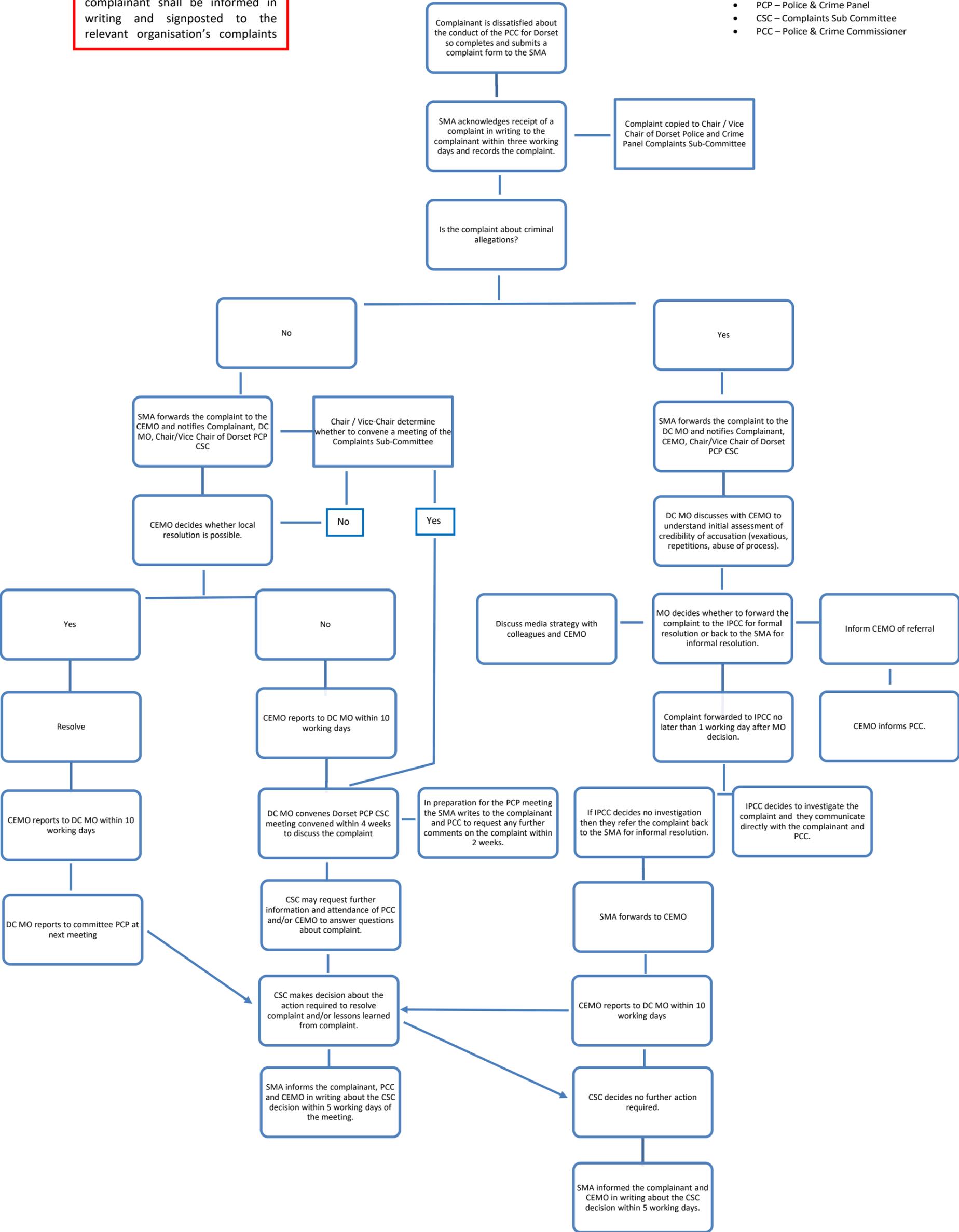
The Police and Crime Panels (Application of Local Authority Enactments) Regulations 2012.

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

**ANNEX 1 PLEASE NOTE:** If decided at any point in the process that a complaint is about matters outside the remit of this protocol, the complainant shall be informed in writing and signposted to the relevant organisation's complaints

- LEGEND**
- SMA – Service Manager for Assurance
  - CEMO – Chief Executive/Monitoring Officer for Office of PCC
  - DC MO – Dorset Council Monitoring Officer
  - PCP – Police & Crime Panel
  - CSC – Complaints Sub Committee
  - PCC – Police & Crime Commissioner







## Dorset Police and Crime Panel

### Protocol for Managing Programmed or Unprogrammed Disruptions to Meetings

Date of Meeting: 24 September 2019

Director: Jonathan Mair, Corporate Director, Legal & Democratic

**Executive Summary:** Article 10 of the European Convention on Human Rights provides the right to freedom of expression and information, subject to certain restrictions that are "in accordance with law" and "necessary in a democratic society". This right includes the freedom to hold opinions, and to receive and impart information and ideas.

The Panel must therefore accommodate peaceful demonstrations by protest or action groups at its buildings whilst ensuring the health and safety of employees, councillors and other members of the public.

The business of the July 2019 Dorset Police and Crime Panel meeting was disrupted by protesters. Whilst the attendance of the protestors was prepared for, it was recognised that improvements could be made to the way the activity was managed. Following the panel meeting, a debrief identified a number of lessons learnt to be proposed for adoption by the Panel should there be future disruptions, whether programmed or unprogrammed.

Dorset Council is in the process of establishing clear guidelines on managing protests at Council buildings. It is proposed that this document should form the basis of the Panel's response to disruption, supplemented by any specific response required by the Panel. Once this guidance has been approved, both the guidance and the Panel's addendum will be presented to a future meeting for sign-off.

In the interim, it is recommended that the guidance note at Appendix A is followed in the event of any disruption.

**Equalities Impact Assessment:**

N/A

**Budget:**

N/A

**Risk Assessment:**

Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: LOW

Residual Risk LOW

**Climate implications:**

N/A

**Other Implications:**

N/A

**Recommendation:** That the Dorset Police and Crime Panel:

- Note that a Dorset Council guidance note is being prepared to manage disruptions, to be supported by Panel specific guidance; and
- 
- Agree the interim proposed procedures set out in Appendix A.

**Reason for Recommendation:** To reduce the impact of future disruptions to meetings.

**Appendices:** Appendix A – Guidance for Managing Disruption to Panel Meetings

**Background Papers:**

Chair Note dated 23 Jul 19: Dorset Police And Crime Panel: Lessons Identified - Meeting Disruption

**Officer Contact:**

Name: Marc Eyre, Service Manager for Assurance

Tel: 01305 224358

Email: marc.eyre@dorsetcouncil.gov.uk

**Interim Guidance for Managing Disruption to Panel Meetings**

**Prior to the Meeting**

1. A pro-active approach to polite early engagement via various communications channels with protest or action groups who are planning demonstrations has proven to be successful. This should include highlighting to the protest or action groups the scope of the Panels business.
2. Intelligence should be sought on the likely extent of protest. This can be achieved through-
  - a. Researching similar activity by the protest group, including liaising with organisations that have experienced previous action by that group;
  - b. Liaison with Dorset Police Ops Team
3. Where a potential protest has been highlighted, the Service Manager for Assurance will liaise with appropriate teams at Dorset Council, i.e.
  - Facilities Team at the relevant building
  - Communications Team
  - Democratic Services
  - Emergency Planning Team
  - Health and Safety Officer
4. Deployment of additional external security will be at the discretion of the Chair of the Panel, in conjunction with the Corporate Director for Legal and Democratic Services (or his nominated officer). Where appointed, the security team should be briefed on this plan.

**Management of the Meeting**

1. On the day, it may be prudent to deploy officers to 'meet and greet' protest or action groups outside Dorset Council buildings to explain health and safety requirements, e.g. keep exits clear, and to address any 'housekeeping' issues, and where possible to resolve any issues. However, the safety of any officers deployed must be considered.
2. Consider reserving a number of seats in the public gallery for representatives of specific protest or action groups (if known to be attending).
3. Where the press are in attendance, they should be briefed on:
  - The activist's issues;
  - The roles and responsibilities of the Police and Crime Panel; and
  - The process to be followed in the event of disruption

4. At commencement of the meeting the Monitoring Officer for the Panel (or his nominated representative) should read out the rules of the meeting and expected behaviour (for instance, no shouting, swearing or interruptions).
5. In the event that the rules of the meeting are breached and/or expected behaviours not maintained, the Chair will provide a warning that any further disruption will result in an adjournment of the meeting.
6. If disruption continues, the Chair will declare that the meeting is adjourned until the disruption ceases. In such cases:
  - Members of the Panel will withdraw to the Members Room (or other nominated location);
  - The Police and Crime Commissioner and members of his office will withdraw to an office in the secure part of the County Hall complex (or other nominated location);
  - The Monitoring Officer for the Police and Crime Panel and Service Manager for Assurance, where safe to do so, will liaise with the activists to attempt to diffuse the situation;
  - In the event that it is determined that it is not safe to liaise further, arrangements should be made to clear the public gallery, in cooperation with site security, and if necessary Dorset Police contacted on 999.
7. The Monitoring Officer for the Panel (or his nominated representative) will liaise with the Chair to determine whether the meeting can recommence. Prior to recommencement, the Monitoring Officer for the Panel (or his nominated representative) will again read out the rules of the meeting and expected behaviour.
8. Steps 5 to 7 will be repeated in the event of any further disruption.



Date of Meeting: 24 September 2019

Lead Officer: Marc Eyre, Service Manager for Assurance

Executive Summary:

The Dorset Police and Crime Panel’s focus is to support and scrutinise the actions and decisions of the Dorset Police and Crime Commissioner.

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.

The Panel’s current work programme is attached.

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.

Equalities Impact Assessment:

N/A

Information used to compile this report is drawn together from the Committee’s suggestions and priorities for items to be reviewed and scrutinised.

Budget:

No VAT or other cost implications have been identified arising directly from this programme.

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

Other Implications: None

Other Implications:

N/A

Recommendation:

That the Panel’s Work Programme be agreed.

Reasons for Recommendation:

- i. To plan the work of the Panel for the year;

<p>ii. To note meeting dates in 2019.</p>
<p><u>Appendices:</u></p> <p>The Forward Plan for Dorset Police and Crime Panel.</p>
<p><u>Background Papers:</u></p> <p>None.</p>
<p><u>Officer Contact</u></p> <p>Name: Fiona King  Tel: 01305 224186  Email: <a href="mailto:Fiona.King@dorsetcouncil.gov.uk">Fiona.King@dorsetcouncil.gov.uk</a></p>

- 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 a sufficient level of 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.

**2. Future meeting dates**

- 2.1 Following the implementation of the new Councils in Dorset, the elections and appointment process the Panel will be looking to establish a revised set of dates for the meetings, post July 2019. These will establish a more even spread of meetings across the year to compliment the OPCC quarterly reporting cycles.
- 2.2 In the meantime Members are asked to confirm the following dates for the remainder of 2018/19 in their diaries:-
  - Tuesday 12 November 2019
  - Friday 13 December 2019, Informal session (Panel training)
  - Thursday 9 January 2020 - Informal budget briefing
  - Tuesday 4 February 2020 – Precept Meeting
  - Tuesday 18 February 2020 – Reserve Date



# Dorset Police and Crime Panel Work Programme

## **Forward Plan**

**September 2019**

**Specific issues previously discussed by the Panel for potential further review:**

None.

**Other Issues identified by the Panel for potential future scrutiny (yet to be scheduled);**

- Disclosure & Barring Service (DBS)
- Harm Protection - including:
  - Future Strategies on Knife Crime – Background:
  - The Home Secretary has announced a new legal duty on public bodies to prevent and tackle serious violence including knife crime. The detail on national lead and how the PCC is adopting this at the local level and Commissioning effect to reduce this issue.
- Serious Violence Strategy – Background: The Central Government Strategy sets out how they intend to respond to serious violence. The detail on national lead and how the PCC is adopting this at the local level and Commissioning effect to reduce this issue.
- County Lines – Background: Gangs and criminal networks use extreme violence and intimidation to establish and maintain markets, with practices including forcing vulnerable people from their homes to establish a base to sell drugs. The detail on national lead and how the PCC is adopting this at the local level and Commissioning effect to reduce this issue.

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Date of Meeting	Item / Issue for Review		Purpose / Key Lines of Enquiry (KLOE)	Lead Panel Member / Officer(s)
<b>FORMAL PANEL MEETING</b> Tuesday 12 November 2019 (10.00am)	1.	<b>Update on Complaints Monitoring Protocol from the Complaints Sub-Group</b>		Office of the Police and Crime Commissioner (OPCC)
	2.	<b>Police and Crime Plan Monitoring Report</b>	To receive an update of progress against the Police and Crime Plan Q2 2019/20.	Office of the Police and Crime Commissioner (OPCC)
	3.	<b>Vehicle Procurement</b>	The CFO will report back to the PCP on progress of securing a Strategic Vehicle Replacement Plan from the Force.	Office of the Police and Crime Commissioner (OPCC)
	4.	<b>Youth Offending – Youth Endowment Fund</b>	The number of children getting a criminal record in Dorset is above the national	



	1.  2.	<p><b>Afternoon Session</b>  <b>Police and Crime Plan Monitoring Report</b></p> <p><b>Review on Elderly Victims of Crime</b></p>	<p>To receive an update of progress against the Police and Crime Plan Q3 2019/20.</p> <p>A review should focus on</p> <ul style="list-style-type: none"> <li>• Prevention;</li> <li>• Concerns regarding safeguarding measures;</li> <li>• Safeguarding referrals made by police to the local council;</li> <li>• Detail on how the PCC is approaching this at the local level and Commissioning effect to reduce this issue.</li> </ul>	<p>(OPCC) Office of the Police and Crime Commissioner (OPCC)</p> <p>Office of the Police and Crime Commissioner (OPCC)</p>
<p><b>FORMAL PANEL MEETING</b>          Tuesday 18 February 2020          (10.00am)</p>		<p><b>Reserve Date</b></p>		

*NB: The Police and Crime Panel has produced this Forward Plan as basis for structured and active planning, but it is acknowledged that it will need to remain flexible to ensure that the Panel is able to deal with any emerging issues so that these can be considered and dealt with in a timely manner.*

**Jonathan Mair**  
 Clerk to the Panel