



## **Police and Crime Panel – March 15, 2016**

### **Update from the PCC on the Safer, Fairer, United Communities for Staffordshire 2013-18: Focus Priority: Public Confidence**

Report of the Police & Crime Commissioner

#### **1. Purpose of Report**

- 1.1 The purpose of this report is to update the Police and Crime Panel on progress with regard to the development and implementation of the Police and Crime Commissioner's Public Confidence priority in Staffordshire.

#### **2. Recommendation**

- 2.1 For the Panel to note the position of the Public Confidence work being undertaken by the Office of the Police and Crime Commissioner for Staffordshire (OPCC).

#### **3. Introduction**

- 3.1 The "Safer, Fairer, United Communities" Strategy set out public confidence as one of the four key priorities that the Police and Crime Commissioner (PCC) would deliver against. Key areas include public engagement, other areas of work to ensure policing is more transparent and accountable to local people and ongoing work with police to continue to improve performance in the handling of 101 and 999 calls.

#### **4. Public Engagement**

- 4.1 The PCC has now met, engaged and talked with over 20,000 people across Staffordshire and Stoke-on-Trent. This ranges from small community meetings to larger events including the Nagar Kirtan celebration/procession in Stoke-on-Trent in May 2015. Other large events attended by the Police and Crime Commissioner in the last 12 months included a South Staffordshire Parish Summit in October 2015 attended by 50 people, the "Tamworth Listens" event attended by more than 100 people in November 2015 and the Entrust Anti-Bullying event in November 2015 which 250 young people attended.
- 4.2 Weekly "Let's Talk" sessions are held across the County and the City. These events provide the opportunity for people to talk directly to their PCC and are

essential to keep the public up-to-date with the work of the PCC whilst allowing the PCC to hear people's views about crime and policing in their area. In addition to face-to-face engagement, social media is used continuously and has a combined following of more than 5,900 people on the corporate accounts. Additionally, email marketing now has had 6,379 people sign up to receive updates.

- 4.3 In December 2015, a Modern Day Slavery conference was staged at the Staffordshire County Showground, Stafford, to highlight the crime, its impact and to raise awareness. More than 500 people attended the event, which was aimed at professionals and local businesses from across Staffordshire. Staffordshire's Police and Crime Commissioner and Staffordshire Police held the conference, which was the first of its kind. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery. Victims can be men, women and children but it is most common amongst the vulnerable, and within minority or socially excluded groups. The Deputy Police and Crime Commissioner Sue Arnold led on the conference on behalf of the Commissioner. OPCC social media messaging and media press releases were also used to highlight the conference and the crime to raise awareness. The OPCC website also highlighted the conference.
- 4.4 OPCC staff also attended the Co-operative Working Event on February 10, 2016, in Stoke-on-Trent where engagement with partners took place and issues including Modern Slavery and Domestic Abuse in the workplace support were highlighted. OPCC Chief of Staff also attended and signed a Memorandum of Understanding on Co-operative Working. OPCC staff spoke to around 200 people and distributed 300 leaflets on areas including the Commissioner's update, supporting domestic abuse victims at work, Business Crime Matters, volunteering and the Kash Dash App.
- 4.5 The PCC has also engaged with young people throughout the last 12 months including at events as part of the reinvigorated Space programme, re-launched in 2015 by the OPCC. The Space programme in 2015 was aimed at increasing skills, improving health and wellbeing, as well as creating opportunities for young people to take part in positive activities. It saw 13,388 attendances by young people across Staffordshire at 586 activities. Space events, which were led by local councils and other organisations rather than the police, took place between July 20 and September 4 across Staffordshire. They included dance, music and other activities such as a basketball tournament in Stoke, attended by more than 40 young people.
- 4.6 In other engagement with young people, the Commissioner has spoken at a Youth Advisory Council meeting in Biddulph in March 2015 and in November 2015 the Commissioner listened to young people speak about their concerns at two events held during Anti-Bullying Week. Further work is also underway to explore successful ways to engage further with young people to get their views on crime, criminal justice and safety in Staffordshire. Throughout 2015, the Police and Crime Commissioner has also engaged with young people through the People Power Fund supporting activities in communities across Staffordshire. As part of his commitment to local communities, the

Commissioner is providing £500,000 in 2015/16 through the People Power Fund in the form of grants of between £100 and £3,000. The fund is supporting locally-driven community safety activities throughout Staffordshire and Stoke-on-Trent.

Examples of People Power Funding engaging with young people in the last 12 months includes those detailed below:

[www.staffordshire-pcc.gov.uk/2015/05/touch-of-life/](http://www.staffordshire-pcc.gov.uk/2015/05/touch-of-life/)  
[www.staffordshire-pcc.gov.uk/2015/07/ayudante/](http://www.staffordshire-pcc.gov.uk/2015/07/ayudante/)

More information about the People Power Fund can be found at [www.staffordshire-pcc.gov.uk/people-power-fund/](http://www.staffordshire-pcc.gov.uk/people-power-fund/)

- 4.7 Another successful way of engaging with young people has been the Police Cadet units set-up across the County and City. The Cadet scheme was launched by Staffordshire's PCC to strengthen links between the police and young people and promote good citizenship. Cadets work towards nationally recognised qualifications in team-working, citizenship and personal skills following a detailed programme that covers every aspect of policing and how they support the police in keeping our communities safe and reassured. Businesses are also invited to become Patrons or Sponsors to help fund uniforms and equipment for the Cadets. In return for becoming a Patron, businesses' contributions are recognised through publicity, a framed certificate and other opportunities. There are cadet units in Stafford, Cannock, Longton, Burslem, Tamworth and Codsall with more being established in 2016.

More information on the Police Cadets can be found at [www.staffordshire-pcc.gov.uk/police-cadets/](http://www.staffordshire-pcc.gov.uk/police-cadets/) .

- 4.8 The Staffordshire Smart Alert App, when it launches in 2016 after the test phase, also aims to encourage greater engagement with the public and Staffordshire Police. "Staffordshire Smart Alert" has been developed and driven by the OPCC over the last 12 months and has included work with and support from members of Neighbourhood Watch groups. The App will provide localised, up-to-date crime and community safety alerts to people in Staffordshire.

Information will be provided and highlighted to the public when the App launches. More information about Staffordshire Smart Alert is below:

- Staffordshire Smart Alert is part of Police and Crime Commissioner Matthew Ellis' vision to reinvigorate Neighbourhood Watch with his aspiration to get more than 100,000 people involved in the group and increase engagement with businesses and communities.
- The introduction of Staffordshire Smart Alert will allow people and businesses to choose to receive timely, targeted community safety information about things that matter most to them, when and where they

want it. Smart Alert will also support the development and growth of Neighbourhood Watch (NW) and people will be able to find established groups in their local area or start a new NW group.

- Staffordshire Smart Alert technology is a fundamental and positive development, aiming to help Staffordshire Police engage with new audiences, including young people as well as those they currently communicate with regularly.

4.9 The OPCC website is updated regularly along with the OPCC Facebook, Twitter, Instagram and YouTube channels. The work of the PCC also continues to be covered widely in local and regional media across Staffordshire and Stoke-on-Trent. Kash Dash, a smartphone/tablet “app” developed by the OPCC to help keep children and young people safe online, is still available and has had over 7,526 downloads and prompted over 12,000 clicks to websites which give online safety advice.

## **5. Public Confidence and Reassurance**

5.1 Mobile data devices are being rolled out to officers across Staffordshire to increase visibility in communities. All Police Officers and PCSOs also have Body Worn Video cameras. Both of these measures are ways that the OPCC is working towards improving confidence in policing in the county.

More than 1,400 officers and PCSOs are using new smartphone and tablet devices following a decision by the Police and Crime Commissioner to accelerate the roll-out of the technology, which started in April 2015. Officers are able to perform far more activities away from police buildings through a range of apps which are tailored to their role.

### **The mobile data devices have allowed officers to:**

- By the end of November 2015, more than 5,000 electronic witness statements had been taken on the mobile devices – replacing the bureaucratic paper-based system.
- Success stories include an officer carrying out a vehicle check and issuing a fixed penalty notice in three minutes when it would previously have taken 30 and a detective who was able to send live video from an arson investigation scene to get a second opinion from his supervisor.
- Each device has access to seven key processes such as taking electronic witness statements, stop and search forms, missing people reports and crime scene management. It will also allow officers to share information – such as domestic abuse risk assessments – directly with other agencies at the touch of a button. At least 30 processes are on their way, meaning officers can spend more time doing the job and less on red tape.

## **6. Transparency**

- 6.1 The Ethics, Transparency and Audit Panel (ETAP) is now firmly established as a public scrutiny body, which has helped to identify a number of recommendations to improve policing across Staffordshire. The panel continues to review and scrutinise right across policing and have been recognised both internally and externally as a significant step in driving forward the pledge for Staffordshire to be the most transparent force in the country.
- 6.2 Recent reports from ETAP have reviewed the level of care offered in custody and detention, as well as scrutiny of expenses from the OPCC and the police. They have monitored the Medium Term Financial Strategy and the decision-making processes that sit behind it. Reviews are all published on the OPCC website and full ETAP meetings are open to the public. The work of ETAP can be found at: [www.staffordshire-pcc.gov.uk/eta/](http://www.staffordshire-pcc.gov.uk/eta/) . ETAP reports are also highlighted to the media and newspapers have reported on the panel's work.
- 6.3 The establishment of Safer Neighbourhood Panels in local policing areas across Staffordshire and Stoke-on-Trent have further enhanced the level of engagement with communities as well as providing a very local approach to holding the police to account. Ten panels have already been established and are now starting to develop work-plans which include scrutiny of stop and search, PCSO utilisation and the approach to hate crime. Work will develop further to reviewing the aspects of restorative justice e.g. – community resolutions where offenders of lower level offences can be dealt with outside the court process, following consultation with the victim.
- 6.4 A dashboard that allows the Staffordshire public to view and compare policing performance across districts and boroughs is being developed to allow further transparency. The system allows users to look at information across a number of areas, including crime levels, the use of police powers and the levels of police visibility in local areas. The public will be notified when the dashboard is available.

## **7. Customer and Contact**

- 7.1 Customer service and contact is a key area in being able to build confidence and reassurance in policing. Concerns raised previously, and commented on earlier public meetings by the Police and Crime Panel, on the time taken by Staffordshire Police to answer 999 and 101 calls within target periods are being addressed robustly by the Police and Crime Commissioner and his office. The performance of the service is being monitored by the OPCC through regular meetings with senior officers and police staff. The Commissioner also held the Chief Constable to account on service levels for 999 and 101 calls in November 2015 in the public hearing on Staffordshire Police's performance.
- 7.2 The assistance and advice provided as well as continuing governance and oversight through the OPCC has resulted in continued levels of improved service. Concerns previously raised in relation to Contact Services' performance on call handling rates have continued to be addressed by the

Head of Contact Services and the operational team, which has been supported and monitored by the OPCC. The 101 service has, up to the start of February 2016, seen a five-month consecutive reduction in average time taken to answer calls, increasing the achieved Service Level rate and generating significant reduction in the call abandonment rate. The 999 service is also seeing similar improvements where the achieved service level is increasing and the delays in answering calls rate is reducing. Improvements in both of these key areas will further support the ability to build and increase confidence and reassurance in policing in Staffordshire. Improvements in service levels on 101 and 999 have taken place despite some telephone network challenges in December 2015 and January 2016 which caused some service disruption. These challenges will be addressed as part of planned improvements in IT. However, the oversight and governance will continue until the Commissioner is satisfied the service level for 101 and 999 is acceptable.

- 7.3 Staffing levels in the control room have increased in recent months and a new Head of Contact Services was appointed in December 2015, with a representative of the OPCC on the appointment panel. The Police and Crime Panel will receive further updates at their next public meeting in 2016.

## **8. Supporting Vulnerability**

- 8.1 Within the Safer, Fairer, United Communities Strategy, the Commissioner committed to building greater reassurance amongst those people in Staffordshire that feel vulnerable at certain times, with a particular reference to victims of crime. A significant amount of work has taken place in this area.

- The new Staffordshire Victim Gateway, which supports victims and witnesses in Staffordshire and Stoke-on-Trent, was launched by the Police and Crime Commissioner at the start of September 2015. A Citizens Advice Bureau (CAB) consortium led by Staffordshire North and Stoke-on-Trent CAB won a three-and-half-year contract from the OPCC in Staffordshire to develop the Gateway which offers free advice and support to victims, witnesses and their families. In its first three months 11,900 people have been offered support. More information is available at [www.staffsvictimsgateway.org.uk](http://www.staffsvictimsgateway.org.uk) or by ringing 0330 0881 339.
- In January 2015, the OPCC in Staffordshire also launched a new programme that throws a lifeline to workers who are in abusive relationships. The Police and Crime Commissioner is funding specialist training which will be delivered by Staffordshire's Women's Aid. Not only will this be a reflection of good management practice but also corporate social responsibility. Businesses across Staffordshire and Stoke-on-Trent can sign up for this training at [www.staffordshire-pcc.gov.uk/domestic-abuse/](http://www.staffordshire-pcc.gov.uk/domestic-abuse/).

- 7.2 The PCC continues to work with lead officers from the Multi Agency Safeguarding Hub to further extend its current capabilities in helping to determine risk and relevant next steps to help vulnerable people, in

partnership with other agencies. The PCC funded CSE co-ordinator continues to harness the collective work of partners concerning strategic plans, education and work-force development to better address the sexual exploitation of children (CSE). Staffordshire Police and the OPCC are also involved, or leading, numerous other initiatives with partners that support this agenda including Safer Neighbourhood Panels, trialling early intervention and prevention techniques / projects and cooperative working in Stoke-on-Trent.

**Matthew Ellis**  
**Police and Crime Commissioner for Staffordshire**

Contact Officer: Karl Mansfield  
Telephone: Communications and Engagement Manager  
Email: [karl.mansfield@staffordshire.pcc.pnn.gov.uk](mailto:karl.mansfield@staffordshire.pcc.pnn.gov.uk)