Public Document Pack



NOTICE OF MEETING

Date and Time Friday, 13th April, 2018 at 10.00 am

Place Ashburton Hall, Elizabeth II Court, The Castle, Winchester

Enquiries to <u>members.services@hants.gov.uk</u>

FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast by the press and members of the public.

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

To enable Members to declare to the meeting any disclosable pecuniary interest they may have in any matter on the agenda for the meeting, where that interest is not already entered in their appointing authority's register of interests, and any other pecuniary or personal interests in any such matter that Members may wish to consider disclosing.

3. MINUTES OF THE PREVIOUS MEETING (Pages 5 - 14)

To confirm the minutes from the previous meeting.

4. QUESTIONS AND DEPUTATIONS

To receive any questions or deputations in line with Rule 31 and 31A of the Panel's Rules of Procedure.

5. CHAIRMAN'S ANNOUNCEMENTS

To hear any announcements the Chairman may have for this meeting.

6. POLICE AND CRIME COMMISSIONER'S ANNOUNCEMENTS

To hear any announcements the Commissioner may have for the Panel.

7. 2018/19 BUDGET REVIEW UPDATE (Pages 15 - 20)

To receive an update on the Commissioner's budget for 2018/19.

8. COMMUNITY STRATEGY (Pages 21 - 26)

To receive an update from the Police and Crime Commissioner on engaging and building awareness of his role within communities, and how the public can shape approaches to policing and crime.

9. ESTATES STRATEGY

To receive an update on the Estates Strategy from the Commissioner.

10. POLICING AND CRIME ACT 2017: THE APPROACH TO FIRE AND RESCUE SERVICES

To receive an update from the Commissioner updating the Panel on his position with regard to Fire and Rescue Authorities in the context of the Policing and Crime Act 2017.

11. POLICE AND CRIME PLAN DELIVERY (Pages 27 - 38)

To receive a quarterly update from the Police and Crime Commissioner detailing delivery against his Police and Crime Plan and setting out priorities and public engagement for the coming quarter.

12. POLICE AND CRIME PANEL - QUARTERLY COMPLAINTS (Pages 39 - 42)

To consider a report setting out the activities of the delegated officer and the Complaints Sub-Committee in relation to complaints made against the Police and Crime Commissioner in the last quarter.

13. POLICE AND CRIME PANEL - WORK PROGRAMME (Pages 43 - 48)

To consider a report setting out the proposed future work programme for the Panel.

ABOUT THIS AGENDA:

This agenda is also available on the 'Hampshire Police and Crime Panel' website (<u>www.hants.gov.uk/hampshire-pcp</u>) and can be provided, on request from 01962 847336 or <u>members.services@hants.gov.uk</u>, in alternative versions (such as large print, Braille or audio) and in alternative languages.

ABOUT THIS MEETING:

The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please call the telephone number/use the e-mail address above in advance of the meeting so that we can help.

Appointed Members of the Police and Crime Panel attending this meeting qualify for travelling expenses in accordance with their Council's 'Member's Allowances Scheme', as set out in the agreed Police and Crime Panel Arrangements.

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Agenda Item 3

HAMPSHIRE POLICE AND CRIME PANEL

2.00pm – 27 January 2018

Held in Ashburton Hall, Winchester (Hampshire County Council)

PRESENT

Councillors:

<u>Chairman</u> p David Stewart (Isle of Wight Council)

p John Beavis MBE (Gosport Borough Council) p Simon Bound (Basingstoke & Deane Borough Council) d Ken Carter (East Hampshire District Council) p Trevor Cartwright MBE (Fareham Borough Council) p Steve Clarke (New Forest District Council) a Tonia Craig (Eastleigh Borough Council) p Ian Richards (Test Valley Borough Council) <u>Vice Chairman</u> p Jan Warwick *(Hampshire County Council)*

a Adrian Collett (Hart District Council) a Lisa Griffiths (Winchester City Council) a Ryan Brent (Portsmouth City Council) a Ken Muschamp (Rushmoor Borough Council) p Dave Shields (Southampton City Council) p Leah Turner (Havant Borough Council)

Co-opted Members:

Independent Members	Local Authority
p Michael Coombes p Bob Purkiss MBE	a Reg Barry p Frank Rust a Lynne Stagg

At the invitation of the Chairman:

James Payne Natasha Fletcher Margaret Filley Lloyd Tobin Office of the Police and Crime Commissioner Office of the Police and Crime Commissioner Hampshire and Isle of Wight Neighbourhood Watch Hampshire Constabulary

BROADCASTING ANNOUNCEMENT

The Chairman announced that the press and members of the public were permitted to film and broadcast the meeting. Those remaining at the meeting were consenting to being filmed and recorded, and to the possible use of those images and recording for broadcasting purposes.

143. APOLOGIES FOR ABSENCE

Apologies were received from:

- Councillor Reg Barry, Additional Local Authority Co-opted Member
- Councillor Ken Carter, East Hampshire District Council. Councillor Alan Waterhouse was in attendance as his deputy.
- Councillor Adrian Collett, Hart District Council
- Councillor Tonia Craig, Eastleigh Borough Council
- Councillor Lisa Griffiths, Winchester City Council
- Councillor Ken Muschamp, Rushmoor Borough Council
- Councillor Leah Turner, Havant Borough Council

144. DECLARATIONS OF INTEREST

Members were able to disclose to the meeting any disclosable pecuniary interest they may have in any matter on the agenda for the meeting, where that interest is not already entered in their appointing authority's register of interests, and any other pecuniary or non-pecuniary interests in any such matter that Members may wish to disclose.

Councillor Steve Clarke declared a non-pecuniary interest in item four of the agenda. Councillor Clarke declared that he knew the member of the public who had raised a question to the Panel, under item four, through association at his local community speedwatch group and residents association. He further declared that he was aware, before the meeting, of the question which was to be asked.

No further declarations were made.

145. MINUTES OF THE PREVIOUS MEETING

The Minutes from the 6 October 2017 meeting were confirmed as a correct record and signed by the Chair.

146. **QUESTIONS AND DEPUTATIONS**

One question was received to the meeting.

"Could the P & CC indicate his support or otherwise for Community Speedwatch Schemes (CSW) operated by Volunteers. Mr Lane has been reported as suggesting that Speedwatch Schemes present a difficulty and as a result, Schemes may not be as successful as they could be in helping cut speeds in residential areas. Recent restrictions placed on Schemes, have resulted in sessions being cancelled and this has a detrimental impact of improving safety. (For example, limits being placed on maximum Public Liability for Volunteers to £50,000!)"

The member of the public who had submitted the question joined the meeting to ask it and provided further context to his request:

"Rightly or wrongly, correctly or incorrectly you have been quoted as making remarks which could be construed as not being supportive of the of the voluntary speedwatch schemes across the county"

In New Milton we have encountered numerous problems in relation to CSW Operation – mainly in the areas of lack of feedback from our operations, questions relation to public liability insurance and the and the selection of sites for approved CSW monitoring. We accept that locally our safer neighbourhood teams are stretched to the limit.

I would like to ask you sir whether you and your office could investigate a possible partnership with CSW online and consider Hampshire becoming part of the CSW online operation. The CSW online operation is being very successful in both Surrey and Sussex Constabularies and with Kent Police and I am led to believe it is being considered urgently by Thames Valley Police.

Partnership with CSW Online could assist in better supporting our local speedwatch operations and perhaps reduce the time and effort needed to be provided to local CSW operations by the under-resourced local police operations"

James Payne, Chief Executive of the OPCC, responded to question on behalf of the Police and Crime Commissioner:

"The Police and Crime Commissioner wholeheartedly supports members of the community who are volunteering and anything to enhance our support to citizens who are supporting the police will be looked at. I have not been made aware previously of CSW Online but will ask my team to liaise with the other neighbouring forces who you have mentioned to understand more about it. The OPCC are currently developing a tool that seeks to draw together all of the CSW data from the 96 voluntary groups across Hampshire and the Isle of Wight. We hope that the outcome of this analysis will enable us to highlight the impact CSW has had on speeding both within each individual area, and to the Hampshire policing area as a whole. On behalf of the Commissioner I would like to thank all the CSW schemes across Hampshire and the Isle of Wight, including those attending today."

No further questions or deputations were received.

147. TRAFFIC CRIME AND RELATED NUISANCE - RECOMMENDATIONS AND OUTCOMES

The final draft of the outcomes and recommendations from the 'Traffic Crime and related nuisance' proactive scrutiny was presented before the Panel, by the Police and Crime Plan working group.

Following the recommendations proposed, Members of the Plan working group asked a question to the Chief Executive of the OPCC:

"We understand it was agreed during the multi agency meeting held in December 2016, to consider concerns relating to traffic on the A32, that a further meeting was to be held at the OPCC in June. We understand that this meeting has not yet taken place. What are the reasons behind the delay in this meeting being scheduled?"

The Chief Executive explained that this had been a multi-agency meeting and that Hampshire County Council had taken away a number of lead actions to be resolved. Members heard the follow up meeting had been delayed to allow the County Council more time to complete these actions, and that the additional time to reconvene the meeting was factored in to allow the outcomes from these actions to be enhanced. The OPCC felt they had received a good response from the County Council and felt assured that they were updating local communities. It was confirmed that the meeting would be reconvened at an appropriate time.

Members agreed the outcomes and recommendations from the 'traffic crime and related nuisance' proactive scrutiny. The Chairman explained that these would be sent to the Police and Crime Commissioner for Hampshire for response.

The Chairman further explained that the Panel's letter of recommendation would be published on the Panel's website and shared with those who provided evidence to the review. Further it was heard that a copy of the Panel's findings would be sent to Nick Hurd MP, Minister of State for Policing and the Fire Service, to the County, Unitary, District and Borough Councils, Town and Parish Councils and be shared with other Police and Crime Panels with whom the Hampshire Police and Crime Panel meet collaboratively.

148. CYBERCRIME - CYBER FRAUD

Members heard that this proactive scrutiny session would be focused on the topic of 'Cyber Fraud'. A scope for this review (see Appendix One to Item Six in the Minute Book) had been agreed by the Plan working group, who had written to stakeholders in the previous weeks to collate evidence (see Appendix Two to Item Six in the Minute Book).

The key questions asked of witnesses were:

- How well has the PCC, through holding the Chief Constable to account, ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud?
- How effective have the PCC and his office been in engaging with appropriate partners to ensure a joined-up approach to identifying and tackling cyber-enabled fraud?
- What efforts have been made by the PCC to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud?

- What are the key priorities which need to be considered by the PCC to reduce the threat posed to the residents of Hampshire and the Isle of Wight through cyber-enabled fraud?
- What best practice exists which could also be considered by the PCC in his approach to preventing and tackling cyber-enabled fraud?

It was heard that this proactive scrutiny session would allow the Panel to scrutinise and support the Commissioner, given his intention to keep the residents and communities of Hampshire and the Isle of Wight safer, through preventing cyber fraud. This scrutiny aimed to consider how the PCC was working with partners to identify and prevent these crimes, and further review how effectively the PCC was holding the Chief Constable to account for ensuring that operational policing plans were reflective of the strategic priority placed upon tackling cyber fraud. It was heard this scrutiny would also consider how the PCC is seeking to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber fraud.

The Chairman explained that the oral evidence giving session would take the format of a witness expert panel, with all representatives present being given the opportunity to answer questions from the wider Panel. Discussion was encouraged, and any questions that were not answered on the day would be fed back to witnesses for a written response after the meeting.

The expert witnesses were provided with the opportunity to introduce themselves and invited to give a short presentation to the Panel discussing the role of their organisation in preventing and tackling cyber fraud. Through these presentations Members heard:

- Cybercrime activity is growing fast and evolving at pace, becoming both more aggressive and technically proficient. Although general cyber awareness is improving in the UK, there remains a lack of understanding of cybercrimes, including cyber enabled fraud.
- Approximately 1000 victims from Hampshire and the Isle of Wight report fraud each month. Of those reporting 39% were individuals, with the remainder being businesses and organisations.
- Much of this defrauding is taking place online. Identifying that nobody is immune from being defrauded it was recognised by all witnesses that the vulnerability to cyber fraud was wide and so it was important to communicate prevention message to all.
- Dating and sexting are both being exploited by criminals to defraud individuals, with one case recording £130,000 loss to the victim through romance fraud.
- Another area of increasing concern highlighted was mandate fraud, where individuals or businesses are fraudulently persuaded to change a direct debit or other mandated payment to send funds to the perpetrators account.

- Criminals will look to layer their fraud to prevent detection. The constabulary had seen a rise locally of students being targeted and unknowingly agreeing to have high value fraudulently obtained items delivered to their address for a very small monetary value, which would later be collected by the perpetrators. Such activity has worsened the criminal aspect, by engaging others unwittingly into a fraudulent scheme.
- Action Fraud are the nationally agreed body to take reports of fraud and record them before disseminating them to local forces as necessary.
- The criminality elements were the responsibility of Hampshire Constabulary with the OPCC are focussing on educating and informing residents to keep themselves safe online.
- Hampshire Constabulary were one of the first forces to have digital investigation strategies at force level. The force's Digital Investigation team benefits from a Detective Sergeant, four specialist investigators and an individual officer proficient in the understanding of use of the internet and cyber technology. It was heard that this team was an expensive resource, but an essential part of the Constabulary's approach to tackling cyber crime. The officers engaged in the team required a lot of regular training and access to the latest equipment to identify and keep up with criminals.
- It was recognised that due to the growing shift away from traditional crime types and the rapid increase of cyber crime, that cyber offences would need to be mainstreamed by the Constabulary in the future. The complexity and technological elements of digital crime mean that it will remain specialised until a level of understanding exists across the force and to know where they can go to seek specialist advice when needed. It was recognised that the Chief Constable has a significant challenge ahead to meet the changing criminal landscape. The OPCC highlighted that the transformation fund was being considered as a source of funding where possible to support innovation to meet the threat and keep communities safer.
- Op Signature is Hampshire Constabulary's campaign to identify and support vulnerable victims of fraud within the two counties. It was initially developed by Sussex Police in response to scam mail and has since been extended to include all vulnerable victims of fraud. Hampshire is one of six forces who have adopted the scheme with many other forces are looking to adopt it in the near future. The OPCC are jointly working with Hampshire Constabulary and now Hampshire and Isle of Wight Neighbourhood Watch (NHW) in the public launch of Operation Signature in April 2018
- A number of real life examples were provided by the witnesses, highlighting how residents from across the Hampshire policing area were falling victim to cyber fraud, with witnesses demonstrating the impact upon the victims.

- NHW had observed increasing concern from residents regarding the growth of online crime. In response to the concerns of residents a Deputy Chief Constable went into the community and spoke to 100+ residents to raise awareness and provide reassurance regarding the constabularies approach to cyber crime. Residents expressed their appreciation for this engagement by the Constabulary and the recognition of the extent of the problem.
- Following this meeting Hampshire Constabulary invited NHW to work alongside them strategically to raise awareness and spread cyber crime prevention messages and the two organisations have now worked closely for the last two years. Until November 2017, NHW had no engagement with the PCC on the topic. Since that date they have been actively engaged with the PCC and his office and have already held two meetings with them during January.
- Hampshire Constabulary's Communications team and the PCCs Communications team are developing their working relationship to better coordinate campaigns jointly and collaboratively, developing and building upon the landscape of cyber and fraud, including cyber enabled fraud. The first jointly developed online campaign around 'online shopping' and the related fraud and cybercrimes took place in December 2017.
- At recent older person's fayres, in late 2017, the older driver's awareness event the OPCC engaged with local communities specifically around fraud and cyber enabled crimes. The OPCC have also visited secondary schools and people working with young children to share cyber safety messages and will be holding their first cyber protect and young person's conference in collaboration with Hampshire Constabulary on January 30th 2018.
- The Constabulary felt the PCC had a genuine interest in the Constabulary and had demonstrated his support of the force's approach.

The Chairman thanked the witnesses for preparing their presentations and sharing their thoughts with the Panel. The expert witness panel were then asked a number of questions relating to the written evidence received. Members heard:

- There is a national publicity campaign due to be rolled out in the spring focussed upon cyber safety. In readiness for this campaign Action Fraud will be rolling out the facility for victims to report incidents of fraud online, as well as to continue reporting by phone.
- OPCC supported Hampshire Constabulary in producing their "Little book of Big scams". This booklet, reproduced with permission of the Metropolitan Police Service, gives help and advice to members of the public on protecting themselves from a wide range of fraud types and encourages reporting of fraud offences. The booklet was handed out and well received at the recent communication events with older residents.
- Compared nationally, Hampshire and the Isle of Wight have seen a higher than average take up of victim support, with the greatest area of uptake being for online shopping fraud. The OPCC are working alongside NHW

and Hampshire Constabulary to identify opportunities to further enhance this take and reach more people.

• If the Constabulary are able to investigate and prosecute the perpetrator/s then they will try and recover the monies lost for the victim. If there is no identified offender then the Constabulary will provide advice on how a victim may be able to recover funds, for example through credit card providers or criminal compensation schemes, but recovery of losses is not always possible.

Mr Bob Purkiss left the meeting at this point.

- NHW explained that their ethos is that crime cannot flourish in communities that care. They've noticed that more and more people are coming forward to discuss concerns around cyber safety. It is felt that more public awareness is needed, not to raise the fear of crime but to help people feel stronger.
- Locally messages have been circulated by the Constabulary and OPCC to encourage residents to report all offences, so ensure that everything is recorded and logged, as it is recognised that cyber crime is significantly under reported.
- Hampshire Constabulary noted that they are working with small to medium business to raise awareness of how they can protect themselves and to provide advice on how to manage a fraudulent incident if it occurs.
- The OPCC is a partner in the Safer Hampshire Business Partnership, led by the Constabulary, Chief Inspector Patrick Holdaway. This group has recently undertaken a Safer Hampshire Business Partnership survey. Their focus has been on encouraging and enabling businesses to protect themselves and gives businesses a network for discussion. The OPCC also explained that they are currently working in partnership with the Federation of Small Businesses.
- It was recognised that sharing best practice is a vital tool, because most cyber fraud offences are preventable if business and residents are well informed and educating on spotting the signs of fraudulent activities. A key focus of communications is helping people to help themselves and to help individuals and business to understanding how to avoid becoming victims.
- Discussion was held around what measures had been put in place to respond to potential system failures in essential public services, following the recent attack on NHS systems. It was heard that detailed refining has been undertaken on any identified vulnerability on hardware and software. Police ICT has changed its management with fundamental reinvestment across the whole of policing with a focus on risk and protection, driven by the PCC.
- Crime is moving online and cyber enabled crime is going increase in impact. It was considered that there would an ongoing increase in cyber crime and the reporting of it over the next 12 months. Crypto currency fraud in particular is anticipated to increase and is a growing area of concern. This area of crime is only expected to grow and education will be vital to prevent and protect our communities and businesses.

Chairman, 13 April 2018

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Agenda Item 7



Cllr David Stewart Chairman, Police & Crime Panel Members Services Hampshire County Council The Castle Winchester SO23 8UB

23 February 2018

Dear Cllr Stewart

I am writing further to the Police and Crime Panel meeting on 26 January 2018, and specifically in response to the recommendations made by the panel in relation to Item 8 Council Tax Precept 2018/19, Budget 2018/19 and Medium Term Financial Strategy 2019/20 to 2021/22.

We note that the panel did not veto the increase in council tax precept put forward in the paper. The Commissioner will therefore increase the policing precept by £12 for a Band D property.

The Police and Crime Commissioner's basic Council Tax for the year beginning 1 April 2018 will be £177.46 per annum at Band D which will total £120,644,195.22 for financial year 2018/19 raised across all precepting authorities.

To address the recommendation:

'That the Panel do not support the recommendation, as outlined in the paper before us, and ask [that] our concerns and those of the public are taken into account, and that any increase in funding is put directly and only into retaining and enhancing [the services provided by] police officers and staff.'

Since the meeting further clarification has been sought from the panel regarding this first recommendation. The Chairman went on public record to make it clear that the panel did not intend the grant funding, for organisations that protect the victims and those vulnerable at risk of harm, be reduced.¹

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¹ BBC Radio Solent, Monday 5 February 2018

Therefore, whilst the papers presented to the Panel identified a sum of $\pounds700,000$ be added to revenue expenditure, this money will now be added to reserves; funding will then need to be drawn down from reserves as required in 2018/19 to fund these critical commissioned services.

This does however remain an unsustainable approach in the longer term, as commissioning is a core part of the Commissioner's activity to support the delivery of his Police and Crime plan and to support the PCC's role 'Beyond Policing', the funding for which must be put on a sustainable basis going forward as part of the core revenue budget. Any commissioning expenditure funded from the £700,000 this year will be subject to the normal decision making process.

A further £440,000 was also proposed to be added to the Commissioner's revenue budget, broken down into two separate sums of £280,000 and \pounds 160,000.

£280,000 has historically been drawn from reserves to support the year-onyear delivery of projects supporting the priorities set out in the Police and Crime Plan. The plan had been to formalise this position for 2018/19 to reflect the recurrent nature of this spend, and to also recognise that, with diminishing reserves, it is no longer sustainable to fund this amount annually from reserves into the medium term.

The £160,000 did represent new spend to support additional capacity within the OPCC to support the Commissioner in the delivery of his plan.

As a result of the Panel's recommendation, the entire £440,000 will now not be added to the revenue budget for 2018/19, but will be added to reserves.

The sums identified would have supported delivery of new mandatory requirements for all Police and Crime Commissioners as set down in legislation during 2017. The following will therefore be subject to further decisions as work progresses:

- Review of Fire Governance Policing and Crime Act 2017
- Police Complaints Reform Policing and Crime Act 2017
- Changes to Data Storage General Data Protection Regulations 2018
- Data Protection Officer and Deputy General Data Protection Regulations 2018

Cont'd

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All costs associated with the £440,000 will be reviewed to ensure the work of the Office both meets the statutory requirements as set down in legislation and remains as efficient as possible. It is hoped that the overall cost will remain, as in previous years, one of the lowest cost per capita for any Police and Crime Commissioner's office. Where necessary, decisions will be brought forward to release funding from reserves to fund required service delivery.

This year the report to the Panel sought to improve transparency of the whole budget for policing and beyond, including the money which is spent on preventing crime, the reduction of offending, and helping the most vulnerable in our communities. Whilst there have been questions over how the budget is sourced and allocated, there has also been strong support for the value in the work delivered in partnership with many organisations across all of our communities.

To address the recommendation:

'That the Police and Crime Commissioner clarifies to the public what funding he receives, and what this is spent on, including the mandatory functions of the Police and Crime Commissioner.'

The creation of the Police and Crime Commissioner's plan sought to address this (pages 23, 24) as part of the context of the whole plan. This visible identification of where public money is spent continues to be a priority and will inform key elements of the Commissioner's Communications Strategy for the year 2018/19. More specifically the Commissioner will provide information that will be sent out with Council Tax bills that identifies the funding received and how it is allocated across the police service. Further details will be provided through the Commissioner's website and details of this will also be provided through the leaflet. This has proved to be the most cost effective solution to provide information to all households in Hampshire, the Isle of Wight, Portsmouth and Southampton, something the Panel has encouraged the Commissioner to achieve on many occasions.

Further work will also be undertaken and a report created that sets out the mandatory functions of the Police and Crime Commissioner and the costs associated with the delivery of these functions.

The focus over the coming year will be to continue to improve the whole community's understanding of the wider role of the Commissioner, both in support of policing and beyond, and how the budget is allocated and invested.

Cont'd

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All of the above will be subject to the usual reporting and scrutiny at the quarterly panel meetings. Should the panel require further information or clarity regarding the response to the recommendations and the process in place to deliver the Plan priorities, opportunities exist through both the Plan Working Group and the Finance Working Group for more detailed discussion.

Yours sincerely,

James Payne Chief Executive

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There is danger to a life A crime is happening now (or has just happened)

^{You have} immediate concerns for safety

CALI

999 **I**F

There is a dangerous incident on the motorway

You see something suspicious that needs immediate attention

Page

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NOT AN Emergency?

Call 101 for any crimes that aren't currently in progress or haven't just happened

For information and advice: www.hampshire.police.uk

Help us to keep our 999 lines free for your emergencies

HAMPSHIRE ALERT

To receive information, crime alerts and witness appeals local to the area in which you live or work register with Hampshire Alerts. www.hampshirealert.co.uk

If you are deaf or hard of hearing call please 18001 101 for non-urgent enquiries. In an emergency call 18000.

> POLICE & CRIME COMMISSIONER

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Office of the Police and Crime Commissioner St George's Chambers, St George's Street, Winchester, Hampshire, SO23 8AJ



KEEPING YOU AND YOUR FAMILY SAFER

Look out for changes in behaviour

Install appropriate security measures

YOU

Keep valuables out of sight

YOUR FAMILY YOUR COMMUNITY

SAFER

Be scam aware

Don't share personal details with people that contact you unexpectedly

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For information on how to help protect yourself, your family, your home and your community visit www.hampshire-pcc.gov.uk/crime-prevention



As recommended by the Police and Crime Panel, this leaflet has been supplied to inform you how the Police and Crime Commissioner's budget is spent

Police and Crime Commissioners were brought in to make policing more accountable and give people a greater voice on police and crime matters.

As your Police and Crime Commissioner, it is my vision that Hampshire, the Isle of Wight, Portsmouth and Southampton are amongst the safest places to live, work and visit.

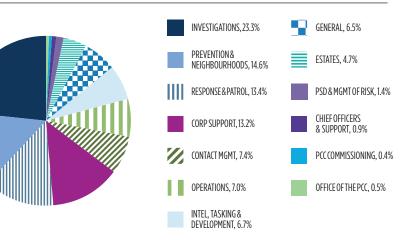
To keep us all safer in times of financial constraint is challenging, particularly when facing increasing demand and a shift to more complex and resource intensive work, such as investigating cyber-crime, child sexual exploitation and modern slavery. Hampshire Constabulary is adapting the way it operates in order to meet this changing demand and be more efficient.

This year I have sought to be transparent about the money that is spent by my office to support the most vulnerable in our communities, reduce offending, and prevent crime, and to be clear about the investments I am making to ensure officers have the right technology and facilities to deliver a policing service that is modern, operationally effective and efficient.

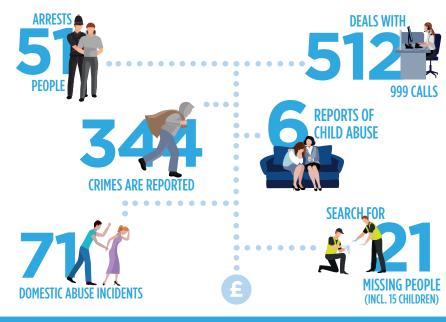
You can sign up for regular updates from me at www.hampshire-pcc.gov.uk/ commissioner/myblog

MICHAEL LANE POLICE AND CRIME COMMISSIONER

WHAT THE MONEY SUPPORTS 2018/19



DAY IN THE LIFE OF HAMPSHIRE CONSTABULARY



Band	What you will pay this year	Band	What you will pay this year
Α	£118.31	Е	£216.90
в	£138.02	F	£256.33
С	£157.74	G	£295.77
D	£177.46	н	£354.92

POLICING

In 2018/19, of the **£315 million** available to me, I will allocate 98.3% to policing. This is made up of two thirds (63%) funding from national government grant and one third (37%) council tax.

The amount of national funding Hampshire Constabulary receives from Government will broadly remain the same, however the costs of providing policing services are rising.

Consultation with residents showed me that our communities are willing to contribute a greater amount to minimise reductions in service that could impact on the ability of the Constabulary to keep us all safer from the greatest threats and risks of harm. The council tax you pay for policing is still one of the lowest in the land.

BEYOND POLICING

A core part of my job is to support victims, protect the vulnerable, and reduce the demand on policing through interventions that enable people to realise life opportunities and their full potential; helping people avoid triggers that might otherwise lead them into anti-social behaviour or crime.

In 2017/18 I supported over 70 projects; from activities for young people, to advocacy support for stalking victims, to projects that work with offenders to beat substance misuse. I also contract a number of services including a Victim Care service that supports more than 70,000 victims each year, Restorative Justice that helps victims gain answers from those who caused them harm, and Domestic Abuse support services. All of which reduced the burden on the police force.

More information can be found on my website www.hampshire-pcc.gov.uk/funded

HAMPSHIRE POLICE AND CRIME PANEL

Report

Date	Considered:	13 April 2018		Item:	8
Title: Community Strategy 2017 - 2021					
Contact name:		Ranjeev	Pathak (Senior Performa	nce and Informa	ation Officer)
Tel:	01962 871595	Email:	Ranjeev.pathak@hamps	shire.pnn.police.	uk

1. Executive Summary

- 1.1 The purpose of this report is to inform Members of the progress made towards the development of a Community Strategy (2017 2021) by the Police and Crime Commissioner and his office.
- 1.2 Members of the Panel are invited to note this report.

2. Background

- 2.1 In his Police and Crime Plan, the Police and Crime Commissioner gave a commitment to champion community needs and to work together with partners to create vibrant and inclusive communities. As part of this commitment, the Commissioner's office continues to develop a Community Strategy.
- 2.2 The Community Strategy seeks to ensure the work of the Commissioner and his office engages directly with communities and community organisations, so that communities can become more self-reliant in keeping themselves safer, more connected and better informed. Delivery of all plan objectives continues whilst this strategy is being developed.
- 2.3 The Commissioner has identified a number of key principles which he wanted the new Community Strategy to follow; a bottom up approach, be developed with communities, be progressed with communities and be an overarching framework to all activities within his office.

3. Consultation & Methodology

3.1 To facilitate the creation of the Commissioner's Community Strategy, a small working group consisting of staff from teams across the Commissioner's office was formed. As community views would inform the development of the new strategy, it was agreed to engage with and consult with a range of individuals who represent communities or are actively part of communities to gather their views about what support communities needed to become self-reliant, better connected and better informed.

- 3.2 An online survey was produced which ran from 4 September until 31 December 2017. The survey was circulated amongst the voluntary sector, community safety managers, colleagues within local authorities who work with communities (particularly diverse communities) and every organisation which had bid for funding from the Commissioner's office during the previous three years. These groups and organisations were also asked to disseminate the survey amongst their network of contacts.
- 3.3 To gain as many responses as possible, the online survey was prominently displayed on the Commissioner's website. Paper copies of the survey were sent to libraries within each of the 14 council areas as well as to all the Citizen Advice Bureaus within Hampshire and the Isle of Wight, to NHS walk in centres and social housing providers.
- 3.4 With the help and support of the Youth Commission the survey was targeted at education institutions and young people's organisations to increase the number of young people completing the survey. The survey was also sent directly to BAME organisations and the Hampshire inter-faith network to increase participation and the response rate from diverse communities. The survey has been accessed by 1,702 people and represents one of the most successful surveys run by the Commissioner and his office.
- 3.5 Four facilitated workshops were held with community representatives who had expressed an interest through the survey to take part in workshops. The content of the workshops was partly determined by the headlines which were taken from the survey which was still active, and areas for further discussion determined by the working group. The purpose of the workshops was to explore in more detail the contents of the strategy. The workshops were held in accessible community venues and facilitated by staff from the Commissioner's office. The workshops were held on the following dates and venues:

•	28 October 2017	Basingstoke Southampton	Discovery Centre Spectrum CIL
•	4 November 2017	Portsmouth Newport (IOW)	John Pound Centre Quay Arts Centre

3.6 The Commissioner attended and opened the sessions in Basingstoke, Southampton and Newport. In total 37 people attended the workshops, 10 in Basingstoke, 8 in Southampton, 12 in Portsmouth and 7 on the Isle of Wight. Each session was recorded and transcribed to help inform the development of the Community Strategy.

4. Results

4.1 Below is a summary of the results from the survey:

- 93.1¹% (1,565²) of respondents either strongly agreed or agreed with the following definition of a community, *"a group of people living in the same place or having a particular characteristic in common".*
- 59.8% (1,088) of respondents felt either very connected or fairly well connected to their community, compared with 40.2% (679) of respondents who felt either a little connected or not at all connected with their community.
- Nearly 69.9% (966) of respondents identified as being members of one or more organised community organisations with neighbourhood watch, local community group and local religious groups being the most popular whilst 30.1% (416) of respondents stated they were not members of any community organisations.
- The top 3 responses to how the Commissioner and his office could support individuals and their communities were:
 - Information about how to keep yourself and your community safer (including data) 58.4% (699)
 - Advice and expertise 34.8% (399)
 - Networking opportunities with similar groups 19.5% (213)
 - 39.0% (493) of respondents stated that they and their community were linked with similar groups who shared their views and concerns compared with nearly 52.6% (663) of respondents who stated neither they nor their community were linked with similar communities. However 8.4% (106) of respondents who were not linked to any other community would like to be.
 - 79.1% (933) of respondents did not want to be connected with any other groups or communities.

4.2 About the respondents:

- 44.8% (572) of respondents were male whilst 53.1% (678) of respondents were female.
- 25.4% (327) of respondents identified as being members of the 65 74 age bracket – the largest age category
- 92.3% (1,175) of respondents identified themselves as white whilst 2.5% (31) of respondents identified themselves as being from another ethnic background, 5.1% (65) preferred not to say.

¹ All %'s rounded up to the nearest decimal point

² Figures in brackets denotes the actual number of respondents.

- 83.4% (1,071) of respondents identified themselves as not having a disability.
- 4.3 Headlines and key messages from the consultation have been promoted by the Commissioner's office through social media and on the Commissioner's website.
- 4.4 Following the analysis of the survey results and workshop feedback, key themes were identified by the working group which have been refined to create strategic objectives which will make up the back bone of the new Community Strategy, these are:
 - Information: Sharing data, local information and intelligence

To provide communities with accessible information and data so that they are better informed and more engaged with authorities to tackle crime

• Education: Seeking to prevent and protect through learning, advice and sharing expertise

To educate and inform communities about modern policing threats and how best to protect themselves

• Communication: Opening channels and creating networks

Ensuring effective two-way conversation between the Commissioner, community safety partners, and communities

• Facilitation: Joining up partners and communities

To instigate and help support the coming together of partners with communities and communities with communities

5. Next Steps

- 5.1 An early draft of the strategy is currently being reviewed.
- 5.2 The results of the survey and draft outline of the strategy have also been shared with those participants of the survey and workshops who indicated that they would like to be involved further.

6. Recommendations

6.1 Members of the Panel note the progress made against the creation and development of the Community Strategy.

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>

Location

Police and Crime Plan - A plan to keep us safer 2016 – 2021

https://www.hampshirepcc.gov.uk/plan This page is intentionally left blank



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Police and Crime Plan

Delivery Progress Update

April 2018

Police and Crime Plan Delivery Overview

Completed projects	Current projects	Future projects	YOU
281	40 J 36 5 0	20	
 4 projects delivered: 18/19 Budget Consultation Police & Fire Governance Review Review of Modern Plavery Partnerships Review of Sexual Crime Strategy 	 2 projects initiated: 9 General Data Protection Regulations (GDPR) (statutory) 9 Grants Investment Programme (next annual round begins) 80 60 40 40	 6 candidate projects identified: 8 Revolving Door 9 Community Safety Alliance Review 9 Appropriate Adults Review 9 Sign-posting 9 Implementation of Modern Slavery Partnerships 9 Review of Out of Court Disposals and Community Remedy 	<section-header><section-header></section-header></section-header>
Completed projects per strand	Current projects per strand	Future projects per strand	 32% 32% Champion Community needs Strengthen Partnerships Reduce Offending Effective and Efficient operational policing
Hampshire Big Conversations B Isle of Wight Portsmouth Southampton	ig Issues 📕 Partnerships and Commissioning	Communities Policing	POLICE & CRIME COMMISSIONER

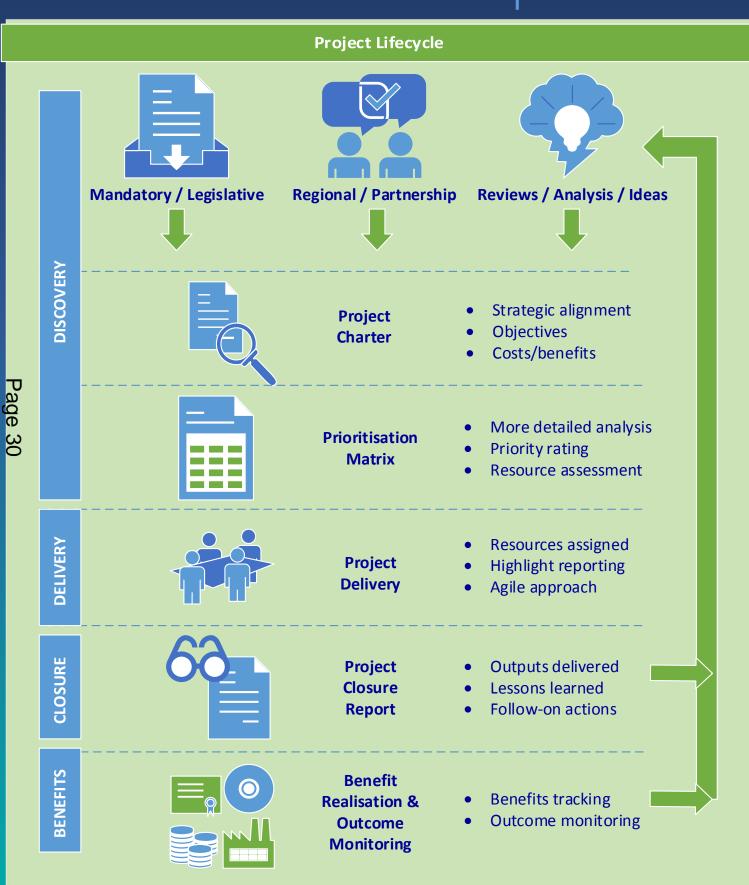
Police and Crime Plan Delivery Plan Review



Project Name	Project Objective	Summary of Changes
FGM & other harmful cultural practices across Hampshire policing area	Understand what partners have in place to respond to FGM & other harmful cultural practices	Two projects merged for efficiency - 'FGM landscape' and 'Other harmful cultural practices' – one project will now cover both areas of concern.
Services in Police Custody	One service to support all vulnerable prisoners in custody	
P South Prevention & Diversion Services	Review of services and recommendations for the future	Two projects merged for efficiency - 'Youth Commissioning' and 'Review of Youth Diversionary Services'.
Police Investigation Centre Evaluation	Evaluation plan for all three PICs	Project end date extended - to align with expected completion date of last PIC.
All Youth Commission projects: Cyber Safety, Substance Misuse, Hate Crime, Unhealthy Relationships, Mental Health	To engage young people, seek their views and raise awareness of the YC priorities	Project end dates extended - to September 2018 due to identification of further needs following consultation with partners. This resulted in changes in the recruitment cycle and we saw an increase in applications and intake to the YC. Dates were extended to allow the existing priorities to have a full cycle with the newest cohort (who started in December 2017), to ensure there is enough time to fully address those priorities.
Court Observation Panel	Review of model and recommendations for Hampshire	Project placed on hold – this is an action from the Local Criminal Justice Board Victims & Witnesses Group to look at setting up a panel which observes the trial of rape and sexual abuse offences to review how the courts are working and make recommendations (following Northumbria example). LCJB decided to place this action on hold, OPCC are continuing to engage to ensure this action is brought back to the agenda.

Police and Crime Plan Delivery Plan





- Structured process to ensure projects contribute to delivery of the Police and Crime Plan
- Boundaries represent key decision points
- Each stage requires investment of OPCC resources
- Flexible and agile approach focuses on delivery and allows us to respond to changes

Police and Crime Plan Project Spotlight

PC PARTNERSHIPS AND COMMISSIONING

SERVICES IN POLICE CUSTODY



Overview

A number of services operate in police custody to support those who have been arrested. Three of these services are Arrest Referral, Custody Healthcare and Liaison and Diversion. There is some duplication between these services indicating that support could be offered more effectively and efficiently.

Outcome

To work with partners to commission services in police custody that offer an improved and more joined up service. This will provide better support for vulnerable prisoners and offer more value for money.



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Police and Crime Plan Project Spotlight

PC PARTNERSHIPS AND COMMISSIONING

APPROPRIATE ADULT SERVICE



Overview

Some adults need to be supported in police custody by an 'Appropriate Adult'. There is no duty on any organisation to fund this statutory service. Local Authorities traditionally funded the Appropriate Adult service but some are withdrawing or not contributing enough to meet demand, funding arrangements are unstable. This presents a risk around meeting demand for the service, and the legal obligation for those particular adults to be supported by an Appropriate Adult.

Outcome

To work with partners to agree a sustainable Appropriate Adult Service.



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Police and Crime Plan Project Spotlight

BC BIG CONVERSATIONS

GENERAL DATA PROTECTION REGULATIONS



Serving Hampshire Isle of Wight Portsmouth Southampton

Overview

To update all policies, procedures and contracts to ensure OPCC compliance with GDPR. This work will also ensure that all IT systems owned by the PCC are compliant, such as Safety Net and RJ system. OPCC has a large information footprint and as a result a large amount of work is required.

Outcome

The GDPR project will ensure that the Office of the Police and Crime Commissioner and any assets owned by the PCC are compliant with the new Data Protection legislation coming into Force. This includes a wide range of areas such as; contact management processes, Safety Net system and CCTV systems in the estate.



Police and Crime Plan Delivery Progress



Summary of Current Projects

Project		Objective	
suo	Estate Change Programme Phase 1	To successfully deliver the approved Estate Strategy.	Q2 2020
Big ersati	Estate Change Programme Phase 2	To successfully deliver the approved Estate Strategy.	Q3 2020
Conver	General Data Protection Regulations (GDPR) (statutory)	To ensure that the Office of the Police and Crime Commissioner is ready for the implementation of the GDPR legislation in May '18.	Q3 2018
	Review use of Safety Net	To undertake a review of the current use of SafetyNet and identify opportunities for improving the way in which information is currently shared with partners.	Q2 2018
	Grant Management System	To provide an options appraisal of possible grants management systems.	Q3 2018
	Cyber Safety - Youth Commission	Cyber Ambassadors pilot completed, progress towards a universal method of reporting, research issues young people are currently facing online.	Q1 2018
Page	Substance misuse - Youth Commission	To implement recommendations from previous cohort and embed lethal highs work with partners.	Q1 2018
34	Hate crime - Youth Commission	To research young people's knowledge and views of hate crime & launch findings in Hate Crime Awareness week. To raise awareness of 3rd party reporting centres. To support the Police Apprentice Hate Crime project in Portsmouth.	Q1 2018
	Unhealthy relationships - Youth Commission	To raise awareness with young people of the early warning signs of an unhealthy relationship and what is a healthy relationship.	Q1 2018
ig Issues	Mental Health - Youth Commission	Research issues young people are currently facing and solutions to tackle them. Raise awareness of support/self-help that are available for those with low level mental health issues.	Q1 2018
ö	Elder Strategy	Development of an Older Persons Strategy.	Q4 2017
	Police Complaints Reform (statutory)	Implementation of Policing and Crime Act 2017 provisions as relating to the role of the PCC in the police complaints system.	Q4 2018
	Domestic Abuse Perpetrators Hampshire and Southampton	Identify high risk DA perpetrators, manage them, and give them opportunities to change their unhealthy behaviour.	Q1 2019
	Integrated Domestic Abuse Service – Hampshire	To support victims of DA across the HCC area.	Q1 2019
	Integrated Domestic Abuse Service – Portsmouth	Support services for victims of DA.	Q1 2018
	Integrated Domestic Abuse Service - Isle of Wight	Support service for victims of domestic abuse.	Q1 2018

Police and Crime Plan Delivery Progress



Summary of Current Projects

	Project	Objective	Forecast End Date
	Blue Light Collaboration	Blue Light partnership and collaboration strategic and tactical level across multiple partners (HFRS, SCAS, SeCamb, IOW Ambulance and MCA.	Q1 2019
	Understand FGM and Harmful Practices landscape across Hampshire policing area	Understand what partners across Hampshire, Isle of Wight, Portsmouth and Southampton have in place to respond to FGM & other harmful cultural practices.	Q4 2017
	Review the draft FGM strategy (Portsmouth)	Resolve current issues with the draft FGM strategy for Portsmouth.	Q4 2017
	Services in Police Custody	One service to support all vulnerable prisoners in custody.	Q1 2019
	Youth Prevention & Diversion Services	Future commissioning of the YOTs and other diversionary support services to prevent offending and re offending of young people .	Q2 2019
Dsd	Establishment of Restorative Justice in Specialist Cases	Development of established group of sexual crime specialists/support services, Hampshire Constabulary and Restorative Justice practitioners to manage the safe application of Restorative Justice.	Q3 2018
thersh	Restorative Practices - Delivery/Action Plan underpinning strategy	Production of a detailed delivery/action plan to underpin the strategy.	Q1 2018
g & Pari	Newly Commissioned Restorative Justice Service	Service specification that is in line with the Commissioner's Restorative Justice and Restorative Approaches Strategy and Police and Crime Plan priorities.	Q1 2018
issionin	Review of Barnahus Model	To gather CJS partner views on this model in order to establish if there is an appetite to introduce child houses within H&IOW.	Q1 2018
Commis	Victim Voice Children & Young People (CYP)	To consider consulting with CYP victims to identify gaps and overlaps in service provision and inform OPCC and HC priorities and commissioning decisions .	Q1 2018
	Victim Voice Sexual Offences	To consider consulting with victims of sexual offences to identify gaps and overlaps in service provision and inform OPCC and HC priorities and commissioning decisions.	Q1 2018
	Victim Care Service Contract Renewal	New three year contract (with possible extension) to be awarded to provide support to all victims of crime and anti social behaviour within Hampshire and the Isle of Wight .	Q1 2018
	Crown Court Training Event	Familiarisation training sessions to be run at Winchester Crown Court.	Q4 2017
	Court Films	Films of all crown and magistrates courts within HIOW which can be used by all CJS partners and commissioned services to familiarise victims and witnesses with court houses and the facilities when due to attend.	Q2 2018

Police and Crime Plan Delivery Progress



Summary of Current Projects

	Project	Objective	Forecast End Date
Community	Communities Strategy	The creation of a Communities Strategy to highlight the Commissioner's commitment to enabling stronger and more self reliant communities.	Q2 2018
	Campaign work and business awareness	To explore how we can keep communities and those seen as more vulnerable to fraud SAFER - fraud comes in a number of guises and so needs to be tackled in a number of ways to meet the needs of those being defrauded and targeted.	Q2 2018
	Fraud Courier	To scope the work being undertaken to protect those vulnerable from courier fraud.	Q2 2018
Page 36	Business Crime Survey	To re run business crime survey of 2014.	Q1 2018
õ	Cyber – Behaviours	To explore how we can keep communities and those seen as more vulnerable to cyber crimes SAFER - cyber crime comes in a number of formats and so needs to be tackled in a number of ways to meet the needs of those being targeted.	TBD
	Evaluation of Cyber Ambassadors	The youth commission are investing in a cyber safety initiative - to implement a robust and effective peer service to support and educate pupils on cyber safety.	Q2 2018
	Hate Crime	Creation of a Hate Crime Strategy .	Q4 2017
	Heartstone schools project (Heartstone Odyssey)	The project is aimed at 9 - 12 years olds as they transition from junior to secondary school - the core message of the project story is "live and let live" and provides multiple fictional scenarios which allow children to explore how they would deal with racism / incidents of intolerance that they encounter from any perspective and background and confronting other uncomfortable ideas in a safe and sensitive way.	Q3 2018
	Police Investigation Centre Evaluation	Evaluation plan for all three PICs.	Q1 2022

Police and Crime Plan Decision Notices



Summary of Decision Notices approved in last quarter

Decision Notice	Date approved	Summary
Contact Management Programme Budget Uplift – Nov 2017	December 2017	Approval of funding for an improved contact management system.
6 month extension to grant funded sexual crime and domestic abuse support services on the Isle of Wight	January 2018	Funding approval for domestic abuse service.
Proposed funding allocations under the Safer Communities Grant Fund for 2018/19	February 2018	Approval of funding of local organisation under the Safer Communities Grant Fund.
ि ध्विta Analyst secondment	February 2018	Approval of collaboration with Hampshire Fire and Rescue Service on data analysis.
2018/19 Budget	February 2018	Approval of budget for 2018/19.
Treasury Management and Investment Strategy 2018 – 2021	March 2018	Approval of OPCC strategy for investment and treasury management.

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HAMPSHIRE POLICE AND CRIME PANEL

Report

Date considered:	13 April 2018			Item:	12		
Title:	Quarterly Compla	Quarterly Complaints Report					
Contact:	Scrutiny Officer to	Scrutiny Officer to the Panel					
Tel:	01962 846693	Email:	pcp.complaints	@hants	.gov.uk		

1. Executive Summary

1.1 This purpose of this report is to provide the Hampshire Police and Crime Panel (PCP) with an overview of the work undertaken by the PCP's Complaints Sub-Committee over the previous quarter.

2. Contextual Information

- 2.1 The PCP is responsible for handling complaints made against the Police and Crime Commissioner for Hampshire (PCC), and for informally resolving noncriminal complaints, as well as complaints or conduct matters that are referred back to the Panel by the IPCC.
- 2.2 The PCP is also required to forward any 'serious' complaint it receives against the PCC to the IPCC. The definition of a 'serious' complaint is 'a qualifying complaint made about conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence'¹.
- 2.3 At its meeting on 19 October 2012, the PCP agreed protocols for how it would handle such complaints. This included the delegation of the initial stages of the complaints handling system to the Chief Executive of the Office of the Police and Crime Commissioner for Hampshire. Should the delegated officer determine that a complaint received should be considered by the PCP's Complaints Sub-Committee, it will be recorded as such and referred to the Panel scrutiny officer.

¹ As per paragraph 2(6) of Schedule 7 to the Police Reform and Social Responsibility Act 2011

- 2.4 The complaints protocol is normally reviewed annually to determine if any amendments need to be made. The current version was revised and agreed at the 7 July 2017 meeting.
- 2.5 The complaints procedure is displayed on the PCP's web pages, and can be found below: http://www3.hants.gov.uk/hampshire-pcp/pcc-complaints.htm
- 2.6 Each complaint recorded will be subject to an 'informal resolution' process, described in the complaints procedure. Prior to undertaking this, the Complaints Sub-Committee has the opportunity to 'dis-apply' the informal resolution process, should the complaint fall into a number of categories outlined in legislation.

3. Complaints Sub-Committee

- 3.1 The Membership of the Complaints Sub-Committee is as follows:
 - Councillor Lisa Griffiths
 - Councillor Ken Muschamp
 - Bob Purkiss MBE (Chair)
 - Councillor Leah Turner
- 3.2 The Sub-Committee receives legal advice from Portsmouth City Council.

4. Complaints Activity – December 2017 – March 2018

Potential Complaints against the PCC

4.1 Two potential complaints were received by the delegated officer between 16 December 2017 and 15 March 2018 (see *Table 1*).

Complaints Received – Delegated Officer	No. of Complaints
Potential complaints received	2
- Not recorded as a complaint against the PCC	0
- Recorded as a complaint against the PCC	2
- Recorded as a potential 'serious' complaint against	0
the PCC	

Table 1

Meetings of the Complaints Sub-Committee

4.2 The Complaints Sub-Committee have met once since the previous quarterly report.

Outcomes of the Complaints Sub-Committee meetings

- 4.3 At the time of writing:
 - Two complaints are on-going.
 - No complaints had the informal resolution process disapplied.
 - No complaints have been referred to the IPCC.
 - One complaint has been informally resolved without action.
 - The unreasonable complaint policy has not been applied during this quarter (see Table 2)

Complaints Conclusions	Number of Complaints
Informal resolution process dis-applied	0
Referred to the IPCC	0
Resolved prior to consideration	0
Informally resolved without action	1
Informally resolved with action	0
Unreasonable complainant policy applied	0
Complaint still ongoing	2
Complaint withdrawn by complainant	0

Table 2

5 Recommendations

5.1 That the quarterly complaints report is noted.

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>

Procedure for dealing with complaints against the Police and Crime Commissioner (Last updated July 2017)

Location

http://www3.hants.gov.uk/hampshirepcp/pcc-complaints.htm

Quarterly Complaints Report (October 2017)

http://democracy.hants.gov.uk/docum ents/s6554/Item%2012%20Quarterly %20Complaints%20report.pdf

Agenda Item 13

HAMPSHIRE POLICE AND CRIME PANEL

Report

Date considered:	13 April 2018	13 April 2018			13	
Title:	Work Programme					
Contact:	Scrutiny Officer to t	Scrutiny Officer to the Panel				
Tel:	01962 847336	Email:	members.ser	vices@h	nants.gov.uk	

1. Executive Summary

1.1. The purpose of this paper is to set out the work programme for the Panel.

2. Legislative Context

- 2.1. It is for the Panel to determine its number of meetings. It is anticipated that the Panel will require a minimum of four ordinary meetings in public in each municipal year to carry out its functions.
- 2.2. In addition to the scheduled ordinary meetings, additional meetings may be called from time to time, in accordance with the Panel's Rules of Procedure (see Rule 1).
- 2.3. The Panel may also be required to hold additional meetings should the Commissioner wish to appoint to specific posts within their staff, or should a non-serious complaint be made against the Commissioner which requires the full Panel to consider it.

3. Recommendations

3.1 That the work programme, subject to any recommendations made at the meeting, is agreed.

WORK PROGRAMME – POLICE AND CRIME PANEL

ltem	Issue	Item Lead	Status and Outcomes	7 July 2017	6 October 2017	26 January 2018	13 April 2018
		SCRUT	INY ITEMS				
Community Engagement	To consider how best the PCC engages and builds awareness of the PCC role with the community, and how the public can shape approaches to policing and crime	OPCC	Deferred from January to April 2018, when the draft community strategy will be available for consideration.				x
PEEL inspections	To understand how the PCC is hold the Chief Constable to account for recent PEEL inspection outcomes	OPCC / HC	Recommendation made in April 2017 for item to be considered in July 2017. Item considered – Panel to review once next report is published.	x			
Precept	To consider and take a decision on the PCC's proposed precept	OPCC	Considered January 2018.			x	

	ltem	Issue	Item Lead	Status and Outcomes	7 July 2017	6 October 2017	26 January 2018	13 April 2018
			OVERV	IEW ITEMS				
Page	Annual Report	To receive the annual report of the PCC for the previous year	OPCC	Annual report considered October 2017.		x		
ge 45	Annual Report	To provide an overview of the PCPs work for the previous year.	РСР	Annual report considered October 2017.		x		
	Collaboration	To work with other PCPs in the South to understand how PCCs are working in collaboration	PCC and OPCC	Considered in January 2018 at Panel and forwarded to regional collaboration group for review. Regional group meeting to be rescheduled in April/May 2018, following postponement due to inclement weather.			x	
	Commissioning Strategy	To understand the PCC's commissioning strategy	OPCC	ТВС				

	ltem	Issue	Item Lead	Status and Outcomes	7 July 2017	6 October 2017	26 January 2018	13 April 2018
Page 46	Estates Strategy	To understand progress made with the Estates strategy	OPCC	Revised estate strategy reviewed July 2017. Next consideration due April 2018.	x			x
	PCP Grant Budget	To agree the proposed budget for the next financial year, and to review the previous years' spend	РСР	Budget for 2018/19 to be agreed October 2017, subject to full grant being received (tbc April 2018)		x		
46	Police and Fire Act	To understand preparations being made locally to respond to the Act	OPCC	Considered July 2017. To be further considered once PCC takes decisions relating to fire and rescue authorities, and complaints.	x			x
			MONITO	RING ITEMS				
	Community Speedwatch	To understand the final outcomes of the review into Community Speedwatch schemes	OPCC	Reviewed January 2016, to understand the final outcomes in July 2016. <i>Rolled into community engagement item – see above</i>				

	ltem	Issue	Item Lead	Status and Outcomes	7 July 2017	6 October 2017	26 January 2018	13 April 2018
			GOVERN					
Page	Complaints Protocol Update	To review and agree a revised complaints protocol	РСР	To review the complaints protocol following the Chairman's annual complaints review meeting.	x			
de 47	Election of Chairman / Vice Chairman	Elect ion of Chair and Vice Chairman for 2016/17	РСР	Occurs at each AGM meeting	x			
			STAND	DING ITEMS				
	Police and Crime Plan Implementation	An update on the progress made with implementing the priorities of the Plan	OPCC	Monitoring implementation of the Police and Crime Plan.	x	x	x	x
	Complaints against the PCC	To provide an overview update to each meeting of complaint activity	РСР	Quarterly update to be heard at each meeting.	x	x	x	x

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