



Dorset Police and Crime Panel

Date: Thursday, 10 December 2020
Time: 10.00 am
Venue: A link to the meeting can be found on the front page of the agenda.

Membership: (Quorum 3)

Mike Short (Chairman), Bobbie Dove (Vice-Chairman), Pete Barrow, George Farquhar, Les Fry, Barry Goringe, May Haines, Sherry Jespersen, Rachel Maidment, Iain McVie, Lisa Northover and David Taylor

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

For more information about this agenda please contact Elaine Tibble 01305 224202 - elaine.tibble@dorsetcouncil.gov.uk



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Due to the current coronavirus pandemic and social distancing rules, the Council has reviewed its approach to holding committee meetings. Members of the public are welcome to watch and listen to the live meeting online by using the following link

View the committee live on 10 December 2020 by clicking on the link below:

<https://youtu.be/r1jXmi46Qfl>

Dorset Council is committed to being open and transparent in the way it carries out its business whenever possible. A recording of the meeting will also be available after the event.

A G E N D A

Page No.

1 APOLOGIES

To receive any apologies for absence.

2 MINUTES

5 - 14

To confirm the minutes of the meeting held on 24 September 2020

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. Public speaking has been suspended for virtual committee meetings during the Covid-19 crisis and public participation will be dealt with through written submissions only.

Members of the public who live, work or represent an organisation within the Dorset/BCP Council area, may submit up to two questions or a

statement of up to a maximum of 450 words. All submissions must be sent electronically to elaine.tibble@dorsetcouncil.gov.uk by the deadline set out below. When submitting a question please indicate who the question is for and include your name, address and contact details. Questions and statements received in line with the council's rules for public participation will be published as a supplement to the agenda.

Questions will be read out by an officer of the council and a response given by the appropriate officer at the meeting. All questions, statements and responses will be published in full within the minutes of the meeting.

The deadline for submission of the full text of a question or statement is 8.30am on Monday 7 December 2020.

5 POLICE AND CRIME PLAN MONITORING REPORT

15 - 24

To receive an update of progress against the Police and Crime Plan Q2 2020/21, to enable Panel members to scrutinise performance, seek assurance and assess outcomes achieved in the reporting period.

6 COVID - UPDATE

To receive a verbal update from the Police & Crime Commissioner.

7 REVIEW OF PRECEPT ACTIVITY

To receive a verbal update and presentation from the Treasurer.

8 HEALTH AND WELLBEING STRATEGY

25 - 32

To receive an update on Dorset Police's approach to officer and staff health and wellbeing, to include an overview of the impact of COVID-19 on employee absence.

9 FRAUD AND CYBER CRIME

33 - 38

To receive an update on the Police and Crime Commissioner's work to continue to seek appropriate responses to the fraud and cyber-crime threats most affecting the people of Dorset.

10 COMPLAINTS UPDATE AND NOMINATIONS TO COMPLAINTS SUB COMMITTEE

To receive a verbal update from the Chairman of the Police and Crime Panel Complaints Sub-Committee.

11 FORWARD PLAN

39 - 48

To receive and review the PCP Forward Plan.

12 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.

13 EXEMPT BUSINESS

To move the exclusion of the press and the public for the following item in view of the likely disclosure of exempt information within the meaning of paragraph 3 of schedule 12 A to the Local Government Act 1972 (as amended).

The public and the press will be asked to leave the meeting whilst the

item of business is considered.



DORSET POLICE AND CRIME PANEL

MINUTES OF MEETING HELD ON THURSDAY 24 SEPTEMBER 2020

Present: Cllrs Mike Short (Chairman), Bobbie Dove (Vice-Chairman), Pete Barrow, George Farquhar, Les Fry, May Haines, Iain McVie, Lisa Northover, Bill Pipe, David Taylor and Tony Trent

Apologies: Cllrs Barry Goringe and Rachel Maidment

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

Simon Bullock (Chief Executive, OPCC), Marc Eyre (Service Manager for Assurance), Martyn Underhill (Police and Crime Commissioner), Elaine Tibble (Senior Democratic Services Officer), Adam Harrold (OPCC Director of Operations), Julie Strange (OPCC Chief Finance Officer), Dave Clegg (Strategic Planning Manager for Corporate Development Dorset Police) and Chief Superintendent Steve Lyne

1. Declarations of Interest

The two independent co-opted members, Mike Short and Iain McVie both declared an interest in item 5 on the agenda – The appointment of independent members for the Dorset Police and Crime Panel 2020-2024.

2. Minutes

The minutes of the meeting held on 4 February were agreed as a correct record with Cllr Dove requesting under minute 55 that the Youth Offending seminars be added to the workplan.

The notes from the informal meeting of 25 June were also noted with a request from Cllr Dove that the item on Police Welfare (P43) be brought to the next meeting with an update from the PCC.

3. Public Participation

No public questions had been received for the meeting.

4. Appointment Independent Members for the Dorset and Police Crime Panel 2020-2024

The two independent members left the meeting for this item.

The Service Manager for Assurance advised that as the Chairman had left the meeting Cllr Dove would Chair the item. The Service Manager for Assurance introduced the report and advised that PCP nationally are required to have two independent members, the current two members were appointed when the PCP was established in November 2012 and re-appointed again in 2016. The Panel had two options, a. to re-appoint the current two members; or b. to carry out a new selection process.

In the interests of continuity, imminent departure of the current PCC and positive contributions to the panel it was proposed by Cllr Fry and Seconded by Cllr Pipe that Mike Short and Iain McVie should be invited to remain as independent members on the panel.

Decision: that both independent members, Mike Short and Iain McVie be invited to remain on the PCP for a further four years.

On returning to the meeting both Mike Short and Iain McVie accepted the invitation to remain on the PCP.

5. **Update on Covid 19 - Verbal**

The PCC delivered an update to the panel:-

“Before I provide this update, I want to take this opportunity – if I may – to update the Panel on a couple of developments that have occurred over the last few weeks and months.

First, members may have seen that a new Deputy Chief Constable for Dorset Police has been appointed. Scott Chilton, an ACC from Hampshire Police, will be joining the Force next month, upon DCC David Lewis’ retirement.

As ACC, Scott was strategic lead across all investigations teams, custody, the wider criminal justice system and intelligence. He brings a great deal of experience from his extensive policing career and I look forward to welcoming him to Dorset.

I am sure the panel will also join me in recording our gratitude for the work undertaken by DCC David Lewis – he has provided extraordinary leadership and service not just to Dorset, but also through regional and national roles that he has held. We all, of course, wish him the best luck in retirement.

Second, I wanted to highlight the national PCC review that was announced a few weeks ago. Member have already seen my response, and will be aware that part one of this review focuses on the role to data, with a particular emphasis on fire governance and the interaction between PCCs and directly elected city mayors, in recognition of the government drive for further local devolution. Part two of this review, the details of which has not yet been announced, will take place after the PCC election in May 2021.

Finally, members will have seen the news, earlier this year, that forces were well on the way to meet the target of 6000 newly recruited officers by March

2021, with 4336 officers recruited to the end of July. Dorset is well on track to meet its own target of 50 new constables.

Forces in England and Wales are anticipating an announcement that will confirm the local targets and funding for the second year of the national Uplift programme. Once the announcement is made, I will ensure that this Panel is updated, but – as it stands – we do not yet know what this will look like. I am hoping that the Prime Minister's promise for 20,000 new recruits will be honoured, but I am conscious that the pandemic may, unfortunately, alter those plans.

Moving on to the pandemic, then, the last time we met, I explained the activity undertaken by myself, my office and Dorset Police in relation to COVID-19.

That update was wide-ranging and I won't repeat it all here, but you'll recall that I informed the Panel that, by early April, the initial governance response had been superseded by extraordinary Gold structures, which were well embedded and operating effectively. The Force and OPCC had returned to a business as usual state, with OPCC providing oversight and scrutiny of the Force's response through not only the usual strategic Force Boards, but also the new Gold structure, all of which continue virtually in most instances.

To be clear, this return to business as usual means that for the last few months the Force and my office have very much been able to concentrate on the continuation of Police and Crime Plan priorities. This is something which I look forward to detailing as part of our quarterly reporting under the next item in this meeting.

Last time out, you will remember that I was also able to update you on some specific examples of extraordinary commissioning, public consultation and scrutiny. My team was – and still is – heavily involved in work to ensure, for example, the continued good health and wellbeing of officers and staff throughout these most unusual and taxing of times.

Since we last spoke, there have been several changes to the local governance arrangements in place to oversee Dorset's response to the pandemic. The weekly Strategic Coordinating Groups (SCGs) were stepped back in late July to meet every three weeks to retain oversight of:

- Restart: discrete, short-term process of restarting any services that were paused
- Recovery: long-term process of rebuilding, restoring and rehabilitating following the emergency.
- Reset: an opportunity presented by the disruption, to embed new ways of working to create a new normal that aligns with and informs existing longer term strategic goals.

However, in response to the UK Covid-19 alert level increasing from 3 to 4, the SCG has returned to meeting weekly, as of yesterday.

As members will be aware, a new COVID Protection Board, chaired by the Dorset Director of Public Health, is responsible for monitoring and responding

to any potential coronavirus outbreaks in Dorset. The DPH is responsible for managing local outbreak management plans for both council areas, which set out how local agencies will identify, respond to and contain any local outbreaks.

For my part, I am reassured that the Force is well prepared for the difficulties that may arise again this winter and has robust plans in place to deal with the inevitable challenges that will come this autumn and winter.

Of course, there remains so much that is impossible to predict about the months and years ahead. Only last week, the Policing Minister confirmed that lost income would be covered by the government, which means that the impact on the MTFs should be minimal, but as I have alluded to already, bigger factors are at play here – what does this pandemic mean for public sector funding in the future? It is too early to say.

We also know that this is a fast-moving situation. A host of new measures were announced only days ago, and with it came both an expectation from ministers that police would increase enforcement, along with an as-yet-to-be confirmed promise of additional short-term funding.

What we do know, however, is that robust and agile arrangements are in place in Dorset and that the public support the partnership approach that has been taken so far. We also know that our local data does not yet suggest that some of the national concerns are being seen locally. We are not complacent, but cognisant that government messaging can be confusing and national policy is all too often be focused on the metropolitan areas and not more rural places like Dorset. One of the key things we have learned during this crisis is the importance of maintaining an evidence-based, local, approach – that is the best way to ensure that we continue to enjoy the confidence of our communities, which is of the utmost importance.”

In response to questions from the panel, the Chief Executive of the OPCC advised that the SCG met yesterday agreed that sub-groups would be set up to manage dynamic risk assessments. He hoped to have more information at the next meeting.

With regard to enforcing the Rule of 6 and how to report potential breaches the PCC advised that he had launched a survey which had already received 1300 responses within 18 hours. Early indications were that 93% of respondents would like Police to use the 3 Es, (engage, explain, encourage) before enforcement, they were supportive of what the police had done but going forward around three-quarters of respondents felt that stronger enforcement was needed.

Due to demand public were requested to report breaches of the Rule of 6 online

The PCC had a weekly briefing and the number of calls from Dorset residents about COVID-19 was very low. At this point there was no need to over-react – as Dorset had recorded among the lowest number of positive cases in the country.

A number of questions were posed by members which required further work to be undertaken to answer in full. It was agreed that the OPCC would provide a written response to allow for information to be received for the minutes.

The first question was in relation to the number of dispersal orders that have been issued since March. The second referred to the impact Covid was having on the criminal justice system (including courts backlogs, appeals and overturned tickets). The third requested an update on the work underway with local authorities around homelessness.

Dispersal orders issued

Month	2019	2020
April	32	42
May	75	21
June	59	80
July	57	65
August	85	37
Grand Total	308	245

An update on the work of the Dorset Criminal Justice Board to manage the impact of Covid-19 is appended.

With regards to homelessness, members will be aware that the Government have put significant funding behind the ambition of ending rough sleeping for good by 2024, and have provided a further £5m to BCP Council and a further £1.5m to Dorset Council, on top of funds initially received to provide emergency housing for the homeless at the beginning of the Covid period.

The PCC's view is that this provision of wholesale emergency housing provision for all rough sleepers in the county is a once in a lifetime opportunity to intervene in this space, and to not only provide safe and secure housing for this vulnerable group now in this challenging period, but also take steps to support them to get off the streets for good.

The PCC wrote to relevant representatives in local authorities in the above terms in June and has followed that up with separate meetings with both local authorities to consider the issue in detail and formulate joint plans. These plans are currently in development.

6. **Police and Crime Plan Monitoring Report**

The Director of Operations introduced the Monitoring Report (for 2020/21 Quarter One) which had been created so the Police and Crime Panel and public could see the progress made by the PCC, and in particular the additional area/s of focus since May 2020.

Prior to the Covid outbreak, and the suspension of the 2020 PCC elections, the Panel learned that the vast majority of the PCC's 100 commitments had been met.

The dashcam scheme, Operation Snap, was still running successfully and most speed cameras were now digitalised. The PCC asked the Panel to look at a National Road Safety Survey which was asking for views on enforcement.

Referring to page 47 in the agenda pack (Safer Streets Fund) the Chief Executive advised that the OPCC was just in the receiving stage of money coming in but would keep members updated.

A member asked a question about fly tipping. The PCC was unable to give statistics on prosecutions as these were led by councils, but he was able to confirm that fly tipping was an all year-round problem and not a seasonal crime. He was happy to report back to the Panel with an update in the future, as required.

The Panel received an overview of Pillar 3. A member asked a question relating to Criminal Justice System backlogs. The PCC noted that there had been backlogs in the courts which had closed due to Covid and the need to socially distance. He considered this to be the biggest emergency for Police and the CPS in 30 years. The PCC suggested that the aforementioned written response would be beneficial as he did not have all of the information to hand to respond to the question. It was noted that Dorset had put up two locations for a Nightingale Court including the BIC in Bournemouth, however the closest to Dorset was in Cirencester.

Following member concern that there were no longer dedicated officers for Sexual Assault Referral Centre (SARC), the PCC advised that staffing was an operational decision but he would raise the issue with the Chief Constable.

The PCC outlined key points within Pillar 4. It was noted that most of the 33 original commitments assigned to this pillar had been completed. The PCC had supported a national campaign against attacks on emergency service workers.

Iain McVie made note that he would contact the Director of Operations during October to frame the key lines of enquiry for a spotlight scrutiny review on the OPCC's adoption of new complaints powers. Year 1 uplift money received by Dorset Police had been spent towards the first year target of 50 new and transferring officers. There had been no confirmation of targets for funding in years 2 & 3.

It was agreed that a report from Chief Constable and PCC advising where the additional uplift and officers had gone should be added to the Forward Plan. The PCC welcomed input from Local Councillors as to how the uplift could help local policing in their areas.

The Chief Finance Officer presented the financial aspect of the report which set out the position for Q1. The budget showed a predicted overspend due to the impact of the pandemic and reduced income levels. The capital programme had also been impacted by the pandemic and there would be an updated revised budget for Q2.

In response to a question asking how the capital programme would be affordable over time if continued borrowing was required, the Chief Finance Officer advised that the revenue budget would need to be increased over time up to £4m a year in order for estates, vehicles, IT etc to be funded by an ongoing source.

This was planned for implementation over the next 5 years.

A balanced budget was anticipated by 2024/5 – the recommended programme will be funded without borrowing and will have balanced.

7. **Serious Violence - Report by the Chief Executive**

The Chief Executive of the OPCC introduced the report on Serious Violence and gave a resume of the PCC's scope and remit and the role of the OPCC in supporting Dorset Police to develop a better service.

With regard to knife crime the Chief Executive wanted to make the extent of the problem in Dorset very clear and that Dorset was a very safe area with few incidents of knife crime. The OPCC was keen to build a preventative model to make sure this remains the case, focusing on the headline aim of developing a Public Health Response to Serious Violence.

In response to questions from the Panel, the PCC felt that the Public Health approach was the right way to utilise Police resources, it was tried, tested and recognised as best practice. It was proven to reduce crime and the PCC was frustrated that he had been unsuccessful in securing funding.

The need to build a preventative model and positively influence young people was noted and the Chief Executive also highlighted the previous Panel discussions on youth offending for the benefit of new members.

There was some discussion around the prevention of knife crime, engaging with and educating young people in a proactive and collaborative way. There was also agreement that good news and positive outcomes should be celebrated and shared with communities.

Action – the PCC and the Chairman of the PCP would write again to try and seek national funding for this subject although the OPCC had previously applied unsuccessfully, even with the support of local MPs.

Point of Order – Proposed by Cllr Taylor and seconded by Cllr Haines

Decision: that the 3 hour meeting time limit be extended to complete the panels business.

8. **Stop and Search- Report by the Chief Executive**

The Chief Executive presented his report to the Panel. The latest national statistics on stop and search, from March this year, highlighted that black people were approximately 25 times more likely to be stopped and searched in Dorset than white people.

He further explained that the find rate (the proportion of times officers find searched for illicit items) is higher for searches involving white people than black people.

Finally, where action is taken following the stop search, black people are more likely to be arrested – with one in ten of white individuals being arrested versus one in five of black individuals.

The Chief Executive noted that the PCC has repeatedly requested an explanation for these facts but, to date, has yet to receive an adequate response. As a result of this position, the PCC issued a formal challenge to the Chief Constable in January 2018, to further set out his requirement for a satisfactory explanation.

To support this challenge and his scrutiny of the Force, the PCC also commissioned an independent review of the Dorset Police stop and search data, process and procedures. Those findings and recommendations were issued to the Force in November 2018 and have been formalised in the Force's stop and search improvement plan, but to date have yet to have the desired effect.

The Chief Executive highlighted the role of the Stop and Search Independent Scrutiny Panel, and noted that broadly speaking, the panel had been supportive of the actions undertaken by officers, albeit that they continue to note the disproportionality ratio with disappointment.

He also noted that the Scrutiny Panel's minutes were published on the PCC's website for further information, and Dorset Police published its quarterly stop and search performance pack on its website.

The number of Stop and Search complaints were very low, averaging five per year in each of the last five years, but Stop and Search disproportionality remains a priority improvement area.

The PCC also summed up the frustrations felt by himself and his team and reiterated that the force was not an outlier in respect of other areas of operational policing, such as the use of Taser.

Finally, reflecting on the current work underway, the Chief Executive highlighted that Dorset Police was currently engaging with a leading academic to better understand and develop insights into its stop and search data. This work would be reported back through the Force's Disproportionality Board in due course.

Action - to see the academic work and actions that come out of it at a future meeting. Put on forward workplan.

Cllr Dove proposed, supported by Iain McVie and Cllr Fry.

Decision: that the paper be noted and an update come back to the panel in 6 months time, to include work achieved and target data for the panel to scrutinise what success looked like.

9. Complaints Update - Verbal

Iain McVie gave the panel an update on a recent complaint. "The panel had upheld the decision made by Chief Executive". There were no additional outstanding complaints.

10. Workplan

The Service manager for Assurance presented the workplan and highlighted the forthcoming informal training session on 19 November and the next meeting scheduled to take place on 10 December. Other items from today's meeting would be scheduled into the programme.

11. Urgent items

There was no urgent items.

12. Exempt Business

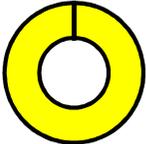
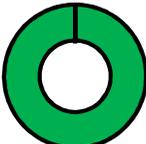
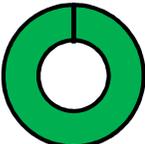
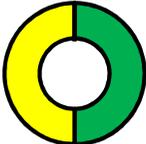
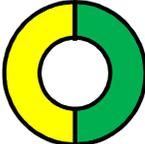
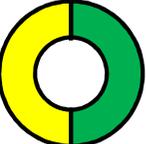
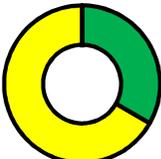
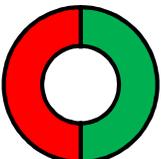
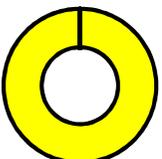
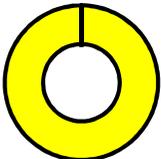
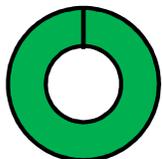
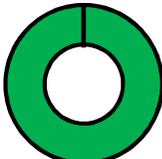
There was no exempt business.

Appendix to Minutes - DCJB Update

Duration of meeting: Times Not Specified

Chairman

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 PROTECTING PEOPLE AT RISK OF HARM	Vulnerability and Violence Reduction	Complex Needs (MH; Drugs & Alcohol)	Community Safety; National/ Local	 WORKING WITH OUR COMMUNITIES	Crime & ASB	Community Engagement	Citizens in Policing
							
Headlines: <ul style="list-style-type: none"> PCC supported a number of fraud and cyber campaigns PCC wins diversity award Youth mentoring project extended 				Headlines: <ul style="list-style-type: none"> PCC ASB survey Snap Covid-19 survey Safer Streets Fund bid awarded 			
 SUPPORTING VICTIMS, WITNESSES & REDUCING REOFFENDING	Domestic Abuse & Sexual Violence	Reducing Reoffending	Restorative Justice	 TRANSFORMING FOR THE FUTURE	Funding & Resources	Covid-19	Innovation & Service Improvement
							
Headlines: <ul style="list-style-type: none"> RASSO Improvement project commences Re-commissioning work for vital services Summer domestic abuse and sexual violence campaigns 				Headlines: <ul style="list-style-type: none"> Complaints reviews work continues Force rated as 'GOOD' for crime data integrity Support and scrutiny of Dorset Police's response to COVID-19. 			

Dorset Police and Crime Panel

Police & Crime Plan Monitoring Report – Q2 2020/21

RAG Status	
This Period	Last Period



PROTECTING PEOPLE AT RISK
OF HARM

Vulnerability
Violence
Reduction

Complex
Needs
(Addiction
and MH)

Community
Safety;
National
Issues
Local
Approaches

Headlines:	Key Indicators:		RAG	
<ul style="list-style-type: none"> PCC supported a number of fraud and cyber campaigns PCC wins diversity award Youth mentoring project extended Free mental health workshops funded The Adult Return Home Initiative is live 27 of the 113 commitments assigned to Pillar One Six commitments (two new) are focus for additional year of PCC term 	Domestic Abuse Crimes	+0.7%		
	Domestic Abuse Incidents	+9.2%		
	Recorded Hate Crime (YTD)	+36.7%		
	Recorded Hate Incidents (YTD)	+4.9%		
	HMICFRS PEEL Effectiveness	GOOD		
	Commissioning Spend 2020/21	£693K		
Activities & Achievements:	PCC Commitments:		RAG	
<ul style="list-style-type: none"> The PCC won a Bourne Free award for supporting diversity in the county. Funding provided for free mental health workshops aimed at emergency services personnel. The sessions were delivered on-line in mid-September by Dorset Mind. Action for Children mentoring project, which had been impacted by Covid-19, extended until December 2020. The PCC supported a number of national and local campaigns providing advice about romance fraud, password security and sexting. The Adult Return Home Initiative is live, making over 350 referrals to support services in the summer. Initial evaluation suggests that the team has had success in reducing the number of repeat missing people cases. Release of BCP Citizens Advice Bureau Hate Crime reporting video, funded by PCC Community Grant 	072. Seek appropriate responses to Fraud and Cyber Crime			
	083. Continue work to reduce/remove barriers to reporting Hate Crime			
	087. Pilot an Adult Return Home Interview initiative for missing persons			
	088. Explore further opportunities for youth education and diversion activities			
	101. Review the range of extracurricular support provided to Dorset schools			
	102. Support the Force ambition to provide outstanding service on vulnerability			

Dorset Police and Crime Panel

Police & Crime Plan Monitoring Report – Q2 2020/21

RAG Status	
This Period	Last Period



WORKING WITH OUR
COMMUNITIES

Community
Engagement

Crime & ASB

Citizens in
Policing

Headlines:	Key Indicators:		RAG
<ul style="list-style-type: none"> PCC ASB survey Snap Covid-19 survey Safer Streets Fund bid awarded Support of national road safety survey 32 of the 113 commitments assigned to Pillar Two Eight commitments (three new) are focus for additional year of PCC term 	% people feeling safe in Dorset	94%	
	Non-dwelling burglary 2019/20	-36.7%	
	Shoplifting 2019/20	-29%	
	Killed or Seriously Injured – KSI (rolling)	-16%	
	Anti-Social Behaviour YTD*	+2.7%	
	Commissioning Spend 2020/21	£157k	
Activities & Achievements:	PCC Commitments:		RAG
<ul style="list-style-type: none"> In September, the PCC launched a snap survey into the enforcement of the then new Covid-19 measures. Nearly 1800 people responded in less than 48 hours – nearly 92% of respondents supported the approach taken by Dorset agencies. It was announced that Dorset OPCC had successfully secured over £266,000 from the Safer Streets Fund. The money will be used to further expand the Bobby Van service, extend CCTV coverage and tackle burglary and acquisitive crime in Pokesdown and Boscombe. Almost 4000 people responded to the PCC’s ASB survey, sharing their thoughts on ASB and highlighting those areas of greatest concern. The PCC, in his role as APCC Deputy Lead for Road Safety, supported a national road safety survey. 	001. Public consultation and engagement		
	023. Improve the response to Business Crime		
	024. Explore further road safety improvements		
	081. Continue to promote and support volunteering opportunities		
	091. Further expand the Bobby Van service		
	103. Safer Streets Fund bid implementation		
	104. Work with partners to address ASB		
	113. Work with partners to reduce disproportionality		

Dorset Police and Crime Panel

Police & Crime Plan Monitoring Report – Q2 2020/21

RAG Status	
This Period	Last Period



SUPPORTING VICTIMS,
WITNESSES & REDUCING
REOFFENDING

Domestic Abuse &
Sexual Violence

Restorative
Justice

Reducing
Reoffending

Page 18

Headlines:	Key Indicators:		RAG
<ul style="list-style-type: none"> RASSO Improvement project commences Re-commissioning work for vital services Summer domestic abuse and sexual violence campaigns Monitoring of existing victims services by OPCC 18 of the 113 commitments assigned to Pillar Three Six commitments (five new) are focus for additional year of PCC term 	Victim Support – Cases Created (YTD)	16,054	
	Victims’ Bureau – Contact (YTD)	25,230	
	Victim Satisfaction (Whole Experience)	74.3%	
	Victim Satisfaction (Kept Informed)	65.5%	
	Restorative Dorset referrals (RJ & RM)	135	
	Commissioning Spend 2020/21	£1.5M	
Activities & Achievements:	PCC Commitments:		RAG
<ul style="list-style-type: none"> OPCC proactively engaged with victim services to ensure appropriate capacity and capability continued to exist throughout the pandemic. Initiated by the Dorset, Hampshire and Wiltshire PCCs, a project has been agreed between CPS Wessex and the three Chief Constables to share best practice regarding Rape and Serious Sexual Assault (RASSO) investigations and prosecutions. Re-commissioning work for a number of key services, including The Shores - Sexual Assault Referral Centre (SARC), Restorative Justice, and the Independent Sexual Violence Advisor (ISVA) service, is progressing well. In July the PCC provided funding towards the Force summer Domestic Abuse and Sexual Violence communications campaign. 	033. Work with the CRC to improve offender mentoring services		
	105. Recommission the pan-Dorset Restorative Justice service		
	106. Recommission the Independent Sexual Violence Adviser (ISVA) contract		
	107. Improve the service offered to victims of Rape and Serious Sexual Assault (RASSO)		
	108. Ensure continuous service provision for vulnerable victims during lockdown		
	109. Explore opportunities to further enhance and support Integrated Offender Management (IOM)		

Dorset Police and Crime Panel

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Headlines:	Key Indicators:		RAG
<ul style="list-style-type: none"> Complaints reviews work continues Force rated as 'GOOD' for crime data integrity PCC continues to support and scrutinise Dorset Police's response to COVID-19. 36 of the 113 commitments assigned to Pillar Four Seven commitments (three new) are focus for additional year of PCC term. 	Total Establishment FTE (31.03.20)	2,045	
	OPCC Establishment FTE (31.03.20)	18.2	
	OPCC Net Expenditure (as % of total)	1.7%	
	OPCC Commissioning Spend (2019/20)	£2.2M	
	HMICFRS PEEL Efficiency	GOOD	
	Commissioning Spend 2020/21	£66k	
	Activities & Achievements:	PCC Commitments:	
<ul style="list-style-type: none"> Having begun in February 2020, Q2 saw 14 police complaints reviews received by the OPCC. Regular blogs and messaging on the Covid-19 response and lockdown measures. Dorset Police and Portland Port Police signed an operational activity Memorandum of Understanding. A new police boat, 'Buccaneer', was launched in September 2020. The Force was commended following an HMICFRS inspection that found high levels of accuracy in the way crime is recorded. The Panel received an update on OPCC's scrutiny of the Force response to COVID-19 earlier this year. OPCC continues to provide support and scrutiny through extraordinary and business as usual governance processes. 	045. Reduce the Dorset Police carbon footprint		
	070. Continue to explore shared budgets and service delivery with partners		
	090. Continue to support the health and wellbeing of police officers and staff		
	096. Continue to implement initiatives through the joint Force/OPCC Innovation Board		
	110. Build on Complaints Reform opportunities for service improvement		
	111. Support for, and scrutiny of, the Dorset Police response to the Covid-19 pandemic		
	112. Support for the Chief Constable with the national police Forensics Portfolio		

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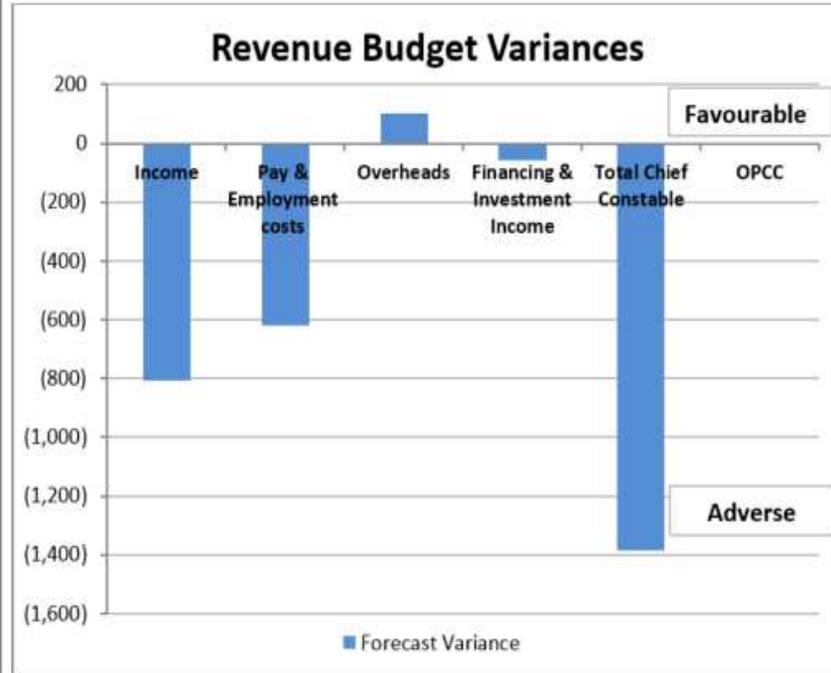
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2020/21 QUARTER 2 FINANCIAL REPORT- OVERVIEW

The overall revenue spend is forecast to be £143.0m against a budget of £141.6m, an adverse variance of £1.384m or 0.98%, based on information up to 30 September 2020. This is primarily as a result of lost income as a result of covid and the number of major ops experienced so far this year. The first claim for lost income has been submitted and further claims will be made throughout the year. If the variance is still adverse at the year end this will reduce the General Fund Balance to £3.577m, equivalent to 2.53% of Net Revenue Expenditure. This is well below the minimum level therefore the Force have been tasked with developing an action plan to address the position and bring back on budget by the year end.

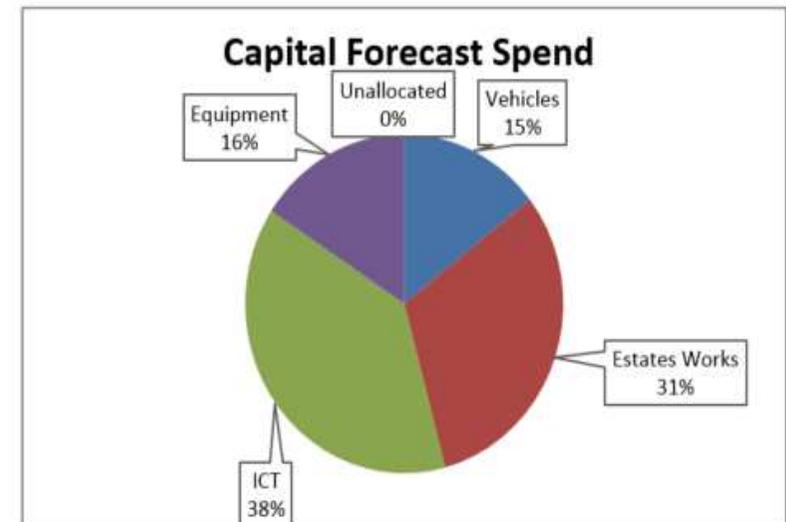
The graph below summarises the predicted revenue variances for the year.



CAPITAL

The Capital Programme is currently predicting expenditure of £9.093m against a revised budget of £10.465m for the year, a favourable variance of £1.372m. This variance relates to slippage as a result of the pandemic and associated delays to projects. Underspends previously identified have been moved to a central pot to enable reinvestment in new capabilities as the year progresses. £0.8m of this remains unallocated and is shown as a favourable variance until committed.

The graph below shows the current allocation of the forecast spend for 2020/21



As a result of the favourable variance, borrowing is expected to be nearly £1.5m less than the revised budget and almost half that planned in the original budget.

Further information on both the revenue budget, capital programme and reserves can be found on the following pages.

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NET REVENUE EXPENDITURE

BUDGET V FORECAST 2020/21

2020/21	Original Budget	Revised Budget	Full year Forecast	Variance fav / (adverse)	Ref	Revenue Forecast Commentary
	£000's	£000's	£000's	£000's		
Chief Constable						
Income	(17,539)	(20,041)	(19,233)	(808)	R1	<p>R1. The Covid 19 Pandemic has significantly impacted on the receipts from the Driver Awareness Scheme and other income streams. A lost income claim of over £500,000 has been made for April to July which is due to be paid in December but this is not fully reflected in the forecast. The budget has been increased to reflect PFI income from Fire, offset by an increase in costs within Overheads. Previously these costs were netted off within Overheads.</p> <p>R2. Pay costs are currently forecast to be 0.5% overbudget. This is partly as a result of the recruitment of new officers ahead of schedule. Officer overtime is currently predicting an overspend of £400,000. In addition major operations is showing an overspend of £230,000 which may need to be funded from the Major Ops reserve at year end.</p> <p>R3. Savings are being forecast in both supplies and services and IT projects as a result of Covid. Budget has been increased for PFI costs and carry forwards from 19/20</p> <p>R4. Investment income remains under pressure as a result of the reduction in interest rates.</p> <p>R5. Budget has been updated to reflect agreed carry forward requests from 2019/20</p>
Pay & Employment costs	120,175	120,693	121,312	(619)	R2	
Overheads	34,285	36,949	36,848	101	R3	
Financing & Investment Income	2,349	2,724	2,782	(58)	R4	
Total Chief Constable	139,270	140,325	141,709	(1,384)		
OPCC	2,212	2,212	2,212	0		
Total Net Revenue Expenditure	141,483	142,537	143,921	(1,384)		
Reserves	132	(922)	(922)	0	R5	
Net Budget	141,615	141,615	142,999	(1,384)		

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CAPITAL EXPENDITURE AND CAPITAL FINANCING

BUDGET v FORECAST 2020/21

2020/21	Original Budget	Revised Budget	Forecast	Variance Fav / (Adverse)
	£000's	£000's	£000's	£000's
Capital Investment				
Vehicles	1,448	1,849	1,318	531
Estates Works	5,510	2,966	2,851	115
ICT	5,686	3,490	3,489	1
Equipment	365	1,359	1,435	(76)
Slippage / Savings	(900)	0	0	0
Unallocated	0	801	0	801
Total Capital Programme	12,109	10,465	9,093	1,372

Capital Programme Commentary

As reported last quarter, the capital programme has been revised following the impact of the Pandemic and slippage identified at Q1 has been removed from the current year and built into next years programme.

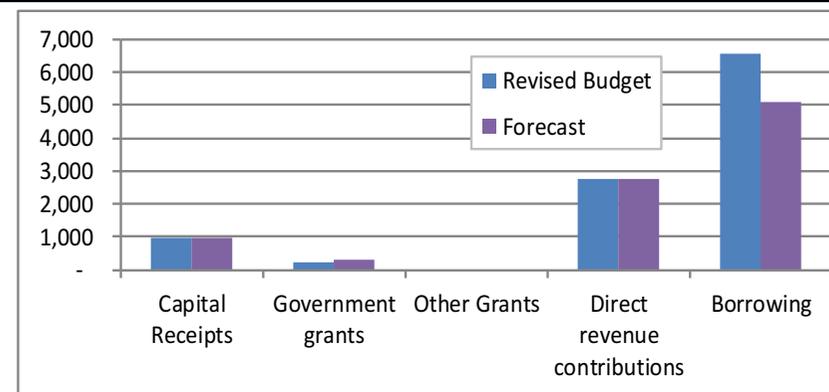
Lead times for vehicles have significantly lengthened as a result of the pandemic, resulting in predicted slippage of £531,000. Information has been difficult to obtain as some manufacturers admin staff are still on furlough therefore further slippage may still be identified.

Estates projects are on budget with the exception of one scheme which had a delayed start in 2020 as a result of covid and requires £115,000 to slip into next year.

Additional tasers within equipment are funded from additional government grant. The remaining unallocated budget is still available but no schemes are

CAPITAL FINANCING

Sources of Finance				
Capital Receipts	-	955	955	0
Government grants	110	212	304	(92)
Other Grants	-	-	-	0
Direct revenue contributions	2,111	2,764	2,764	0
Borrowing	9,888	6,534	5,070	1,464
Total Capital Funding	12,109	10,465	9,093	1,372



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USABLE RESERVES

BUDGET V FORECAST 2020/21

2020/21	Opening Balance at 1/4/20	Budgeted transfer to/(from) reserves	Forecast Transfer to/(from) reserves	Forecast Balance at 31/3/21	Variance against budgeted transfer	Reserves Commentary
Reserve	£000's	£000's	£000's	£000's	£000's	
Budget Management Fund	914	0	(914)	0	914	<ul style="list-style-type: none"> Carry forward requests totalling £914,000 have been transferred into the 2020/21 revenue budgets A contribution from the Major Operations reserve to offset costs such as summer policing may be required later in the year but no assumption has yet been made. Projects to be commissioned from the Police and Crime Plan reserve will be finalised later in the year Carry forwards on regional programmes we administer totalling £270,000 have been transferred into the revenue budget. The draw on the Workforce Change reserve is currently predicted in line with the budget. The contribution to the new Uplift reserve for future costs of the Uplift Programme is expected to be in line with the budget. No commitments have currently been made from the Learning & Development reserve The cost of the Post Entry Qualification Framework (PEQF) were lower than budgeted in year 2 as a result of Covid and additional income from the University, therefore a further contribution to the reserve is planned. The underspend has been transferred to its own reserve to aid transparency and will be used over the course of the MTFP. The General Fund is not currently being reduced by the predicted overspend in the Revenue Budget as action is being taken to mitigate the forecast by the year end. However if the overspend does materialise at year end, this would reduce the General Fund Balance to £3,577,000 equivalent to 2.53% of net revenue expenditure. It is currently planned to use all available capital receipts to fund the capital programme but this will be reviewed at the year end to ensure the capital programme is funded in the most cost effective way.
Major Operations Reserve	988	0	0	988	0	
Police and Crime Plan Reserve	776	0	0	776	0	
Regional Collaboration Reserve	345	0	(270)	75	270	
Workforce Change Reserve	926	(283)	(283)	643	0	
Uplift Reserve	0	200	200	200	0	
Learning & Development Reserve	46	0	0	46	0	
PEQF Reserve	157	0	130	287	(130)	
Total Earmarked Reserves	4,152	(83)	(1,137)	3,015	1,054	
General Fund Balance	4,746	215	215	4,961	0	
Total Revenue Reserves	8,898	132	(922)	7,976	1,054	
Capital Receipts Reserve	955	0	(955)	0	955	
Total Usable Reserves	9,853	132	(1,877)	7,976	2,009	



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AGENDA NO: 8

POLICE AND CRIME PANEL – 10 DECEMBER 2020

HEALTH AND WELLBEING UPDATE

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, to include an overview of the impact of COVID-19 on employee absence.

1. BACKGROUND

- 1.1 Approximately two years ago, the Police and Crime Commissioner (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 officers and staff.
- 1.2 This decision was prompted by the Chief Constable's aspiration to improve the health and wellbeing of his workforce, as well as what the PCC described as a 'perfect storm', in which the work required of Dorset Police had become ever more challenging, but the resources available had, regrettably, shrunk. The PCC was aware that the health and wellbeing of Force personnel was beginning to suffer as a consequence.
- 1.3 Since that announcement, and as was detailed to the Police and Crime Panel in September 2019, a considerable amount of work has been undertaken by Dorset Police to implement a wide range of initiatives designed to improve health and wellbeing for those charged with protecting the public. These initiatives are detailed further at Appendix A.
- 1.4 It is also true, of course, that the operating context has changed significantly.
- 1.5 First, the Prime Minister made a commitment to uplift the number of police officers for all forces across England and Wales. In September 2019, the PCC had expressed concern that the number of police officers in Dorset were at their lowest since the 1980s – the Force is now on target to have an additional 50 constables by the end of the financial year.
- 1.6 Second, the emergence of the COVID-19 pandemic has brought about unforeseen and increased risks to the health of officers and staff, especially those who are unable to maintain social distancing during the course of their duties.
- 1.7 This paper will provide an update on the new wellbeing strategy, as well as an update on performance data and the measures to protect the workforce from COVID-19. Naturally, the information herein needs to be understood within the context of the pandemic which has, in many respects, made it challenging to draw comparison with previous years.

2. HEALTH AND WELLBEING STRATEGY 2020-22

2.1. In July 2018, the Home Office set a 'common goal for police wellbeing'. This requires that 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. In response, the Force approved an evidenced-based wellbeing strategy that promoted physical activity, good nutrition and sleep quality, addressed the stigma of mental ill health and implemented a variety of support measures, including the peer support network, personal resilience support and focus on the need to take adequate meal and rest breaks.

2.3. In the years since this Alliance wellbeing strategy had been agreed several key developments have taken place. These include Uplift and COVID-19, as mentioned at sections 1.5 and 1.6 respectively, but also that HMICFRS now include wellbeing in the annual PEEL inspections and the establishment of the National Police Wellbeing Service (NPWS) in 2019.

2.4. NPWS offer eight live services to Forces to assist with the promotion of wellbeing. These include developing a peer support network, introduction of psychological screening, peripatetic wellbeing sessions and the delivery of emotional resilience sessions – all things already established across the Alliance and a mark of the progress that has been made in Dorset.

2.5. In September 2020, the Alliance People Portfolio developed a new Health and Wellbeing Strategy covering the period 2020-22. The new strategy identifies five Strategic Actions:

1. Every person will be a health and wellbeing champion;
2. Commit to the creation of a healthy psychological work environment;
3. Respond to and anticipate the health and wellbeing needs related to COVID-19;
4. Recognise the wider scope of wellbeing e.g. interaction with climate change, community wellbeing / Public Health and the synergy arising from collaboration with partner agencies;
5. Demonstration of value-driven behaviours facilitating recruitment and retention of our people.

3. PROGRESS

3.1. There continues to be significant progress made in respect of promoting wellbeing across the Force. As previously reported to this Panel, the HMICFRS reviewed 'Wellbeing' as part of the Peel Inspection process in 2017 and commented that the Force had good understanding and governance, recognised the issue as a priority, but was not investing as much as Devon & Cornwall Police in this area of activity.

3.2. Since that time, the PCC's funding for wellbeing activity has enabled the Force to take forward a range of new initiatives as detailed at Appendix A. The Force requested £234,565 of the £250,000 budget to deliver new initiatives. Some were one-off purchases, whilst others could be considered for permanent funding if successful. Of these initiatives:

- 11 have already evidenced a benefit and have subsequently been approved for continuous funding;
- Two were one off purchases/initiatives;

- One has received funding from the National Police Wellbeing Service;
- Five have not yet been considered for mainstream funding;
- One has been concluded;
- An additional benefit that has come from this funding is the additional funding that has now been made available to the Force Welfare Department to continue with these initiatives.

- 3.3. The latest 2019 Peel assessment 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’.
- 3.4. The Force has now committed to a regular budget for wellbeing and agreed to a new structure for the wellbeing team which means that there is a permanent full-time wellbeing practitioner based in Dorset. An additional welfare officer has also been agreed by the Force for a year and the post-holder started in March 2020. The welfare administrator post has been increased from 18.5 hours a week to a full-time post and a new post-holder will be starting shortly. This will increase the resilience in the welfare department enabling the support of more individuals and to enable more proactive work to be completed.
- 3.5. Of particular note, is the provision of a dedicated Psychological Support Programme. Over 350 officers and staff who are working in posts that carry high psychological risk benefit from involvement in this programme. This has been recognised as ‘good practice’ by Devon & Cornwall Police, who took the decision to invest in a similar scheme for their ‘high risk’ roles.

4. COVID-19

- 4.1. The challenges of the COVID-19 pandemic have affected every area of the Force and the work in support of health and wellbeing is no exception. The Panel has previously been updated on the work undertaken by the Force and OPCC to ensure a COVID-19 Secure workplace, as well as information regarding the supply of PPE.
- 4.2. Through this period, it has also been necessary to consider changes to business as usual policies and processes to ensure that as much as possible is being done to provide health and wellbeing support to officers and staff. This has, for example, included work to look at how recruitment processes can be streamlined, and kept safe, to ensure the uplift of new officers continues.
- 4.3. During the early stages of the pandemic, health and wellbeing personnel sought to contact all officers and staff who were shielding, providing them with bespoke advice and support, as well as signposting to other services as required. In addition, the wellbeing team have been providing regular health and wellbeing communication updates to all Force employees. This includes a recently established external portal, so staff who are unable to attend work can easily keep up-to-date with key information.
- 4.4. Following the first national lockdown, a COVID Welfare Recovery Plan was developed. This covers four pillars of activity, aligned with the Health and Wellbeing Strategy, but nevertheless focusing on issues that are particular to the current crisis. These are:
- Financial Wellbeing – addressing, for example, the possibility that household finances have been affected by job loss and furlough;
 - Physical and nutritional wellbeing – addressing, for example, the impact of gym closures and reduced exercise caused by adherence to national regulations
 - Psychological wellbeing – addressing, for example, stress caused directly or indirectly by the pandemic, as well as loneliness

- Caring Responsibilities & Working Arrangements – addressing, for example, difficulties caused by school closures or bereavement support.

4.5. These pillars were the subject of a dedicated month of communications activity in the late summer and have further been supported by a virtual interactive festival of wellbeing, WellFest 2020, which ran across the Alliance in October 2020.

5. PERFORMANCE AND DATA

5.1. The Wellbeing Strategy is monitored via a dedicated performance pack that provides a mechanism for the Force and OPCC to review progress against the strategy. This pack includes data analysis, ongoing environmental scanning, a detailed risk register, policy review and activity against the annual delivery plan.

5.2. Wellbeing data is collected on a quarterly basis and reviewed at the Strategic People Board. Most recent data (Q2) includes the following tables:

5.3. Average working days lost:

	Rolling year ending Q2 20/21	2019/20 End of Year	Average days lost Q2	Average days lost Q2 last year
Police officers	10.62	10.39	2.32	2.36
Police Staff	9.88	9.82	1.83	2.48
PCSO	8.96	7.15	3.19	1.61

5.4. Top three reasons for sickness absence (note – data is a snapshot representation as it was recorded on the system at that time):

	Top 3 reasons	12 months combined total days lost	% of total days (12 months combined)
Officer	Mental Health	5226.	38.97%
	Muscular / Skeletal	2324	17.33%
	Covid	1610	12.01%
Staff	Mental Health	3697	28.28%
	Covid	2555	19.54%
	Muscular / Skeletal	1574	12.04%
PCSO	Mental Health	333	29.18%
	Muscular / Skeletal	207	18.15%
	Respiratory	174	15.30%

5.5. In terms of overall impact from wellbeing activity, the national drive is to focus on support rather than attendance. As previously explained, 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 has long term sickness absence rates at 0.9% against a national average of 2%.

5.6. The success of forces in term of wellbeing is measured against the Home Office goal of ensuring staff and officers feel supported and have access to support when it is required. This is reflected fully in the force wellbeing strategy and the results of the dedicated

'Wellbeing Pulse Survey'. This was completed in 2019 to provide baseline and was repeated in February 2020. On this occasion the survey received 759 responses (compared to 347 in 2019).

5.7. Headlines from the 2020 survey include:

- 74% of respondents believe Dorset Police is a good place to work up (2019 = 64%);
- 57% carry out the recommended minimum amount of physical activity every/most weeks (2019 = 56%);
- 3 out of 5 agree that their line manager is interested in their wellbeing
- 80% of staff view their relationship with their manager as positive (2019 = 81%);
- 90% feel their relationship with work colleagues is positive (2019 = 92%);
- When accessing support, staff are overwhelmingly positive about the benefits of private medical interventions, the EAP, physiotherapy, counselling and occupational health (84% - 75% compared to 85% - 70%);
- 55% of respondents said they have experienced significant stress or mental health issues in the last year (2019 = 57%);
- 56% have attended work when they should have been off for sickness (2019 = 60%);
- Only 38% of staff regularly get at least 7 hours sleep (2019 = 38%);
- 24% of staff believe they do not have a good work/life balance (2019 = 32%).

6. FUTURE DEVELOPMENTS

- 6.1. Over the next six months, the focus will be on embedding the new Health and Wellbeing Strategy across both forces, as well as delivering the detailed plans that support the five Strategic Actions.
- 6.2. This will be supported by a refresh of the ActivAte 2020 brand used to communicate health and wellbeing across the Alliance.
- 6.3. Naturally, the Force will continue to undertake formal environment scanning to ensure they, and the OPCC, remain aware of all the latest developments in this specialist area – in particular those related to response to and recovery from COVID-19.
- 6.4. The OPCC is also working with Health and Wellbeing colleagues to consider the utilisation of the underspend from the PCC's fund.

7. CONCLUSION & RECOMMENDATION

- 7.1. As before, this report offers a high-level overview into the work being carried out by the Force in relation to health and wellbeing, key data on sickness absences, and ongoing developments. Updated information is also provided regarding COVID-19 and the specific initiatives that have been funded by the PCC.
- 7.2. It is recognised that the data shows a small increase in sickness absences in some key areas, albeit not at the rate that might have been expected because of the COVID-19 pandemic. There has been a modest improvement observed in several areas covered by the 2020 Wellbeing Pulse Survey and further signs that the PCC's investments have had a positive impact – most notably, that muscular-skeletal issues have seen a considerable decline. Of course, further analysis will be required – most likely at a national level –

before it will be possible to draw firm conclusions about the affects of COVID-19 on general health and wellbeing trends.

- 7.3. The OPCC will continue to work with the Force to evaluate the success of the new Health and Wellbeing Strategy and scrutinise the delivery of the associated action plans.
- 7.4. Members are asked to note the report.

**ADAM HARROLD
DIRECTOR OF OPERATIONS**

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Appendices

Appendix A – Health and Wellbeing Initiatives

APPENDIX A – WELLBEING ACTIVITY

Act.	Activity	Detail
1	Mental Health Peer support network in Dorset	Train 60 New Peer supporters in each and 10 peer supervisors as part of the model 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	Mental Health Peer Support SharePoint App	Upgrade cost to Peer support site to meet GDPR and other requirements
3	Regular Resilience building workshops	2-year plan to continue 1 workshop a month for 25-30 people for 10 months.
4	Treadmill Programme	DP to put 6 additional treadmills across current for current gyms and gyms.
5	Health & Wellbeing group Initiatives	To support a range of initiatives identified by Departmental Wellbeing Groups in support of the strategy objectives.
6	Line Manager Mental Health Training Pilot	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	Virgin Pulse –Global Challenge	100 day Staff Fitness Challenge, inc. Fitbit tracker.
8	Promotional Materials and Ancillary costs	Water bottles, H&W Booklets, welfare booklets, posters for ¼ themes. Peer support material and promotion of 5 ways to wellbeing
9	Alliance Mental Health Conference	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	Wellbeing member of Staff in Dorset	Additional full-time member of staff in Dorset for Wellbeing delivery.

11	Extending Psychological Health Monitoring DP to frontline officers	90 Officers and PCSOs in Poole (cost of sessions, admin support and additional psychological support anticipated to be needed)
12	Extending Psychological Health Monitoring DP to general CID officers in Bournemouth and 1 squad within the Winfrith control room	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	Mental Health Nurse/ Additional mental health resource (Welfare Officer) in DP	Additional Welfare/ psychological nurse Support for in Dorset
14	Silver Cloud Health (recognised online services mental health support programmes)	To provide access to confidential online Mental Health support programmes for 600 individuals plus in force training to assist with the launch
15	Trauma Risk Management Programme (TRiM) Practitioners Training & CPD event	To provide support to officers and staff following traumatic incidents. 16 new TRiM practitioners across both forces & to provide CPD events in both forces.
16	Menopause Conference and SPOC	To provide follow up events from last year and train up SPOCS to provide additional support and awareness.
17	Core Muscular Skeletal Pilot in Dorset	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.
18	13 Individuals through a Level 2 Gym Instructor course in DP	To support the force's health and wellbeing strategy ensuring staff, officers and volunteers have access to specialist support and advice.
19	Conference expenditure to ensure updates on developing national picture	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.
20	Wessex Heartbeat to carry out physical assessments on 100 staff twice over a 12-month period	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.



AGENDA NO: 9

DORSET POLICE & CRIME PANEL – 10 DECEMBER 2020

FRAUD AND CYBER CRIME

REPORT BY THE CHIEF EXECUTIVE

PURPOSE OF THE PAPER

This paper updates members on the Police and Crime Commissioner's work to continue to seek appropriate responses to the fraud and cyber-crime threats most affecting the people of Dorset.

1. INTRODUCTION

- 1.1 Nationally, there have been more than 340,000 reports of fraud or cyber-crime made in the last 12 months, and £1.9bn has been lost. The volume, rates, and trends of crime impacting Dorset is (as far as can be seen with locally available data) in line with the national picture, and here in Dorset, over the same period, a little over 4,200 reports of fraud or cyber-crime have been made, with nearly £17m lost in the county.
- 1.2 Both nationally and locally, online shopping and auction scams are the biggest type of crime, but there are many other types of scams and fraud that are a concern, largely relating to cheque, plastics and online account fraud not relating to the payment service provider.
- 1.3 Fraud and cyber-crime are globalised and cross-border, with the reach of fraudsters extended due to the use of new technologies, meaning that the victims and offender are often quite remote from each other. Such crimes are best tackled by policing capabilities that match the scale and range of operations as the criminals themselves and, therefore, the policing structures that deal with fraud and cyber-crime (often referred to as 'economic' crime) are largely national, as follows:

Action Fraud (take reports)

Action Fraud receives all fraud and cyber-crime reports from members of the public, and functions as the UK's national reporting centre (excluding Scotland). It provides a centralised point of contact for information about fraud and financially motivated internet crime and is run by the City of London Police working alongside the National Fraud Intelligence Bureau (NFIB).

National Fraud Intelligence Bureau (assess reports)

The NFIB receive all Action Fraud reports and are responsible for assessing these and ensuring they are investigated by the correct agency. They analyse reports received, investigate emerging trends and sift through actionable intelligence to build crime packages which they then pass to national, regional and local policing agencies for further work.

City of London Police (national supporting role and high harm investigations)

City of London are the national policing lead for economic crime, and provide specialist support and guidance to Action Fraud, the NFIB, and to police forces, other law enforcement agencies, and industry. They are also responsible for carrying out investigations for those frauds that cause the greatest harm.

National Crime Agency (national response)

The NCA targets criminals and groups posing the biggest risks to the UK. In the case of economic crime, it conducts its own operations, providing operational and specialist support to partner agencies and supporting and directing local and regional policing as required.

Regional Fraud Teams (regional response)

Regional fraud teams are embedded within the existing network of Regional Organised Crime Units (ROCU). For Dorset, this is the Regional Cyber Crime Unit within the South West ROCU – <https://www.swrocu.police.uk/cyber-crime/>

Police Force Fraud Teams (local response)

Many police forces, not all, have their own dedicated local resources dedicated to tackling economic crime. For Dorset, this is the Dorset Police Economic Crime Unit – <https://youtu.be/eKE7yihdlq0> (link to video of DI Andrew Kennard explaining the unit's role).

- 1.4 Policing has a significantly complex and well-established network to proactively manage fraud and cyber-crime, and therefore the PCC, who continues to support this work, and the victims thereof, has focussed his activity along four main tranches of activity:
- Commissioning and support of policing services;
 - Awareness raising;
 - Scrutiny of policing activity; and
 - National advocacy and campaigning.

2. COMMISSIONING AND SUPPORT OF POLICING SERVICES

- 2.1 While the specific CyberSafe campaign from the PCC's first term of office has now finished, the PCC-funded appointment of a dedicated Cyber Crime Protect and Prevention Officer (Cyber Protect Officer) has seen a number of initiatives introduced to promote cyber-crime awareness and share crime prevention tools and advice.
- 2.2 The Cyber Crime section of the Dorset Police website has been developed to incorporate a number of free resources, provide advice and guidance on how to protect against fraud, phishing attacks and sensible tips for effective and secure password management. The website also signposts to further information on a variety of subjects from a range of sources.
- 2.3 Dorset has a higher than average proportion of older residents, and it is well established that older people are more vulnerable to becoming victims of fraud and cyber-crime. The PCC has therefore, for example, supported the Prama Foundation in funding the purchase of 750 'Scampaks' for distribution to vulnerable older people to raise their awareness of fraud and assist in protecting them against scams.
- 2.4 The Cyber Protect Officer also continues to work with Dorset Community Action to deliver cyber awareness sessions to older members of the community, and to provide fraud and cyber-crime prevention advice to Dorset Police Neighbourhood Policing Teams for further dissemination to potentially at risk groups.
- 2.5 A fundamental goal is to drive up the level of reporting, and to help to dispel the stigma around becoming a victim of fraud or cyber-crime. The engagement events, in particular, allow the Cyber Protect Officer to not only help victims and potential victims recognise there is no shame in being caught out by professional fraudsters, who use ever-increasingly sophisticated and plausible methods to commit offences; but also help build confidence within attendees by providing straightforward advice that be taken to help protect their assets.

- 2.6 Alongside this activity, the regional team also provide a similar service, and have been running a series of online seminars directed at business, focussed around the protection of assets – the details of which can be found [here](#).
- 2.7 Most recently, in November 2020, the PCC – alongside the other PCCs and Chief Constables across the five-Force South West Police Collaboration Programme – formally agreed to support the funding and development of a regional cyber security resilience centre. Businesses in Dorset now have the opportunity to sign up to the new South West Cyber Resilience Centre, to help better protect them against cyber-crime (www.swcrc.co.uk).

3. AWARENESS RAISING

- 3.1 Phishing emails, scam phone calls, and malware are just a few ways people can be targeted online and the threat evolves every day. While prevention and awareness-raising activity is key to reducing the number of people affected by fraud, support for those who fall victim is a key concern for the PCC.
- 3.2 A series of guest blogs on the PCC website have been published to help increase awareness, focusing on topics such as staying safe online, avoiding fraudsters and scammers, the growing threat of romance fraud, and how to avoid Christmas scams.
- 3.3 The Dorset Police Cyber Protect Officer continues to act as the Force's dedicated resource for advice and guidance to communities. The Cyber Protect Officer uses the Cyber Crime Prevention Toolkit as the basis of which to undertake a number of talks and presentations to businesses and community groups across the county throughout the year – often alongside PCC public engagement events. These sessions are widely advertised through the Dorset Alert messaging service, and the Force's and OPCC's social media accounts, which also provide regular and current updates and advice.
- 3.4 Most recently, in November 2020, the PCC hosted a well-attended virtual engagement session that focussed on fraud and cyber security. This session was broadcast live, hosted by senior BBC journalist Laurence Herdman, and is available on the PCC's YouTube channel.

4. SCRUTINY OF POLICE ACTIVITY

- 4.1 In 2017, Dorset Police launched the Banking Protocol, a partnership between the police, finance industry and trading standards. It is a fraud prevention scheme to identify and protect potential fraud victims when they visit a bank or building society, by training bank staff to spot when someone is about to fall victim to a scam and try to prevent them withdrawing cash or transferring money to a fraudster, with an immediate police response to the bank.
- 4.2 The PCC has also signed up as a Scambassador, part of the National Trading Standards Friends Against Scams initiative, and receives cyber-crime and fraud profiles for Dorset which assist in monitoring issues locally and scrutinising the Force response.
- 4.3 The business crime strategy developed by the OPCC identifies fraud as a key focus. Businesses have communicated their frustrations to the PCC and Chief Constable on the increased threat from cyber fraud and inconsistencies of safety messages, so this strategy will see the Force work with business leaders to address these concerns.
- 4.4 The OPCC-led business crime working group is currently leading on the implementation of regular, structured seminars focused around specific topics and issues. It is anticipated that online crimes and fraud will feature significantly within these sessions and provide further opportunities to give tailored crime prevention advice.

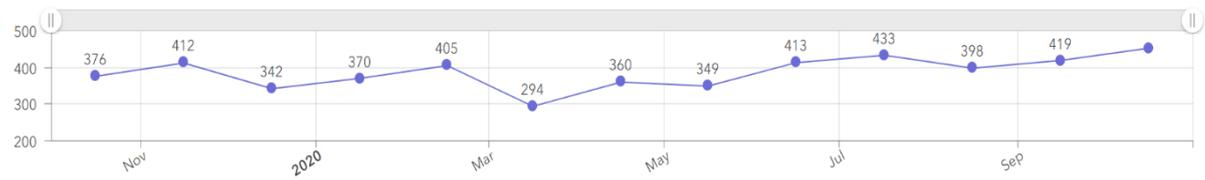
- 4.5 Most recently, in December 2020, the PCC as part of his national portfolio responsibilities for fraud, made representations to the NPCC leads for Cyber and Economic Crime regarding the local visibility and accountability of fraud offences.

Spotlight: The lack of local fraud data as a barrier to effective PCC scrutiny

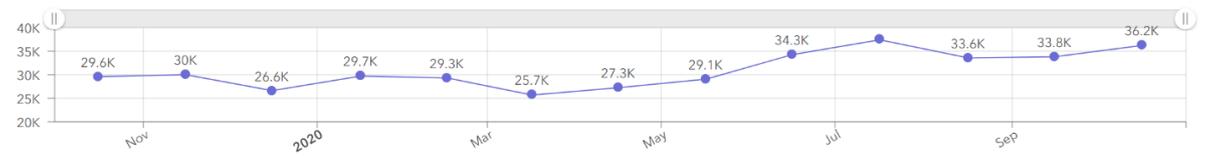
Unlike other notifiable crimes, police forces are required to return data on outcomes resulting from fraud investigations to City of London Police, to aid national reporting to the Home Office. Whilst this centralised process has provided efficiency savings for local Forces, and improved and better standardised recording overall, the downside has been the reduced visibility of local fraud data, making management and scrutiny of local Force performance difficult.

Without regular access to local fraud and cyber-crime data, Chief Constables have been unable to have full understanding about how resources might need to be directed and shifted and PCCs have been unable to effectively scrutinise this area of Force performance.

This position has now been addressed, and the data held by the City of London has been made available to PCCs on a regular basis over the past year, as follows:



The data above are the monthly reporting volumes for fraud and cyber-crime for Dorset, and represent the full extent of data currently available. As stated previously, the data are in line with the national position, which is show below:



5. NATIONAL ADVOCACY AND CAMPAIGNING

- 5.1 In addition to his local work, the PCC continues to work closely with the City of London Police and National Fraud Investigation Bureau (NFIB) to improve the national fraud reporting position, particularly with regard to victim care and support.
- 5.2 The PCC has for some years been concerned about the level of service being delivered by Action Fraud, but has been somewhat hamstrung by the lack of evidence, as described in paragraph 4.5. However, he became [extremely concerned](#) to read reports in the media about Action Fraud, following an undercover investigation by The Times, whose reporters found evidence that their call handlers were trained to mislead victims into thinking their cases would be investigated when they knew most would never be looked at again.
- 5.3 The PCC therefore commissioned an OPCC [survey](#) to gather his own evidence. This survey, conducted in late 2019, and previously reported to the Panel, found that 71% of respondents who contacted Action Fraud were not happy with how their case was dealt with, whilst 45% stated they did not receive a response after contacting the organisation.
- 5.4 The survey results and the emerging undercover reporting, allowed the PCC to use his platform to further highlight this unacceptable position, and began to call for an [overhaul of the current model](#) by which policing tackles fraud, both publicly, and privately to the national police economic crime lead, as previously highlighted to the Panel.

5.5 Most recently, in September 2020, and as a result of the collective advocacy for the improvement of Action Fraud, it was reported that a new supplier would be found to deliver the Action Fraud service, and that the current supplier would be blocked from delivering any further Government contracts. The PCC continues to work with the City of London Police and National Fraud Investigation Bureau to improve this national capability, particularly with regards to victim care.

6. SUMMARY AND RECOMMENDATION

6.1 Fraud and cyber-crime are complex and demanding areas that require constant vigilance, and the PCC will continue to support the many dedicated officers and staff in Dorset Police who work hard to tackle this ever-growing problem. It is clear however that these crime types are more effectively managed at a national scale.

6.2 The above does not represent an exhaustive list of activity undertaken by the PCC, the Chief Constable, and their partners to address these issues. Of particular note, this report has not highlighted activity undertaken by PCC to strengthen local support available to victims of fraud and cyber-crime, for example.

6.3 Whilst local activity has largely been maintained throughout the PCC's second term, with some escalation during the period of the pandemic, a real change has been brought about on the national scale by the changes around Action Fraud, and it is hoped that the changes that will be enabled by the re-letting of this contract will deliver significant improvements in due course.

6.4 Members are asked to note the report.

SIMON BULLOCK
CHIEF EXECUTIVE

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Dorset Police and Crime Panel 10 December 2020 Dorset Police and Crime Panel Work Programme

Report Author: Marc Eyre
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Report Status: Public

Recommendation: That the Panel's Work Programme be agreed.

Reason for Recommendation: To plan the work of the Panel for the year

1. 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. 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. Panel members are therefore invited to review their Work Programme and identify any amendments or additions they wish to make.

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.

2. Financial Implications

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

3. Climate implications

N/A

4. Other Implications

N/A

5. Risk Assessment

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

Current Risk: Low

Residual Risk: Low

6. 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.

7. Appendices

8. Background Papers

None

Footnote:

Issues relating to financial, legal, environmental, economic and equalities implications have been considered and any information relevant to the decision is included within the report.



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

Forward Workplan – As at December 2020

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Agenda Item	Notes	Raised by	PCP Lead	KLOEs	Approach (Agenda or SSR)
14 January 2021 (Informal)					
Informal Budget Briefing	Informal Finance Briefing for all PCP members prior to Precept.	Standing	M Short M Eyre	To conduct an Informal Briefing from the Dorset OPCC in order to enable: <ul style="list-style-type: none"> • Knowledgeable scrutiny of the proposed 21/22 Dorset Police Precept. • An informed decision as to accept, reject or veto the proposed Precept. 	Agenda

Agenda Item	Notes	Raised by	PCP Lead	KLOEs	Approach (Agenda or SSR)
4 February 21 – Formal (Q3)					
Precept Meeting <u>Morning Session</u> Budget Precept <u>Afternoon Session</u> Police and Crime Plan Monitoring Report	AM: To receive and consider the OPCC's proposed budget requirement and to independently scrutinise its appropriateness. PM: To receive an update of progress against the Police and Crime Plan Q3 2019/20	Standing	M Short M Eyre B Gorringe Pillar Leads	Review and decide on proposed Precept. PCC Monitoring Report	Agenda
VFM of the Uplift in additional Officers in	To confirm the PCC's stance on the uplift of Police Officers and how this is linked to the future of Response &	Dec 19 training session & PCP	Panel	PCC view on the uplift of police numbers and how these have been deployed in order to meet the Dorset Police Demand Model and public expectations.	Agenda

Agenda Item	Notes	Raised by	PCP Lead	KLOEs	Approach (Agenda or SSR)
the 2021 year.	Neighbourhood Policing.	Feb 20 Meeting			
18 March 21 - Informal					
Review of the Police and Crime Panel	Opportunity for the outgoing PCC to share views on the effectiveness of the PCP	PCP MT	M Short		
16 June 21 - Informal					
Meeting the new PCC 2021	Agenda to be driven by Manifesto (what, how and when).	Feb 20 PCP	M Short B Dove M Eyre	<p><i>Agenda to be produced for:</i></p> <ul style="list-style-type: none"> • <i>Chair/PCC Meet.</i> • <i>PCP/PCC Meet.</i> <p><i>To include:</i></p> <p>The plan for transferring manifesto pledges to the new Police and Crime Plan. PCP suggestions.</p> <p>The plan for building local/national alliances.</p>	Agenda

Agenda Item	Notes	Raised by	PCP Lead	KLOEs	Approach (Agenda or SSR)
				Budget development priorities. Confirmation hearings process. Oversight of complaints – process & function.	
7 July 21 – Formal (Q4)					
To review the new PCC's plans in his/her first months of appointment	To review the new PCC's immediate action plans in his/her first months of appointment (100-day plan?). Confirm timeline for new Police and Crime Plan.	Statutory Duty	Panel	To test the Manifesto pledges against future policy & plans (ie Police and Crime Plan)	Agenda
Anti-Social Behaviour	Focus on how the new PCC intends to drive down the current level of ASB.	Dec 19 training session	Panel	Verbal Update from the new PCC based on the manifesto pledge.	Agenda
Road Safety (Killed and Seriously)	To focus on both the PCC response and how the PCC holds partners to account	Dec 19 training session	Pillar Lead	KLOE to be determined by pillar lead but to include: <ul style="list-style-type: none"> • Drug Driving. • Elderly drivers. 	Agenda

Agenda Item	Notes	Raised by	PCP Lead	KLOEs	Approach (Agenda or SSR)
Injured on the Roads)					
23 September 21 – Formal (Q1)					
PCC working with Schools.	Reviewing crime education in schools and in relation to Youth Offending.	Dec 19 training session and previous PCP Scrutiny.	Pillar Leads	Requires nominated PCP lead and KLOE to identify/review impacts of LA partner changes to approach based on PCP Youth Offending scrutiny in FY19/20. To include Pan MASH update. PCC's input to education, support work & mental health.	Agenda
Innovation Fund Review	To review utilisation of the PCC/Ch Con Innovation Fund	Jun 20 Q4 Meeting	Panel	To receive a written update on expenditure utilising this fund over the last FY. To include transition of effects from the "fund" to the main budget.	Agenda
Hate Crime	To review OPCC direction and scrutiny on how the Police prevent, detect/resolve Hate Crime and keep people safe.	Dec 19 training session	Pillar Lead	Written update from OPCC.	Agenda

Agenda Item	Notes	Raised by	PCP Lead	KLOEs	Approach (Agenda or SSR)
Stop and Search	To receive academics report	Sep 20 formal meeting	Tbc	Tbc	Agenda
9 December 2021 – Formal Q2					
Domestic Abuse	Specifically targeted on LGBT / Male victims	Dec 19 training session	Pillar Lead	KLOE required	SSR
Complaints process	To review the impact of the legislation changes enabling PCCs to manage and resolve the Police complaints process.	Feb 20 PCP	Pillar Lead (I McVie)	KLOE for Dec 2020	SSR
Rural Crime	To review OPCC direction and scrutiny on how the Police prevent, detect/resolve Rural Crime and keep people safe.	Dec 19 training session	M Short + Pillar Lead	Written update from OPCC.	Agenda

Agenda Item	Notes	Raised by	PCP Lead	KLOEs	Approach (Agenda or SSR)
January 2022 - Informal					
Informal budget briefing	Informal Finance Briefing for all	Standing	M Short Panel	Note: usually the budget setting will be conducted by the outgoing PCC prior to the election of the new PCC.	Informal
3 February 2022 - Formal					
Precept	Formal review of Dorset PCC Precept.	Standing	M Short Panel	Note: usually the budget setting will be conducted by the outgoing PCC prior to the election of the new PCC.	Agenda
Tbc					
To Review Police and Crime Plan	The important link back to manifesto pledges and execution, along with the early in office plan (ie PCC's 100-day plan).	Statutory Duty	Panel M Eyre	To include consultation of PCP members and final publication of the Police and Crime Plan.	Agenda

Agenda Item	Notes	Raised by	PCP Lead	KLOEs	Approach (Agenda or SSR)

Dorset Police and Crime Panel Dates for 2021/22

Wednesday 7 July 2021

Thursday 23 September 2021

Thursday 9 December 2021

Thursday 3 February 2022

Thursday 17 February 2022 (Provisional)