

Police and Crime Board, 1st December 2017 13:00 – 17:00

Venue: OPCC Meeting Room

Attendees:

- **PCC**
- **Chief Constable**
- **Deputy Chief Constable**
- **Constabulary CFO**
- **Director of People and Organisation Development**
- **OPCC CEO**
- **OPCC CFO**
- **OPCC Head of Commissioning and Partnerships**
- **OPCC Strategic Planning and Performance Officer**

To support the carrying out of the PCC's statutory functions including overseeing delivery of the Police and Crime Plan, being the forum for formal decision making by the PCC and otherwise allowing for the PCC to scrutinise the work, performance, key projects and budget of the Constabulary and other partners.

AGENDA

1. Apologies

- **Mark Milton**

2. Minutes and Actions

3. Finance – Draft MTFP

4. Performance against Police and Crime Plan (Focus on Strategic Priority 1 – Protect the Most Vulnerable from Harm

- a. Assurance Report (specific assurance on the voice of the victim and integrated victim care)
- b. Performance Overview

5. Decisions (to be signed at the meeting)

- 2017/019 – Local Police & Crime Plan (North Somerset)
- 2017/025 – Custody and Courts Referral Service

6. Chief Constable's Update (any risks or issues that the Chief Constable wishes to raise)

7. Key Organisational Risks and Issues

8. Major Projects

- a. Programme Highlight Report
- b. Service Design and Development

- c. Digital
- d. Infrastructure
- e. Verbal Updates

9. A.O.B

- MFSS (discussion ahead of the Oversight Board on 7th December 2017)

10. Publication (agree any items for publication other than the Minutes and Decision Notices)

Date of the Next Meeting: 31st January 2017, 13:00 – 17:00

DRAFT Minutes of the Police and Crime Board, 1st December 2017

Attendees:

Sue Mountstevens, Police and Crime Commissioner
Andy Marsh, Chief Constable
Sarah Crew, Deputy Chief Constable
Julian Kern, OCC CFO
John Smith, OPCC CEO
Mark Simmonds, OPCC CFO
Marc Hole, OPCC Head of Commissioning and Partnerships
Karin Takel, OPCC Strategic Planning and Performance Officer
Alaina Davies, OPCC Resources Officer

1. Apologies

Mark Milton, Director of People and Organisational Development

2. Minutes and Action Update

The funding settlement announcement is due on 12th December 2017 and the PCC is concerned that current services cannot be protected with the scales of savings thought to be required over the next four years.

The Board agreed the minutes from the last Police and Crime Board on 30th October 2017 and discussed updates on the actions:

- Update on the Force Participation Strategy – The Force Participation Strategy was approved by the Constabulary Management Board (CMB) in April 2017. The supporting Delivery Plan and governance structure was approved by CMB in July 2017. Improvements being made were highlighted in the report.
- Ridealong Scheme – this scheme can start being promoted again now.
- Officer Visibility Map Public Portal Launch – progress is being made. There are some technical issues being worked. Need to ensure that this public facing portal works correctly when launched.
- Regional Organised Crime Unit (ROCU) – clarity regarding funding going forward was sought.
- HMIC Custody Inspection Action Plan – an update was given on the actions in response to HMIC finding from the Custody Inspections. Discussion regarding the scale of the Appropriate Adult Service provided in Avon and Somerset and whether this should be available overnight – Vulnerable people and Children should not be detained overnight so the Constabulary are taking a risk based approach to this recommendation. The funding and responsibility for the Appropriate Adults Service was discussed – there has been no clear direction regarding which organisation should be responsible for providing this service although recently the government have suggested that responsibility would best sit with Local Authorities (the PCC commissions this service in Avon and Somerset and jointly funds it).

3. Finance – Draft Medium Term Financial Plan (MTFP)

The draft MTFP now assumes a 2% pay increase year on year across the 4 years which has negatively affected the deficit as no additional funding is being provided for the additional 1% - this prudent approach is preferred. The draft MTFP assumes that the main policing grant will continue to decline, that the pay award will be a 2% increase year on year and increases to the council tax precept of 1.99% year on year.

The PCC will publicly highlight the total savings figure of £11m required for 2018/19 although it is recognised that some of the savings have been identified (but not yet delivered). The PCC wants to make it clear to the public what the total gap is.

The reasons for the projected underspend this year were discussed – this is largely due to vacancy management which the Constabulary are looking to address (not recruited to establishment – the number of people leaving the organisation has been difficult to predict).

Government scrutiny of the use of reserves was discussed and the suggestion that forces should use reserves to fund things like the additional 1% on the pay increase. The OPCC CFO is concerned that reserves should be used to manage the risk of not making the required savings and also to fund transformation. Some use of reserves maybe required in 2018/19 due to the timescales of delivering savings (may not be able to deliver a full year of savings).

The Constabulary are looking to develop new savings plans and will consult the PCC early on in the process and report back in January 2018.

Consequences of the funding situation are highlighted in the Tipping Point Report and communication with the public will need to be ongoing regarding the service that can be provided with the savings required.

The PFI Reserve was discussed. This reserve was set up to smooth the flow in the accounting reports over 25 years which is the correct action from an accounting point of view and agreed by the external auditors as correct. This could be shown more clearly in the accounts to avoid confusion.

The OPCC CFO again highlighted concerns regarding capital funding which the government do not provide funding for. Borrowing levels were discussed - currently £43m of debt with another £20m planned to fund the capital programme which will take the borrowing up to prudential limits.

4. Performance against the Police and Crime Plan

A presentation was given on the new My Work Application in Qlik Sense for all officers to use. This was released a week ago and gives officers the ability to manage their own key issues. This is personalised to each officer and some of the benefits provided are:

- Help with case management.
- Data Quality Issues – identifies data quality issues the officer needs to address and provides the action required to rectify the issues. It is hoped that this will help to address issues raised by Internal Auditors regarding data quality.
- Key information on what is happening in the geographical area they work across.
- Suspect management – aids better suspect management and identifies other cases the suspect links to.
- App links to Niche.

a) Assurance Report (Focus on Strategic Priority 1 – Protect the Most Vulnerable from Harm)

The PCC is concerned that she still hears from victims who have not been referred or had an opportunity to give a personal statement. This issue needs to be part of the file quality review – the file should state if the victims has been referred, if the victim does not wish to engage then this must be recorded and also the reasons why.

There are many cases that do not progress as the victim withdraws; what are the reasons for this? The vast majority of cases where this happens are Domestic Abuse or it can be due to communication regarding the moving of trial dates – it is hoped that the new CJ Transformation SRO could help with this communication/ process issue. The Head of Business Improvement will look into a predictive analytics tool.

The PCC is concerned regarding VCOP compliance regarding 28 day victim contact and has requested an update to the Police and Crime Board in March 2018 to access if the My Work Application is helping. The Officer needs to agree how often victim wants contact (ensuring this is recorded) and manage expectations. It was recognised that in some cases victims had been updated but this had just not been recorded on the system correctly.

It was confirmed that those eligible for the Lighthouse service but not being captured is due to no crime type being recorded or appropriate tags not being added which means Lighthouse are unable to pick these up – action was agreed at CMB to deal with this issue and progress will be reported back to the Police and Crime Board in March 2018.

Best practice for measuring outcomes was discussed and whether Lighthouse should liaise with other victim services for learning. The survey Lighthouse currently use to measure outcomes is a general survey which asks about the service as a whole rather than focus on the Lighthouse element of it specifically which makes measuring outcomes more difficult.

The recommissioning of victim services was discussed (Lighthouse is not in scope for this). The OPCC should work with Lighthouse to identify any gaps in onward support and any possible solutions.

Multi-Agency Support Hubs (MASH) across the force area were discussed and the lack of consistency of approach to these (led by Local Authorities).

b) Performance Overview

The latest HMIC Effectiveness inspection was discussed.

Positive Outcomes (Quest work) were discussed. Making better use of community resolutions. The right interventions are needed to make the process meaningful. In some cases this is already happening just not being recorded. It is important to equip officers and give them the confidence to consider properly all out of court disposal options. The Constabulary has the full support of the OPCC in this work.

The PCC recently had a good meeting with the Head of Road Safety and the OPCC suggested some additional performance measures.

The PCC is increasingly concerned regarding the number of motorway collisions within the force area and whether this is going to get worse with the increasing number of houses being built. The PCC asked the Constabulary to liaise with other agencies and use information held on times of day there are accidents.

5. Decisions

Please note that Decision Notices are published on the PCC website on the Decisions page under the Openness section.

None

6. Chief Constable's Update

The Chief Constable raised the follow areas for discussion:

- MFSS – the ongoing programme of work and contingency planning.
- Regional – collaboration discussions. Avon and Somerset are keen on collaboration.
- Analytics Project – need to put effort into making this a success.

7. Key Organisational Risks and Issues

Current issues were highlighted.

8. Major Projects

a) Programme Highlight Report

The options for the new East Somerset area hub were discussed. The Constabulary confirmed that co-location with Fire was looked at but was unsuitable in this instance. The PCC asked how proposals are compared with costs of other similar previous projects across the force. Important to

ensure clear lines of communications with the council to ensure continued good relationship as this is important.

The OPCC CFO thanked the constabulary team for their hard work on the data migration – this was a huge and complex piece of work.

MFSS timeline discussion. Need to work with the other partners and supplier to ensure this can be delivered on time but the Constabulary assured the PCC that contingencies are being looked at.

b) Service Design and Development

This will be discussed in detail at the extraordinary Police and Crime Board on 4th December 2017.

c) Digital

Mobile – complex piece of work. Going well with over 1,000 issued and WiFi working. Look forward to the OPCC moving from scrutiny of delivery to scrutiny of outcomes – expect to see a good benefits tracking process.

Reveal integration delayed awaiting the Niche upgrade early in 2018.

National Digital Programme was discussed. Airwave replacement is a concern – positive that the Constabulary has focused on mobile technology.

d) Infrastructure

Southmead – a longer term co-location with Avon Fire and Rescue was considered however the property is too small. The Chief Constable and PCC visited a proposed location in Southmead this week and a decision will be made between this Police and Crime Board and the next. Communications to be considered.

9. A.O.B

None

10. Publication

The following items were agreed for publication:

- 30th October 2017 Police and Crime Board Agenda
- 30th October 2017 Police and Crime Board Minutes
- Q2 Financial Performance Report
- OPCC 2018/19 Budget and 2017/18 Outlook
- Treasury Management 2017/18 Mid-Year Report

Actions List:

See Exempt Actions List

Date of the Next Meeting: 31st January 2017