

D O N N A J O N E S

MORE POLICE
SAFER STREETS

H A M P S H I R E & I S L E O F W I G H T

Police & Crime Panel Meeting
20th October 2023

Donna Jones – Police & Crime Commissioner

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Police & Crime Plan - Delivery

- More Police
- Tackle Anti-Social Behaviour
- Prevent Young People From Committing Crime
- Youth Engagement
- Improved Outcomes For Victims

Jul 22

Oct 22

Current Focus

- Youth Engagement (Cont)
- Community Crimes That Matter – Tackling Traffic Issues
- Crackdown On Unauthorised Encampments
- Targeting Rural Crime

Jan 23

Apr 23

Jul 23

Current / Medium Term Results 2022 → 2023

- Improve Police Visibility
- Easier Reporting Through 101
- Zero Tolerance On Knife Crime
- Violence Against Women & Girls
- Crimes That Hurt You The Most – Murder & Serious Violence

Oct 23

Jan 24

Apr 24

Longer Term Results 2023 → 2024

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Police & Crime Plan Dashboard

2023-24 Q2 (July)

Objective RAG Status

Evidenced 98

Current 24

Outstanding 0



2023-24 Q2 (Sept)

Objective RAG Status

Evidenced 104

Current 18

Outstanding 0



The Police & Crime Plan Dashboard is used to monitor the status of delivery derived from monthly highlight reports, and provides oversight of change within the projects with access to a closer level of detail via hyperlink to each individual project.

- Reporting months can be selected to identify the status of delivery at each period
- All 122 project objectives are tracked using a RAG rating for “Evidenced”, “Current”, and “Outstanding”
- The delivery of the plan is measured as a percentage of all objectives that are “Evidenced”

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Work Programme – Police & Crime Panel

- **Performance and Delivery** against the Police & Crime Plan:

**Accountability and Monitoring
of an *efficient and effective*
Police Service**



- **Improve Police Visibility**
- **Easier Reporting Through 101**

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Improve Police Visibility

Project Objectives

Review the police estate strategy to ensure neighbourhood police teams are where they are needed most.

Introduce mobile police desks in public spaces.

Better locate police buildings on high streets, making them accessible to the public.

Invest in technology, allowing police officers to tackle crime rather than spend time filling in forms.

Work with local councils to increase the number of Third Party Reporting Centres (TPRC) allowing victims of hate crimes to make a report in multiple locations.

Progress

May 2023	June 2023	July 2023	August 2023
Yellow	Yellow	Yellow	Yellow
Yellow	Yellow	Yellow	Yellow
Yellow	Yellow	Yellow	Yellow
Yellow	Yellow	Yellow	Yellow
Green	Green	Green	Green

Evidenced: Deliverables have been successfully achieved and the relevant objectives have been successful.

Current: Project objectives are being actively tracked and delivery is in progress, however cannot yet be fully demonstrated.

Outstanding: Project deliverables have yet to be fully scoped and / or product delivery has not been started.



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Improve Police Visibility

Police & Crime Plan 2021 to 2024

- ✓ **Outcomes of the review of the police estate regarding the location of neighbourhood police teams. How has the best location for these been determined and are there plans to change any locations as a result?**
- ✓ Have mobile police desks in public places been introduced? If so, how many and where have they visited? and to what extent have the public engaged with this model?
- ✓ Have there been any changes to the locations of police buildings to make them more accessible to the public? If so, is there evidence of increased enquiries from the public as a result of the change?
- ✓ How many Third Party Reporting Centres were operating at the start of your term of office and how many are available now?
- ✓ Provide an update on progress against investing in technology to free up police time from form filling.

The New Policing Model, Mind Set and Team

- Neighbourhood policing – connecting with public on local issues
- Quick action and change in direction.
- End of centralised policing to 4 areas – North, East, West, IOW.
- Previous model – hubs with no accountability of driving performance. (Borderless policing). No connection with the community.
- Neighbourhood Enforcement Teams to put pressure on trouble areas. Agility across the areas. Proactive disruption.
- Rural Policing – Impact on businesses
- Area cars / District Patrol Teams – Dedicated patrol teams per district
- Business crime

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Improve Police Visibility

Police & Crime Plan 2021 to 2024

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HIOWC Engagement Examples Mar - Sept 2023

- South Downs College, Havant
- Havant Borough Council
- Park Community School
- Southsea Women's Institute
- St Wilfred's Church Hall, Cowplain
- Haskins Garden Centre, West End
- Caroline Square, Portsmouth
- Emsworth Neighbourhood Watch
- Haskins Garden Centre, Farnham
- Highclere Castle Country Show
- Hillier's - Petersfield Bitterne Estate Show, Isle of Wight Show, Hillier's Garden Centre, Winchester Hillier's Garden Centre, Stanstead Park Garden Centre, 3 x University Freshers Fairs

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Improve Police Visibility

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Station	When opening?
West Cowes	End 2023
Portsmouth Central	Spring 2024
Park Gate	Spring 2024
Petersfield	Summer 2024
Yateley	Autumn 2024
Totton	Autumn 2024
Ryde	Autumn 2024
Eastleigh	Early 2025
Cosham	Autumn 2025 (HFRS building opening)
<i>Gosport</i>	Return from Council building to Police Station

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Improve Police Visibility

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Third Party Reporting Centres

2020/21	57
2021/22	70 (+13)
2022/23	70 (-)
2023/24	Subject to an annual review, the office is updating the list of existing TPRCs. This is expected to be completed before Hate Crime Awareness Week 2023

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Improve Police Visibility

Police & Crime Plan 2021 to 2024

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PCC Priority	Digital Strategy
600 More Officers by 2023	<ol style="list-style-type: none"> 1. Delivering the tech to support new officers to perform their role 2. Mobile applications such as pronto facilitating mobility 3. Working with L&PD to improve systems training and adoption
Improve Police Visibility	<ol style="list-style-type: none"> 1. Connectivity in the field improving visibility 2. Improved understanding of systems 3. Technology supporting the reduction of duplication
Tackle ASB	<ol style="list-style-type: none"> 1. Improved data quality 2. Potential for using TVT methodology to introduce hot spot policing
Making it Easier to Report Crime Through 101	<ol style="list-style-type: none"> 1. CM Focus group 2. Two way portal
Prevent Young People from Committing Crime	<ol style="list-style-type: none"> 1. Deliver RPA solutions in the MASH to understand risk and prioritise 2. Federated access to improve information sharing
Zero Tolerance on Knife Crime	<ol style="list-style-type: none"> 1. Working with VRU to deliver a data driven problem solving solution to focus on areas of greatest risk 2. Potential for using TVT hot spot policing
Improved Outcomes for Victims	<ol style="list-style-type: none"> 1. Potential interim RPA solution for victim contact 2. RPA & PowerApp being developed to support new changes in bail legislation 3. Two way portal to keep victims engaged 4. Use SOH to report and understand VAWG 5. DII team to act as tactical advisors, Digital Discovery Workshops and Digital Skill-set Analysis 6. Horizon scanning new technology to improve workforce capability in both DII and digital forensics teams 7. Potential use of TVT methodology to introduce Hot spot policing
Targeting Rural Crime	<ol style="list-style-type: none"> 1. Use of teams to support live feed from drones 2. Use of WhatsApp to support reporting and information sharing 3. Delivery of apps to support rural information sharing 4. Mobile connectivity supporting improved field working

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Our New Local Area Model

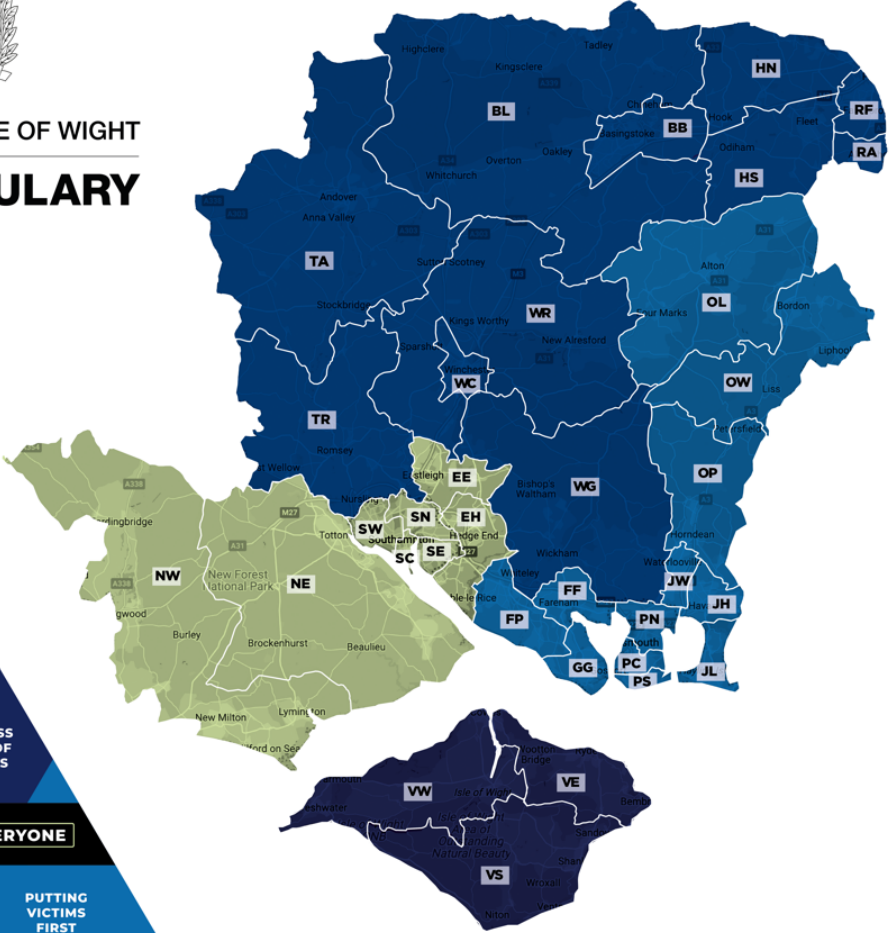


Assistant Chief Constable
Lucy Hutson

- End of centralised policing
- Four locally focused Areas
- Accountable Commanders at Area and District level
- Far more locally commanded proactive capability



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CONSTABULARY



WEST
New Forest District
NE - New Forest East Sector
NW - New Forest West Sector
Southampton District
SN - Southampton North Sector
SE - Southampton East Sector
SC - Southampton Central Sector
SW - Southampton West Sector
Eastleigh District
EH - Hedge End Sector
EE - Eastleigh Sector

NORTH
Test Valley District
TA - Test Valley North
TR - Test Valley South
Winchester District
WC - Winchester City Sector
WG - Winchester Greater Sector
WR - Winchester Rural Sector
Basingstoke District
BL - Basingstoke Town Sector
BR - Basingstoke Rural Sector
Hart District
HN - Hart North Sector
HS - Hart South Sector
Rushmoor District
RA - Aldershot Sector
RF - Farnborough Sector

EAST
East Hants District
OP - Butser Sector
OW - Longmoor Sector
OL - Alton Sector
Havant District
JH - Havant Sector
JW - Waterloo Sector
JL - Hayling Island Sector
Portsmouth District
PN - Portsmouth North Sector
PC - Portsmouth Central Sector
PS - Portsmouth South Sector
Gosport District
GG - Gosport Sector
Fareham District
FF - Fareham East Sector
FW - Fareham West Sector

IOW
Isle of Wight District
VE - North East Wight Sector
VS - South Wight Sector
VW - West Wight Sector









CENTRALISED OLD MODEL

Not responsive or visible enough

Generic
neighbourhood
officers

'Borderless'
response teams
covering whole
force

Central
investigation
hubs

	Dedicated 'local bobbies'	Neighbourhood Enforcement teams	Increased rural presence	Locally based investigators	Area cars	District Patrol Teams
New locally focused Policing Model						
Key Points	Named police officer for every beat	Proactive disruption. In place (Sept. 2023)	New rural crime strategy and presence	First now relocated (Sept. 2023)	Proactive patrol and targeting offenders (Live in Dec)	Move away from borderless patrol

Making It Easier To Report Crime Through 101

Project Objectives

Progress

Challenge Hampshire Constabulary to improve 101 services including reporting of incidents and response times.

May 2023	June 2023	July 2023	August 2023
Yellow	Yellow	Yellow	Yellow

Support a problem solving approach to ASB.

Yellow	Green	Green	Green
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Ensure every reported incident of crime receives feedback.

Yellow	Yellow	Yellow	Yellow
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Making It Easier To Report Crime Through 101

Police & Crime Plan 2021 to 2024

Activity:

- ✓ Data showing 101 call answering times and response times from the start of your period in office and the latest available data for comparison.
- ✓ How are you monitoring that every reported incident of crime receives feedback and can you demonstrate that this has improved during your time in office?
- ✓ Provide an update on improvements to online crime reporting.

	2022/23	2023/24 [*]
Force 101	583,521	243,768
CM 101	379,383	140,120
Total Calls Answered	253,023	76,890
Answered <= 3 Mins	123,885	24,304
Answered > 3 Mins	129,138	52,586
Total Abandoned	126,360	63,230
Abandoned <= 3 Mins	48,365	21,937
Abandoned > 3 Mins	77,995	41,293
% Abandoned	33.31%	45.13%
% Abandoned > 3 Mins	20.56%	29.47%
Average Speed to Answer	00:08:17	00:15:09
101 AHT	00:14:45	00:16:12

*Apr-Aug 2023

Making It Easier To Report Crime Through 101

Police & Crime Plan 2021 to 2024

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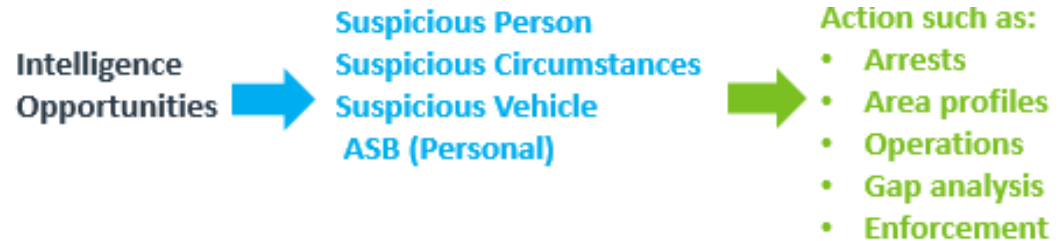
- Feedback went live on September 1st 2023, with automatic updates for incidents as well as crime, the following they will get text/email explaining what Police are doing:

- Action fraud
- Civil Dispute
- Insecure Premises
- Dangerous dog
- Unauthorised encampment
- ASB

	Count of Automated Journey
Journey 1 - Incident Crime and Dispatch (OIC Allocated)	2124
Journey 2 - Incident Crime and Dispatch (OIC to be Allocated)	405
Journey 4 - Crime and Allocate (Desk-based investigation)	1571
Journey 5 - Crime and Allocate (OIC Allocated)	4641
Journey 6 - Crime Incident Closed	3001
None	222

Emails: 9,493

Texts: 2,790



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Online reports: 2021/22	Total
ASB	5,831
Contact Us	13,696
COVID	3,216
Crime	44,423
DA	746
Other	13,278
TV Hate Crime	210
Business Crime Partnership	815
Online Contacts	82,215
Postmaster E-mails	43,865
Online Contacts + Postmaster	126,080
% Change to Prev. Year (+/-)	-20.40%

Online reports: 2022/23	Total
ASB	5,061
Contact Us	28,008
Crime	50,340
DA	1,097
Other	461
TV Hate Crime	316
Missing Person	290
Business Crime Partnership	1,469
Online Contacts	87,042
Postmaster E-mails	32,960
Online Contacts + Postmaster	120,002
% Change to Prev. Year (+/-)	-4.80%

Online reports: 2023/24*	Total
ASB	3,832
Business Crime Partnership	1,026
Contact Us	18,437
Crime	22,287
DA	1,018
Hate Crime	280
Missing Person	819
Other	48
Rape & Sexual Assault	435
Spiking	10
Online Contacts	48,192
% Change to Prev. Year (+/-)	30.50%
Postmaster E-mails	14,320
Online Contacts + Postmaster	62,512
% Change to Prev. Year (+/-)	22.30%

*Apr-Aug 2023

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Victim Portal

Current Victim Types

Arson
 ASB Personal (treated as a crime for this purpose)
 Assault with injury
 Assault without injury
 Blackmail
 Burglary Business
 Burglary Residential
 Burglary Distraction
 Criminal Damage
 Exposure and Voyeurism
 Forgery / Fraud
 Harassment
 Making off without payment
 Malicious Communication
 Public Order
 Robbery
 Shoplifting
 Stalking
 Theft
 Theft from Vehicle
 Theft from Pedal Cycle
 Theft of Vehicle
 Threats to Life
 Wildlife Crime



Complex Victim Considerations

Domestic Abuse
 Ask for ANI
 Child Abuse
 Child Criminal Exploitation
 Child Sexual Abuse

Child Sexual Exploitation Online
 Female Genital Mutilation
 Forced Marriage
 Honour Based Abuse
 Honour Based Incident

Repeat Domestic Abuse
 Vulnerable Child / Young Person
 Youth Related Under 10

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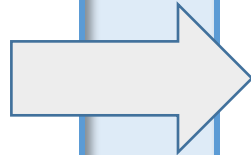
CM101 Programme – Victim Update / Portal

- Go Live date – Monday 31st July 2023
- Victim Journeys split by grade
- Maximum 6-7 messages to a victim per journey
- Victim Care Service / Victim Hub information can be included in the initial email / text message to victim
- Victim / OIC two-way messaging estimated launch in approx. 5 weeks
- Complex crime e.g. Domestic Abuse can be implemented in future following national standards

Work Programme – Police & Crime Panel

- **Performance and Delivery** against the Police & Crime Plan:

**Accountability and Monitoring
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- **Improve Police Visibility**
- **Easier Reporting Through 101**

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Thank you

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11/10/2023