

Police and Crime Panel – 29 January 2018

Safer, Fairer, United Communities Strategy Update Report

Report of the Police & Crime Commissioner

1. Purpose of Report

This report is to update the Police and Crime Panel on the delivery of Safer, Fairer, United Communities Strategy for Staffordshire (the strategy).

2. Recommendation

That the Panel note the update on the delivery of the strategy and make comment as appropriate.

3. Background

In May 2017, the Police and Crime Commissioner (PCC) published an updated Safer, Fairer, United Communities strategy for 2017 – 2020. The strategy is about taking the next steps to make a real and sustained difference to tackling crime and anti-social behaviour and improving community safety across Staffordshire and Stoke-on-Trent, taking account of and reflecting on the changes that have occurred since the current PCC came into office in November 2012.

Policing and community safety face different challenges now to those that existed only five years ago. These are more complex and require different, more sophisticated responses. The environment has also changed. Public sector organisations have less money and have redesigned services to manage with less, whilst aiming to maintain good outcomes. There have been improvements in what gets delivered in some areas e.g. more victims of crime are now supported and supported better. Also, crime has been rising locally and nationally; technology is providing greater opportunities; and priorities have changed across the sector e.g. terrorism, cyber, vulnerability and early intervention.

The PCC is concerned that with the challenges and changed environment faced, the drive towards working collaboratively that he has championed will be increasingly difficult to maintain. There is a risk that organisations under pressure retreat into delivering only what has to be delivered statutorily. The strategy reflects the need to get ahead of those difficult issues that policing and community safety face, take a grip of the opportunities that exist in delivery and work more collaboratively, not less.

The PCC has established five key priorities in his updated strategy, one more than in the original 2013 version. Those priorities are: -

- Modern Policing: A police force that is fit for a changing future
- Early Intervention: Identifying and tackling root cause issues at the earliest

opportunity

- Supporting Victims and Witnesses: Making it easier for victims and witnesses to get the support they need, when they need it
- Managing Offenders: Preventing offending in the first place and reducing reoffending
- Public Confidence: Creating opportunities for communities to shape policing, with greater transparency and openness to increase confidence in policing

Alongside local authorities and other key partners, there is significant work being undertaken to improve the delivery of public services, support continuous improvement and public safety, and ensure funding supports more efficient and effective service delivery. The 'whole system' approach to making people and places safer continues to support the on-going achievement of the PCC's ambition for a safer Staffordshire.

The arrival of the new Chief Constable has seen swift and considerable progress in developing a new Blueprint for Change and a Policing Plan based on the five priorities within the Safer, Fairer, United Communities Strategy. A revised performance framework has been introduced to enable the PCC to hold the Chief Constable and the force to account in delivering the Policing Plan and meeting the strategy's priorities.

4. Progress to Date

A progress update for each of work programme is detailed below;

4.1 Early Intervention Priority - tackling root causes before they become a problem

> Adverse Childhood Experiences (ACE's)

Lancashire Foundation Healthcare Trust (national leaders in the field of ACE's development) has started working with three local organisations to adopt the practice of asking about ACEs during internal assessments of victims and perpetrators. All staff will receive comprehensive ACE's training and the practice will start to be adopted in January 2018.

Over 200 professionals from a wide range of organisations have attended multi-agency training on ACE's, Attachment and Emotion Coaching. There are a further eight sessions planned over the next two months.

The evaluation by the Centre for Health and Development (CHAD), funded by the PCC, has commenced and ethics approval has been gained.

> Child Sexual Exploitation Co-ordinator

The PCC has agreed to fund this role for a further 12 months (until March 2019) due to its continued success and delivery of outcomes. This role will ensure that the CSE Strategic Action Plan will continue to gather momentum and will enable successful implementation of the Staffordshire CSE Strategy. The CSE Strategy aims to prevent, identify and tackle CSE and progress is overseen by the two Local Safeguarding Children's Boards.

> **CSE and Missing Children Services**

Following a successful tender exercise, Catch 22 (a specialist charity who work across a national footprint) commenced delivery of the CSE service for victims and potential victims of CSE and children who go missing on 1 September 2017.

The OPCC and the other two commissioning stakeholders (Stoke-on-Trent City Council and Staffordshire County Council) are working with Catch 22 and all partners to ensure the service is being implemented effectively.

Catch 22 are now fully embedded into local partnerships and have established a base at one of the Children's Centres in the North of the County. They are currently working to gather and analyse all performance data against agreed targets so that further improvements can be identified and, where necessary, recommendations agreed.

> **CSE Communications Campaign**

The OPCC has been continuing to work with all partners to develop and implement a CSE campaign in Staffordshire schools. The campaign is being developed with eight pilot schools and includes the production of a video, storyboard and classroom discussion pack. Although there has been a short delay in agreeing the style and quality of the video, we are confident that this will be delivered in the next school term.

> **Personal, Social, Health and Economic (PSHE) Education**

The PCC will provide funding to support the recruitment and appointment of a PSHE co-ordinator in Staffordshire.

It is intended that a time-limited piece of work is undertaken with schools to ascertain if this support is required and, if it is, what this might look like. The PCC has also secured some funding to purchase/develop quality assured resources to use in schools in the future.

The OPCC have been having similar discussions with Stoke-on-Trent City Council and it seems that they have already established that there is a need for this type of support within Stoke schools. Negotiations will now take place to establish how the PCC can work with the City Council to implement this work.

One of the major challenges in taking this work forward is gaining the cooperation of some local authorities and some schools; given the need to build momentum, it is likely that work will firstly progress with those that are willing, with funding also following to those willing participants.

The PCC has also supported the introduction of a nationally recognised education resource (Values versus Violence) in schools across Staffordshire and Stoke-on-Trent. This resource is delivered by teachers and raises awareness among children and young people and provides them with some of the necessary skills to keep them safe from the dangers of abuse, sexual exploitation and radicalisation, for example. Over 2,200 children in 24 primary schools across Stoke-on-Trent and Staffordshire have been provided with Values versus Violence booklets.

> **Princes Trust**

The PCC has agreed to fund the Princes Trust programme to vulnerable young people across Stoke-on-Trent and Staffordshire for a further two years until September 2019. The project aims to engage young people at risk of offending, those involved in risky behaviour and victims of crime in order to improve their health and wellbeing, lifestyles, confidence and employment prospects.

From March 2015 to September 2017, the Princes Trust has supported 455 young people. Over 70% of these young people individuals achieved a positive outcome or progression with education and training being the most common outcome.

The Princes Trust centre in Hanley recently benefited from a visit by Prince Charles where the work of the Trust, including the project above, was showcased.

> **Youth Offending Service (YOS) Prevention and Early Intervention services**

The PCC currently directly invests a substantial amount of funding to deliver Prevention and Early Intervention services in Staffordshire and Stoke-on-Trent Youth Offending Services. Those services also receive police funding and support through the financial support provided by the PCC to the Chief Constable.

The OPCC, working with both Youth Offending Teams, are undertaking a review of the current service to make recommendations for potential future delivery models. Following a procurement process, Cordis Bright Ltd have been appointed to undertake this review. An initial meeting has been held with the lead officer from Cordis Bright Ltd to establish the work plan including timescales. Desktop research has been completed and consultation will be undertaken with the Youth Offending Service teams and wider stakeholders in December 2017 and January 2018 to establish and analyse their views. A final scoping report, with clear recommendations for the future will be presented to the Youth Offending Service Boards and the PCC Offender Management Board in March 2018.

> **Female Genital Mutilation**

The PCC submitted a bid to the Home Office Violence against Women and Girls Service Transformation Fund in March 2017 to develop and implement a Female Genital Mutilation (FGM) Project in Staffordshire and Stoke-on-Trent.

In July 2017 the OPCC were notified that they had been successful in this bid and were awarded £250,000 over three years (April 2017-March 2020). The PCC also pledged to provide additional investment for the Project over the three year period. The first multi-agency steering group was held October 2017 and the development and implementation of the project was discussed. Due to the financial value of the project, a tender exercise will be undertaken. The tender opportunity has been advertised and will be evaluated by a multi-agency evaluation panel in January 2018. Allowing for a reasonable mobilisation period, it is anticipated that the new service will be in place by 1 May 2018.

> **Harmful Sexual Behaviour (HSB)**

The OPCC are working with Stoke-on-Trent City Council, Staffordshire County Council and the NSPCC to undertake a local audit of Harmful Sexual Behaviour

using the NSPCC's nationally recognised, evidence based HSB Framework. It is intended that a launch event will take place early in 2018 and a wide variety of stakeholders will be asked to participate in the audit. The findings of the audit will be gathered and analysed with a view to identifying gaps and making strategic, commissioning and operational recommendations for local delivery of HSB services.

> **Premier League (Stoke City Community Trust) funding opportunity**

The OPCC have been involved in early discussions with Stoke City Community Trust and other partners about a forthcoming local bid to the Premier League/ Professional Footballers Association (PL/PFA) Community Fund. This provides Stoke City Football Club/ Community Trust with the unique opportunity to secure a grant of £250,000 following the investment of a minimum of a one off £50,000 partnership match funding (17% of total project costs). All partners are working together to identify the match funding sources and ensure that the project proposal is based on local need and meets the strategic priorities of all contributing organisations.

An expression of interest needs to be submitted by February 2018 and a full application by mid-April 2018. Successful organisations will be notified in June 2018 with a view to a project commencement date of September 2018.

> **Space**

The Space 2017 positive activities programme for young people has concluded, having been in operation during the five weeks of the school summer holiday period. Providing both a universal and targeted element, it operated with the support of local community safety partnerships and local providers / businesses.

The broad objectives of the Space programme are to reduce the level of ASB incidents reported to the police whilst also reducing levels of youth crime through the provision of positive activities for young people. Additionally, it aims to provide activities which promote personal, health and social development, team building and new experiences.

Learning from 2016 was embedded in the approach for this year, which saw increased engagement with agencies working with targeted young people / cohorts including Building Resilient Families Matter, Youth Offending and the looked after children cohort and continued use of the police recorded 'Youth ASB' marker.

A new website and target marketing approach was adopted this year which resulted in 2,229 activities being listed on the website. Facebook social media advertisements reached 314,140 individuals and almost 6,500 people clicked to be taken to an event or the Space website, 'www.staffordshirespace.uk'.

Evaluation reports submitted confirm attendances totalling 17,921 youngsters compared to 12,500 for the same period in 2016. Utilising the police 'youth-related ASB marker' within the Control Room environment, during the 2017 Space period 1,091 incidents were recorded, compared to 1,768 in 2016, a reduction of 38% year on year (677 incidents).

A comprehensive evaluation of the 2017 programme is soon to be completed and will support the ongoing development of the programme for 2018.

Much of the work programme on the Early Intervention priority is focussed on enabling young people to develop into adulthood with the right skills, capabilities, knowledge and outlook, so that they make a valuable contribution to broader society. There is a recognition that the specific work areas referred to in this section of the report can be better joined up so that the most appropriate opportunities are available to individuals, or so that targeting of limited resources can be made more effective. The OPCC will be addressing this in the future.

4.2 Managing Offenders Programme - preventing offending and reducing the likelihood of re-offending.

The PCC, through his commissioning team, has successfully brought together all key partners that have a responsibility or interest in the offending arena to work together to reduce offending and re-offending. Governance arrangements are now well established and partners have agreed a new county-wide strategy – the Staffordshire Strategic Framework for Reducing Offending 2015-18 – to guide local action in relation to the agenda. This is complex work that has very significant challenges, such as the ongoing fragility around the changes made nationally to probation services.

To support implementation of the Strategic Framework, three multi-agency delivery groups have been created and meet quarterly to progress actions under the Framework's key themes of Prevention, Diversion and Offender Management, Rehabilitation and Resettlement.

Progress on implementation to date has been positive with the majority of actions scheduled for delivery by this point (to the end of December 2017) having been successfully implemented.

Updates on recent developments under each theme are provided below:

> Prevention

Under the Prevention theme the OPCC is taking forward a number of specific initiatives which are designed to prevent, at an early stage, the onset of offending behaviour.

To ensure effective alignment of actions and resources in support of the delivery of the PCCs strategic priorities, initiatives under the Prevention theme are aligned with work being taken forward via the OPCC Early Intervention programme.

Details of current initiatives with an offending focus (family intervention initiatives, work to develop a safeguarding education element within PSHE programmes in Staffordshire schools, SPACE/Princes Trust diversionary activities programmes etc.) are outlined in the Early Intervention section above.

> Diversion

Youth Diversion – Triage Assessment/Early Intervention Model

A principal aim of the current Strategic Framework is to support the development of point-of-arrest diversion schemes to enable low-level criminal behaviour by young people under the age of 18 to be addressed without the need for formal court

proceedings in order to avoid young people being brought unnecessarily into contact with the criminal justice system.

Following a successful pilot period, a new multi-agency triage assessment process has recently been introduced by the YOS, Police and partner agencies to improve collaboration and decision making when considering instances of minor offending and anti-social behaviour by young people which might be suitable to be dealt with outside of the court system to ensure consistent practice between agencies in identifying cases which might be suitable for an out of court disposal.

Whilst still in the early phases of implementation, there is evidence that the approach is already resulting in a reduction on the number of young people entering the formal youth justice system.

Reducing Criminalisation of Looked After Children

Tackling the over-representation of looked after children in the criminal justice system is a further key priority of the current Strategic Framework.

Over the past year the OPCC has worked with partners on a range of initiatives designed to improve understanding of the circumstances in which young people in care in the county come into contact with criminal justice agencies and to improve the operation of existing multi-agency protocols designed to reduce the risk of young people in care coming into contact with agencies, in order to address this issue.

A new multi-agency Action Plan has now been developed and approved to guide joint action by YOS, Police and other partners to improve the way in which services are provided going forward with the aim of reducing the number of young people in care coming into contact with the criminal justice system.

Implementation of the plan is being overseen by the YOS.

Diversion of Offenders with Mental Health Needs

Since the last report to the Panel, plans have been taken forward for the creation of a new Mental Health and Community Safety Strategic Board in the county to coordinate improvements in services for offenders with mental health needs and other vulnerabilities.

The new board is to meet for the first time at the beginning of February 2018.

A key initial concern of the board in light of recent changes in legislation - under which the maximum period for detention for individuals with mental health needs in police custody has been reduced from 72 hours to 24 hours - will be to ensure the effective operation of joint agency arrangements to divert individuals with mental health/complex needs at point of arrest/detention away from custody and into appropriate alternative services and places of safety in the community.

Over the last 4 years, the use of police cells as places of safety for those people with mental health needs has reduced by 80% in Staffordshire. The PCC, Police and health partners have set out an ambition however to achieve zero use of police cells for those with mental health needs.

In support of the work of the new board the OPCC has recently commissioned NACRO to undertake further needs analysis and scoping work in relation current service provision to help identify gaps in services and areas in which services need to be strengthened.

The scoping will be completed by the end of January 2018 with a view to having a report available for consideration by the new Board at its first meeting in February.

> **Offender Management, Rehabilitation and Resettlement**

YOS Review

Following protracted discussions arrangements have now been agreed with Staffordshire and Stoke on Trent YOS for the delivery of a comprehensive review of local YOS services.

The review of statutory YOS services in each authority is to be undertaken internally – led by the two YOS Managers. The initial phase is to take place between November 2017 and February 2018 with a view to having an interim report available by the end of March 2018.

Running parallel with this work the PCC has commissioned Cordis Bright to undertake a separate, but linked, independent review of YOS prevention services.

Probation Reforms

The PCC has recently held a further ‘Confidential Enquiry Session’ with the executive team of the Community Rehabilitation Company (CRC) (the Reducing Reoffending Partnership) to examine local delivery of CRC services and current CRC performance.

The meeting considered the CRCs role in supporting the effective ‘end to end’ management of offenders subject to custodial or community sentences in Staffordshire and Stoke on Trent and was productive in clarifying the CRCs plans for local service development and improvement going forward.

The session was extremely useful in identifying key joint priorities for the future, one of which is offending linked directly to drug and alcohol use and the interventions that are possible in addressing this. Further work is taking place between the OPCC and CRC to develop those plans, which will also involve other partners such as local authorities and health agencies.

The PCC is also currently holding discussions with the Police, National Probation Service, CRC and other partners about the further development and strengthening of multi-agency partnerships designed to support the intensive management of specific / targeted cohorts of offenders in the community who are known to present a high risk of harm to the public and/or a high risk of reoffending and within this context over the coming year will be undertaking a comprehensive review of the Integrated Offender Management (IOM) approach, including governance. This will include reviewing the case for extending the IOM approach to include a broader range of offenders, including perpetrators of domestic abuse, drawing on best practice from other areas

Development of a New Social Enterprise to Improve Offenders Access to the Labour market

As detailed in the last report to the Panel, the OPCC has recently commissioned Grant Thornton to undertake a feasibility study to ascertain the viability of establishing a new social enterprise in Staffordshire with the aim of improving offender's access to the labour market.

The feasibility study has now been completed and the results will be used to inform the final decision as to whether or not to proceed and the type of development to be supported.

A multi-agency steering group has been convened to oversee delivery of the feasibility study and the early development of the venture and is to meet again early in 2018 to review the results of the study and to decide next steps.

> **Measuring the Impact of the Framework**

The high-level/strategic outcomes that the Strategic Framework is seeking to achieve are:

- A reduction in the numbers of offenders coming into contact with the justice system for the first time (FTEs);
- A sustained reduction in youth and adult offending and reoffending

In order to track the impact of the Framework in delivering each outcome over the period covered by the strategy the historical 'starting' position in respect of each outcome in Staffordshire and Stoke on Trent has been established using data for 2015/16 - the year of publication of the Framework – as a baseline.

Going forward a regular assessment of progress is being made in delivering each outcome against this baseline position.

In terms of first time entrants to the youth justice system (FTEs) up to date information has been available since the publication of the Framework (from each YOS) to enable the tracking of performance going forward, relative to the baseline year.

Authority	2015/16 Baseline	2016/17					2017/18					RAG
		Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	
Staffordshire	167	48	25	50	41	164	33	38	n/a	n/a	n/a	G
Stoke on Trent	96	24	38	36	41	139	21	19	n/a	n/a	n/a	G
Staffordshire (PCC Area)	tbc	tbc	tbc	tbc	tbc	tbc	tbc	tbc	n/a	n/a	n/a	G

Performance to date has been positive indicating – apart from a temporary drop in performance in Stoke on Trent in 2016/17 - a gradual but persistent downward trend in the numbers of FTEs in each authority:

First Time Entrants to the Criminal Justice System - Local (YOS) Data

In terms of youth and adult reoffending, a period of two years is required to elapse before for 'proven' reoffending rates can be published, meaning that at the time of

writing, data on reoffending is only available to for cohorts of offenders to have been convicted of offences/commencing orders in the 12 months period to the end of September 2015 - the baseline year (this data has been used to establish the baseline reoffending position in 2015/16).

For youth re-offending, available data for the year indicates that in Staffordshire the reoffending rate stood at 43%. This compared to a regional average of 34.1% and a national average of 37.4%. In Stoke on Trent data for 2015/16 indicates that the reoffending rate stood at 44.1% - a considerably higher rate than in Staffordshire and, again, above the regional and national average.

For adult reoffending, data for the year indicates that in the Staffordshire PCC area the reoffending rate stood at 34.8%. This compared to a regional average of 42%. National comparative data is unavailable.

Going forward, with effect from the end of December 2017, quarterly data on reoffending will be available to enable local performance in reducing youth and adult reoffending (compared to the 2015/16 baseline position) to be tracked. This will be reflected in future reports to the Panel.

The full impact of joint work to reduce youth and adult offending and reoffending in the county since the launch of the Framework in October 2015 will begin to become clearer over coming months as further data on the number of offenders to have entered the system from this point and the proportion going on to reoffend becomes available.

> **Strategic Framework - Refresh**

As highlighted in the last report to the Panel, with delivery of the Strategic Framework now having reached the mid-term, a refresh of the strategy has recently been completed to ensure that the Framework remains relevant and on course to deliver its expected outcomes.

In line with the approach agreed by the OMCDB, rather than being taken forward as a separate piece of work, the refresh process was integrated with the normal business at the scheduled round of Delivery Group meetings due to take place in October 2017, with time being given over at each meeting for a formal review of progress in implementing the Framework's key deliverables.

At each Delivery Group members were asked to:

- Formally review progress in delivering key deliverables and associated actions to date
- Brainstorm new deliverables and actions that may need to be added, to support the achievement of the Framework's aims going forward
- Plan for the implementation of the revised deliverables and actions - including agreeing which organization should lead on delivery, and possible progress measures

In general, good headway was felt to have been made in implementing the strategy to date. At the same time the refresh process enabled Groups to reconsider and, where relevant and appropriate, to re-define the priority issues to be addressed in preventing and reducing offending in the county and to examine how the efforts of local agencies can best be marshalled to deliver on those priorities going forward.

This has led to the formulation of a refined list of priorities and deliverables which will be used to guide local joint action in support of the Framework's key aims going forward.

A revised and updated Action Plan incorporating changes resulting from the refresh process, is currently under development and will be presented for sign-off at the next OMADB meeting in January 2018.

4.3 Public Confidence Priority - making sure individuals and communities feel safe and reassured

The PCC continues to want people to be informed and involved in how policing and community safety arrangements are delivered. This will help to increase public confidence and reduce the fear of crime. A responsive, public facing and visible police service is at the heart of the PCC's priorities and is also reflected in the new performance measures set out for the force and new Chief Constable.

Public Confidence is also about trust and having a police service that is open and transparent where policing at every level can be examined and scrutinised to help improve reassurance and the service to communities. The PCC's future plans, will strengthen oversight of local complaints, giving the PCC an explicit responsibility under the new Policing and Crime Act for ensuring the effective and efficient delivery and making him the appellate body for those appeals currently heard by the Chief Constables.

Specific public reassurance and engagement initiatives that the PCC is leading on include the following: -

> Smart Alert

Launched in March 2016, Staffordshire Smart Alert provides real time crime and community safety information to businesses and communities across Staffordshire and Stoke-on-Trent through either a downloadable App (IOS/Android mobile telephones) or via email through the Smart Alert website (www.staffordshiresmartalert.uk). The system has the ability to send an Alert to signed-up residents (over 12 years of age) / businesses within a 3km radius at the time the incident or safety issue arises.

Statistics to end November 2017 show 8,353 App downloads and 5,127 email registrations to receive information. Panel members are asked to promote Smart Alerts wherever possible.

> Safer Neighbourhood Panels (SNPs)

Safer Neighbourhood Panels, often referred to as SNPs, are Panels set up to support the role of the Police and Crime Commissioner in holding Staffordshire Police to account for their performance. They are part of the accountability structure that he has set up to ensure local police performance is answerable to local people and to the PCC.

The purpose of Safer Neighbourhood Panels is to provide local scrutiny and review of the performance of their Local Policing Team and hold to account (for performance) the LPT Commanders in support of the role of the Police and Crime Commissioner. This involves fulfilling various functions on behalf of the PCC such as:

- **Challenging Local Police Performance** - ensuring that crime data and complaints data is reviewed, the LPT is challenged for its performance and use of resources and that matters of concern and poor performance are escalated to the OPCC
- **Examining Local Performance Issues** - identifying local areas of concern, examining data to establish validity of concern, challenging LPT performance on the issue and where appropriate providing evidenced based recommendations on how to make improvements
- **Core Scrutiny Reviews** – providing a local perspective of key topics for review at the request of the PCC i.e. Stop and Search

Since the last Police & Crime Panel meeting a lot of work has been undertaken to help develop the SNPs such as:

- New Guidebook for SNP Members produced
- Training sessions providing clarity on the role of the SNPs, effective scrutiny skills and how to hold LPTs to account delivered in Stafford and Hanley, attended by 95+ SNP members, LPT Commanders and SNP Coordinators
- Guidebooks developed for Core Scrutiny Topics such as Stop & Search
- Bite sized guides on key skills being developed such as Questioning skills
- New SNP area for PCC Website in development
- Charing Skills and Scrutiny Skills training sessions being developed for delivery Feb/March 2018

> **Youth Commission**

A Staffordshire Youth Commission was established in October 2016 by the PCC as part of a new approach to engage with young people across Staffordshire and Stoke-on-Trent and get their views on policing, crime and the criminal justice system.

A recruitment exercise to expand the membership of the Youth Commission has been undertaken since the last Police & Crime Panel, expanding the membership to 20+. On December 2, 2017 the Youth Commission held an event at the YMCA in Stoke to induct the new membership, hear directly from the PCC himself and to discuss the 2016/17 Annual Report findings.

The Youth Commission are currently in the process of discussing with the OPCC and partners how they can positively contribute to the topics they identified within the 2016/17 Annual Report, the first of these being Youth Knife Crime. Simultaneously the Youth Commission are working on identifying a new focus for 2018.

> **Cyber Crime**

As discussed at the previous Police and Crime Panel an Online Fraud Conference was a high priority for both the PCC and DPCC for 2017.

The Deputy PCC, Sue Arnold and staff from the OPCC spent months identifying engaging speakers, suitable venues, and appropriate suppliers as well as planning and delivering a plan to invite relevant people from local public and private sector

businesses.

Social media, traditional media and targeted promotion was used to generate interest in the event before-hand which resulted in the event becoming oversubscribed with 460 people registered to attend on the day.

The day kicked off with the DPCC welcoming guests and providing a national and local update on online fraud. Speakers on the day included Cal Leeming, who began hacking at just 10-years-old but has, following reform, gone on to work with law enforcement agencies as a security advisor. His cautionary tale showed how vulnerable we all are and the importance of the correct security measures to protect yourself online. The event also included a presentation by Staffordshire firm Intaforensics, who staged a live hack to reveal just how easy it is to fall foul of online fraud.

A video filmed especially for the conference showed how easy it was to get the people of Lichfield to disclose their passwords by asking simple questions. This video generated a massive response from the audience.

The conference, the first of its kind in the county, was planned and delivered by the OPCC with members of the Online Fraud Forum playing an active role in shaping the content of the conference bringing expertise from their various industries ranging from banks to education and the business community.

Among the guests present were representatives from major sporting institutions in Staffordshire, leading educational centres, well-known county-based brand and commercial leaders. There was also significant interest from outside the region.

The conference highlighted the simple tactics hackers use to gain information both online and in person in order to steal your details for their own gain. This resulted in great feedback from guests who now feel more confident that they know how to protect themselves online.

Comments included:

- “A brilliant conference - wonderful speakers. Taking lots of useful information back to pass on to family and friends. Big thank you to Sue Arnold and her team for organising the conference.”
- “Interesting and informative. We are living through a worrying time all due to technology and unscrupulous evil people. Listening today from those who work tirelessly to keep us safe, a great big thank you for all your efforts.”
- “Fantastic conference, really informative. Definitely makes you think. I honestly believed I was security savvy but this has certainly opened my eyes. I will be reviewing my security settings when I get home and no longer plug devices into my laptop at work.”

The use of social media on the day was extremely important and created a real buzz around the event. The OPCC account was used to tweet key messages throughout the day and generated online conversations with organisations both in attendance and not. Thanks to the support of the speakers, audience and cadets the hashtag #cybersafestaffs even trended on twitter:

10 hours ago
#WednesdayWisdom
Alan Pardew
#CheerForGood
Santi Cazorla
£50bn Brexit
#KFAnnual2017
#PMQs
#cybersafestaffs
London Plan
Dismaland

The conference attracted extensive media coverage across the county with BBC Midlands Today interviewing the DPCC, Detective Superintendent Amanda Davies, Cal Leeming and a victim of online fraud. This package was used throughout the news programmes the next day. Both live interviews and pre-recorded interviews were also carried out with BBC Radio Stoke, BBC Radio Shropshire, Heart FM, Signal Radio and Tamworth Informed.

The Online Fraud Forum will now consider further opportunities to share messages on how Staffordshire residents and businesses can stay safe online.

> **Commissioner’s Community Fund**

The PCC continues to provide a range of funding opportunities available to community safety partnerships (CSPs), strategic partners and community groups to support broad community safety activities in local areas;

- 2017/18 annual Locality Deal awards totalling £1,042m were made available by the OPCC to local Community Safety Partnerships and the Stoke-on-Trent Safer City Partnership (CSPs), with an advance of 80% of local funds made in the summer, with half yearly evaluations being currently considered prior to award of the remaining 20% balance. From the summer payment, each District / Borough Authority made an individual contribution of £2,500 towards Countywide Drug and Alcohol Services following the reduction in Staffordshire County Council funding to this key service.
- The Proceeds of Crime Fund provides £200,000 per annum through 2 funding rounds to support strategic partnership activity aligned to the PCC’s and local community safety priorities. Grants are made up to the value of £15,000 with Round 2 awarding 9 grants valued at a total of £67,778.64 for projects ranging from positive diversionary activities for young people, to raising awareness of CSE, radicalisation, gangs, ASB, cybercrime and bullying to young people.
- Similarly, the People Power fund provides £250,000 per annum through 2 funding rounds to local community groups in support of projects which support delivery of the PCC’s and local community safety priorities. With grants awarded in values between £100 and £3,000, Round 2 of 2017/18 has seen 37 awards totalling £94,411.36 for projects ranging from modern day slavery awareness and education sessions, to training for parents to keep their children safe online.

4.4 Supporting Victims and Witnesses Priority - making it easier for victims and witnesses to get the support they need

> Domestic Abuse

Commissioning of Services

A second procurement exercise will commence in early December 2017, to secure new domestic abuse services from October 2018.

Commissioners are seeking a consistent baseline service provision across the whole geography, which flexes to meet local demands and is supportive of the identified needs defined by the 'Staffordshire and Stoke-on-Trent Domestic Abuse Needs Assessment' (DANA).

Providing a tiered approach to services; from prevention through to early intervention, targeted and acute support, they span the victim and perpetrator agenda for adults, children and young people, families and communities.

The Office of the Police and Crime Commissioner (Lead Commissioner), together with Commissioners from Staffordshire County Council and Stoke-on-Trent City Council have taken feedback from the first procurement exercise and run a series of market engagement workshops over recent weeks in readiness for the new exercise.

Strategic Direction

The established Domestic Abuse Commissioning and Development Board (DACDB) provides clear ownership for the Staffordshire and Stoke-on-Trent 2017-2020 Domestic Abuse Strategy and is well attended from strategic partners across the area.

A Domestic Abuse Action Planning Workshop was held in December 2017 with the aim of developing the Action Plans to deliver the strategic priorities within the strategy and at the next DACDB meeting January 2018, working groups to own the Action Plans will be defined.

Police Process

The OPCC are strategically engaged with Staffordshire Police as they re-examine and redesign existing domestic abuse processes, including the current Multi-Agency Risk Assessment Conference (MARAC) to ensure delivery of best services to meet the needs of victims and their families.

> Business Crime

Following the last report to the Police and Crime Panel there has been a change in staff with regard to the Business Crime Advisor, who is based within the Contact Centre. This change has had very little impact on the quality of the service with satisfaction levels still reaching the mid 90s (%). The Business Crime Advisor has started to collect additional information from victims of business crime, in particular, if they have been asked by the Police to provide a victim impact statement. Follow-up calls to those businesses who accepted support are being made fifteen days after

the initial interaction, then 30 days if no contact has been made. This call is made to ensure their needs have been met and no problems has arisen since the last contact.

Security, Locksmiths and Insurance continues to be the top three specialist services businesses want to make contact with. All victims of business crime are entitled to one hour's specialist advice, following contact with the advisor.

Between July and Sept 2017, 74% of victims agreed to sign up to SMART alerts.

It has been agreed that the Business Crime Advisor will spend some time within the Resolution Centre, to understand the role of the Centre, if this results in a better service to victims of business crime and whether this will be the best location for the Advisor in the future.

For more information go to <https://staffordshirechambers.co.uk/business-support/businesscrimehelpline/>

> **Victim Gateway**

Between July 1 and September 30, 2017 the Gateway received 15,574 referrals. This was an increase of 3637 additional referrals in comparison to the previous quarter. Of those, 13,122 received advice, guidance and information. There were 5,304 'enhanced' victims who accepted some form of support, following a 'triage' assessment with the telephone assessment team. 223 victims accepted one to one support. 1,157 victims were eligible to be referred to specialist agencies for support e.g. sexual abuse, hate crime etc.

The system development work for the Gateway is continuing, which is being progressed in partnership with the Police. These key changes to both the Police and Gateway system will further improve the service provided to victims.

More information on the Victim Gateway is available at: www.staffsvictimsgateway.org.uk/ or victims can call the Victim Gateway on [0330 0881 339](tel:03300881339).

> **Ministry of Justice Contracts**

The OPCC has extended the domestic abuse contracts to fall in line with the domestic abuse tender exercise as they will form part of the wider domestic abuse contract which is due to commence Autumn next year. All other grants funded from the victims' budget have been extended up until the 31st March 2018. Stage one of the victim and witness needs assessment has been completed. This first stage will allow us to understand the true scale and picture across Staffordshire and Stoke-on-Trent. The initial findings were presented at the first Victim and Witness Commissioning and Development Board, with the report being presented early January. A further meeting of the Board will take place in the new-year where members will agree on stage 2. This piece of work will enable us to realise our commissioning intentions.

> **Video-links**

Vulnerable victim cases are now being heard outside of the court setting at Alder Lodge in Burton. Alder Lodge enables vulnerable victims to give evidence without

having to sit in the court room in front of the alleged offender. De-briefing sessions are being held to enable key partners to learn from the feedback to ensure all vulnerable victims receive a gold standard service. Work is ongoing with the strategic video links group to look at the rollout of more sites, cross border opportunities, long term funding/resources, best practice and ensuring the site in Burton is providing the best possible service for victims.

> **Restorative Justice (RJ)**

The Restorative Justice Hub is now established and includes a full complement of trained staff. Between July 1 and September 30, 2017 the Hub received 37 adult referrals, all from Staffordshire Victim Gateway. At the end of quarter two this year, 10 cases remained open. For those cases which have been closed the most common reasons are because the victim can no longer be contacted or they do not want to participate in restorative justice.

The steering group continues to meet to deliver and monitor the actions contained within the action plan. Work is ongoing with key partners to improve referral rates, continually publicise the service and to share data to understand the true numbers of restorative justice being delivered. The Hub is working closely with partners to understand exactly how much restorative justice is being delivered across Staffordshire e.g. youth restorative justice and Police 'Out of Court Disposals', where restorative justice standards have been met.

> **Domestic Abuse in the Workplace**

This project continues to go from strength to strength. Since the start of the scheme there has been 121 champions trained on how to respond appropriately to victims within their workplace. The champion's role is to listen and signpost victims to the most appropriate service. There are a further 3 training sessions to take place in the new-year, with one of those being dedicated to Royal Stoke Hospital staff. The project will be advertised within the Chambers of Commerce focus magazine in December to prompt more interest.

Feedback from Champions is always positive. Some examples of feedback include:

"All of it was interesting and engaging, it was well put together, really enjoyed it and would like to thank you".

"Thank you very much, the course was very thought provoking and Sandy was excellent – very inclusive and knowledgeable".

4.5 Modern Policing

The PCC's refreshed Safer, Fairer, United Communities Strategy has included a fifth priority, that being to build a modern police service, fit for a changing future. The context for this is very clear, with the service facing new challenges, including changing crime patterns, higher demand and different expectations from the public and other stakeholders.

Please see the detailed report for an update on progress against this priority.

5. Conclusion

The Police and Crime Panel will continue to receive updates in line with their proposed work plan for the coming year and as requested.

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