



Cllr David Stewart
Chair, Police and Crime Panel

Via email

Tuesday 12th November 2019

Dear Cllr Stewart,

Thank you for your letter to the Commissioner detailing the recommendations from the Police and Crime Panel's review of his 2018-19 Annual Report. The report provides a brief highlight of the range of work and projects that he has focused on during this last year to continue to deliver on his promise to keep us all SAFER. There is a great deal of detail of the work that has been delivered to protect and support policing, engage with communities and partners and to support and protect the vulnerable and victims. I invite the Police and Crime Panel to read all of the detail to see the breadth and impact of the work delivered during the last financial year. I have responded the questions addressed within your letter below:

Youth Commission

What were the findings of the Youth Commission's work which prompted a national review of the service True Vision hate crime reporting app and website during 2018-19?

How are you monitoring the outcomes of this national review?

In a report published in October 2018, *The UK Government's plan for tackling hate crime – two years on*, the following pledges were made;

- The National Police Chiefs' Council will refresh the True Vision reporting website this year, with support from the Home Office, to maximise new technologies to further improve user experience of the site.
- Further develop True Vision to develop a young person friendly landing page and increase awareness of the portal to encourage young people who are exposed to hate material online and targeted social media advertising to reports

At this time one of the Youth Commission's priorities was focussed on Hate Crime so the consultation came at a good time for them to have their say on the website. Members of the Youth Commission found that the content on the True Vision webpage was sufficient but that the TrueVision app was not, they found;

- the actual reporting form was too lengthy and may possibly put victims off
- it took a considerable amount of time to download onto an android device
- once it was downloaded the app hard to navigate
- the font size to be too small
- the app is not available to download through either the Google play or Apple app stores, which is where most people would go to search for and download apps



Overall they found the app to be confusing, even for young people who generally find using technology easier

The aim is for a full refresh of the whole website and specific resources for young people developed in consultation with the National Youth Independent Advisory Group for hate crime. There has been a delay in finalising the refresh due to other the Government being focussed on BREXIT.

Members of the Panel were grateful for the invitation from the Chief Executive to the Youth Commission Conference in November, to allow Members to hear more about the work of the members of the Youth Commission during the year.

We are grateful for the Panel's interest in the Youth Commission Conference as your attendance is very valued. An invitation to the Youth Commission conference was sent to members of the Police and Crime Panel in September and we pleased that Cllr Bound has confirmed he will be attending.

Safer Communities Fund

The annual report suggests that 37,000 residents benefitted from £1,291,041 investment in local projects through the Safer Communities Fund. How are the outcomes of this investment being measured?

Whilst appreciating that the qualitative benefits of such investment can be difficult to measure, Members expressed a view that inclusion of qualitative outcomes or case studies could enhance the impact of the annual report.

Through my Performance and Information team the funded work of commissioned partners is monitored and evaluated. Case studies from this evaluation have now been added to the annual report as a result of your feedback. Individual sections of the annual report also outline the impact of the services provided to the local community and value added by taking a commissioning approach.

Members would also be keen to see demonstrated within the report the benefits of centralising the allocation of this fund within the OPCC, as opposed to delegating the commissioning responsibility locally to Community Safety Partnerships.

The Commissioner's Office has the scale, expertise and influence to bring together a wide range of local, regional and national partners to bring about real change that will impact on the quality of life of vulnerable people.

By working in partnership at the pan Hampshire level we can both gain from commissioning across the whole area where that is most appropriate, foster local voluntary organisations for smaller locally based services, and deal with the whole spectrum of need.

Police Estate

Members asked several questions during the meeting regarding the estates programme and implementation of the Eastern Police Investigation Centre (PIC). Members made recommendation that the annual report is updated to recognise the successful launch of the Eastern PIC, which is now in operation.



I am grateful that the Police and Crime Panel have acknowledged the huge achievement of the delivery of the Eastern PIC and their enthusiasm for having this recognised in this Annual Report. As explained at the Panel meeting, the opening of the PIC falls outside of the period that this Annual Report covers (April 2018 – March 2019), therefore I will acknowledge this in the current report and I will be pleased to include more detail within my final Annual Report and end of term report.

Financial Transparency

Whilst recognising that information exists in other published documents, including the Statement of Accounts, the Panel would recommend including additional financial information within the report. Members would suggest that the report provides a summary of all monies spent in delivering your office during the year, presented in a readable format, which would demonstrate further accountability of spending and precept decisions.

The annual accounts and all financial decisions that I have made regarding spending of the Office are available on my website. This information is also included with the annual financial information leaflet that is issued with the council tax leaflets which are posted and emailed to all homes across Hampshire, the Isle of Wight, Portsmouth and Southampton. The information is therefore widely available and allows the annual report to focus on the main areas of delivery during the last financial year rather than detailed financial information.

Communication

During the meeting Members discussed how the content of annual report could be conveyed to the wider public audience. It was heard that your office had planned a summarised version of the annual report and additional media, in the form of videos, to broaden exposure to the annual report. It would be helpful to the Panel if such materials were shared with Members when available and would request that the Commissioner provides an update to the next meeting of the Panel as to the success of these approaches.

The full annual report will be made available as a 'page turner' digital publication on my website and the link will be promoted through the social media channels. A hard copy of a shorter summary publication, signposting to the online full length report, will be posted to all stakeholders as this is a more cost effective approach to share the key deliverables of the last year. An update on the distribution and reach can be provided at future Panel meetings.

I trust that the information provided above answers your questions.



James Payne
Chief Executive