



SCRUTINY BOARD

Date: Tuesday 08 SEPTEMBER 2020

Time: 11:00am

Venue: Virtual Meeting via Skype

Any member of the public who wishes to observe this meeting is asked to register their interest by midday on Monday 07 September 2020 via email police.crime.commissioner@cheshire.pnn.police.uk. A link to enable access to the meeting and joining instructions will then be provided to all attendees in advance of the meeting.

AGENDA

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Part 2 - Private Items

The following matters will be considered in private as they involve the likely disclosure of exempt information as defined in the Freedom of Information Act 2000 and in accordance with the section indicated below:-

Item	Section
<i>Part 2 Notes of the 12 August 2020 Scrutiny Board</i>	<i>(31) Law Enforcement</i>
<i>Scrutiny Board Action Log</i>	<i>(31) Law Enforcement</i>

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| 4 | PART 2 MINUTES OF THE 12 AUGUST 2020 SCRUTINY BOARD |
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For further information about this Agenda, please contact Matthew Walton on 01606 364000



MINUTES OF THE SCRUTINY BOARD HELD ON 12 AUGUST 2020 MEETING HELD VIA SKYPE VIDEOCONFERENCE CALL

Present: D Keane, Police & Crime Commissioner
D Martland, Chief Constable

Office of the Police & Crime Commissioner

C Hodgson, Head of Finance, Operations & Governance
B McCrorie, Head of Policy & Partnerships
M Walton, Senior Governance & Performance Officer
D Ollier, Engagement & Policy Officer
J Park, Operational Support Officer

Cheshire Constabulary

J Cooke, Deputy Chief Constable
J Sims, Assistant Chief Constable
M Burton, Assistant Chief Constable
P Woods, Head of Planning & Performance

Four members of the public were present to observe the meeting.

1. MINUTES OF THE 08 JULY 2020 SCRUTINY BOARD

1.1 The minutes of the meeting on 08 July 2020 were noted and approved.

2. CHESHIRE CONSTABULARY ACTION PLAN: HUNTING

2.1 The Commissioner acknowledged the work completed since the initial public scrutiny meeting, noting the quarterly report and acknowledging the progress made in relation to the Chief Constable's action plan in order that the Constabulary could police efficiently and effectively.

2.2 The Commissioner noted the RAG ratings were marked as complete which provides reassurance. The Commissioner also noted within the action plan the production of a voluntary Code of Conduct which both the pro-hunt and anti-hunt communities could adhere to and to ensure compliance with the law. The Commissioner explained there has been a tremendous amount of work that had been completed and enquired whether hunts had permitted to the observing of laying of trails. The Chief Constable confirmed this had been agreed at the end of the season and confirmed how valuable this was for the Constabulary and all parties.

2.3 The Commissioner noted the Code of Conduct was to provide confidence to everyone involved that the law was being followed and asked the Chief Constable to confirm whether all parties had now signed the voluntary Code of Conduct or if there was work still to be done. The Chief Constable confirmed whilst there an agreement in principle, some hunts have sought legal advice earlier this year and they would not formally sign. The Chief Constable confirmed whilst such hunts have not formally signed based on legal advice, the Constabulary has seen a marked change in attitude and approach towards the policing of the hunts and the relationship with the anti-hunt community. The Commissioner enquired whether there's any correlation in reported allegations or offences between those that have or haven't signed up to the voluntary Code of Conduct. The Chief Constable confirmed he will take this away from the meeting and will provide an update at a further meeting. The Commissioner acknowledged the voluntary Code of Conduct is not mandatory, but this would provide relevant advice and guidance and national best practice to ensure all parties behave appropriately and in accordance with the law. The Commissioner

expressed concerns that there are some that are not willing to sign a voluntary Code of Conduct that encourages people to behave legally.

ACTION:

2020/13: The Chief Constable to provide a briefing in relation to any correlation in reported allegations or offences between hunts that have or haven't signed up the voluntary Code of Conduct.

- 2.4 The Commissioner explained that the engagement plan (prior to the hunting season) had previously improved relationships throughout the hunting season, with the Constabulary setting early expectations. The Commissioner sought assurance with regard to the engagement plan in advance of the 2020/2021 season and that the good progress made to date would not be lost. The Chief Constable confirmed the Constabulary would adopt the same approach this year although there remains some uncertainty of what hunting will look like due to COVID but there was an assumption that hunting will commence at the back end of the autumn.
- 2.5 The Commissioner confirmed that some relationships and understandings appear to have improved and hoped that this has led to a more efficient and effective police service. The Chief Constable agreed it had and that it wasn't the same level of intensity last year compared to previous years and that this was testament to all individuals involved in building relationships and continuing the operational order and approach learnt from previous years. The Chief Constable confirmed there will be pre-season meetings prior to the season to discuss the protocol once again in anticipation of assurance and agreement. The Chief Constable confirmed he would provide the Commissioner with the Constabulary's approach for the forthcoming season.

ACTIONS:

2020/14: The Chief Constable to provide an engagement plan for the 2020/2021 hunting season.

2020/15: The Chief Constable to provide a briefing in relation to the approach of the Constabulary for the 2020/2021 hunting season.

- 2.6 The Commissioner thanked the Chief Constable and the dedicated teams for the ongoing work and stated he welcomed a briefing ahead of the new season.

3. 2020/21 BUDGET PRIORITY DEVELOPMENTS: SIX IMPLEMENTATION PLANS

- 3.1 The Commissioner summarised the budget for the current financial year, explaining there are six clear budget priority developments in addition to the much wider realm of work in policing. The Commissioner noted progression in relation to the six key areas and that the OPCC continues to monitor the progress of delivery.
- 3.2 The Commissioner noted the dedicated, named, faced Police Officer for every community in Cheshire is underway and noted progress. The Commissioner confirmed the Chief Constable had previously offered reassurance in relation to the dedicated Police Officer in each of the 122 communities by ensuring the new role profiles and utilising last years increased precept establishment. The Commissioner applauded the ongoing work, with a clear commitment to ensure delivery, despite the constraints of COVID. The Commissioner noted that of the 122 communities, all now have a named Police Officer, although two officers will remain in specialist roles until September. The Commissioner explained this is a huge achievement, but enquired how the two officers who will be ending their specialised secondment in September will be supported to ensure a relevant handover and engage with their community at the earliest opportunity.
- 3.3 The Chief Constable confirmed the Constabulary had established a special operation response team to deal specifically the incidents in relation to COVID-19. The team has continued to offer assistance over the summer period and two of the successful candidates will be released during the first two weeks in September. Both officers are experienced and have previous knowledge of local policing, enabling them to commence their role as soon as they are released. The Chief Constable confirmed that by mid-September, Cheshire will have a

dedicated community Police Officer in every one of the 122 Police communities across Cheshire. The Commissioner thanked the Chief Constable and the whole team for the work completed and the impact this will have in communities across Cheshire to have a dedicated Police Officer and PCSO, both of whom will provide visibility and support in our local communities from local community bases.

- 3.4 The Commissioner explained there continued to be discussions with partners about the focus on people and place, particularly the fire service and ambulance in relation to the blue light approach, but also wider about how our public services family can support our communities building on a person-centred, place-based approach. The Commissioner thanked the Chief Constable and his team for the delivery to date. The Commissioner confirmed it has been noted beyond Cheshire and he continues to receive regular contacts from other Commissioners as to how Cheshire is able to deliver this model, but with the support of our local communities and the full support of the Constabulary, this does look to be a model that other forces are aspiring to replicate. The Commissioner expressed his great pride in such a team achievement.
- 3.5 The Commissioner explained the second budget priority is an increased investment in the Force Control Centre (FCC) and noted the Chief Constable was keen to make sure the Force Control Centre is able to deliver the best possible service, including an improved service for callers to 999 or 101, given the increased demand and average waiting times. The Commissioner had approved an increase in the establishment by 11 posts in the budget for this year. Recruitment continues but due to attrition, the Constabulary had planned additional recruitment for both August and September. The Commissioner sought reassurance from the Chief Constable that the Constabulary would be able to maintain the establishment throughout the year.
- 3.6 The Chief Constable assured the Commissioner that the Constabulary would maintain the establishment throughout the year, despite the level of attrition linked to both PC and PCSO recruitment. The Chief Constable explained the Constabulary has an overview of attrition and he is confident the Constabulary will maintain additional 11 posts for the foreseeable future. The Commissioner acknowledged the ongoing challenges within the FCC, noting that call operators work long shifts and are the front line of policing, dealing with the very difficult and often horrific calls and reports that come into 101 and 999. The Commissioner thanked all the Police Staff and Officers in this department and recognised the part they continue to play in making our services work and more importantly, offering reassurance to people calling in seeking help.
- 3.7 The Commissioner sought assurance from the Chief Constable in relation to welfare provisions available to support staff and new recruits to the FCC, particularly through the COVID pandemic but also the impacts of COVID beyond the daily stressful job they do on a daily basis. The Chief Constable confirmed the Constabulary has worked on hygiene factors, spacing, hand gels, wipes ect. to ensure such staff have the relevant support as they are the 24/7. The Chief Constable explained the Constabulary continues to work closely with Unison along with monthly meetings that ACC Sims chairs to support and recognise the work being done. The Chief Constable reassured the Commissioner that support staff who deal with traumatic incidents are also included in the debriefs and provided the opportunity for support and counselling following the Commissioner's additional investments over the previous twelve months into the Occupation Health Unit (OHU). As a result, counselling support, psychological support and the usual physical support is available via OHU and he is acutely aware that they are very much the front and centre of operational policing. It is right that they receive the best available help and support.
- 3.8 The Commissioner discussed with the current mapping to ensure the 11 additional posts are delivered and also the future progress report to determine whether this additional resource has improved the service, will there be a quantitative difference or are we expecting a qualitative difference or perhaps expecting both. The Chief Constable confirmed they will be looking at both as the FCC has been under resourced for some time given the increasing demands. Although the number of 101 calls have decreased slightly over the previous twelve months, the

number of 999 calls have increased and where they have, the demand within the OMU which records all crimes across the Constabulary has also increased. The Chief Constable reassured the Commissioner that staff will be in place, the establishment will be maintained and confirmed 101 and 999 performance will be monitored. The Chief Constable explained that the Constabulary are up in the upper 80s in relation to answering the 999 calls within 10 seconds and with the response cycle within twenty minutes, which is all captured within the general KPIs within the FCC, the first point of contact and making sure they are recorded appropriately through quantitative and qualitative performance improvements.

- 3.9 The Commissioner discussed the improvements in technology, with Single Online Home providing several functions for those able to use IT systems to contact the Constabulary, although confirmed that 101 will be retained for those who need to contact the Constabulary via telephone. The Chief Constable confirmed when a member of public calls 101, they will now hear his voice with a range of different routes into the organisation and the Constabulary now has the function within Single Online Home to utilise text messaging. The Chief Constable confirmed they continue to explore technology and the various aspects of contact management, exploiting all technology available given the increase in mobile phone usage, but ensuring 999 calls remain a priority, particularly with demand increasing over the previous years. The Commissioner highlighted he will continue to encourage people to contact the Constabulary via such technology for those who are able, but stressed that we must retain traditional telephone and face to face methods for those unable to use such technology.
- 3.10 The Commissioner stressed the importance of an inclusive service, highlighting the clear need for strong provision for people with impairments or disabilities to be able to contact the Constabulary. The Commissioner explained that he wished to ensure that the service was accessible and inclusive to all and asked the Chief Constable to ensure such consideration will be in the forefront of his and the team's mind in the review of the contact management strategies. The Deputy Chief Constable confirmed they are passionate about protecting vulnerable people and they're often the people who need us the most and are not able to contact us by digital methods. The Deputy Chief Constable confirmed the Constabulary continues to investigate how demand flows into the system and making sure that the Constabulary is an accessible services to all of our communities, including the most vulnerable. The Commissioner agreed that the first point of contact with policing is absolutely essential, particularly in an emergency to ensure equality of access, if not priority of access for those that are vulnerable. The Commissioner explained he would like to be more involved and work with the Deputy Chief Constable, have a deep dive at a private briefing to help assure our public at a later stage that those aspects are covered. The Commissioner explained his desire that, given the leadership role of the Deputy Chief Constable, Cheshire be the best police service in the country for equality of access issues, and the subsequent quality of service.

ACTIONS:

2020/16: The Deputy Chief Constable to provide a briefing in relation to inclusion and diversity with regards to supporting public contact and accessibility.

- 3.11 The Commissioner explained the third budget priority is to improve and focus the occupational health service to serve all those within the Constabulary, including officers, staff and volunteers, whilst looking forward to the journey of revising the Occupational Health Service offer. The Commissioner discussed the focus in relation to prevention, mental health provision by early support, increased use of counselling services and also looking at social, financial and physical health. The Commissioner confirmed that delivery was on track and he wished to look at the business cases for the best provision of health and wellbeing services future, recognising the investment that may be required but balancing this against a service that could make officers, staff and volunteers the best they could be to serve the residents of Cheshire. The Commissioner recognised that better investment could have a positive impact on health and wellbeing and could reduce illness and absence, resulting in a more efficient and effective police service.
- 3.12 The Commissioner explained the fourth budget priority for investment in proactive operations to tackle areas such as county lines, serious organised crime with a collaborative approach.

The Commissioner congratulated policing on some excellent outcomes over the last few months in terms of protecting communities against serious organised crime and felt the reassurance of the Constabulary's commitment to keep people safe. The Commissioner praised the Chief Constable on assets seized under the Proceeds of Crime Act that has been reinvested directly into the communities in an attempt to reverse some of the harm that criminals have inflicted on such communities. The Commissioner recognised the investment this year and plans to work towards further investment next year, in particular to build on the work of the serious organised crime unit in disrupting criminality that use our road and motorway networks and how we can invest to be even stronger in the fight against crime.

- 3.13 The Commissioner explained the fifth budget priority for Cheshire's integrated anti-stalking unit which was initially a national trial that Cheshire was involved in and continue to maintain on a local basis. The decision to continue was based upon the delivery of the integrated anti-stalking unit, development into a Threat Management Unit and prevention of some serious crimes. The Commissioner confirmed that ongoing partnerships are essential and making good progress, but offered his support where necessary, suggesting he and the Chief Constable continue to discuss with partner agencies where things aren't working quickly enough, reiterating our joint commitment at the highest level to influence and ensure the success of the integrated anti-stalking unit. ACC Burton provided a brief update and summary of future plans and services. The Commissioner thanked ACC Burton for the update provided and confirmed the preventative approach is the right way to go to manage the threat of individuals involved in stalking and harassment, with the intervention to prevent offenders going from victim to victim and working in partnership to support victims.
- 3.14 The Commissioner explained the final budget priority for further support for Cheshire's Women's centres to support survivors of domestic abuse, interconnected with priority five. The Commissioner confirmed the work completed by the Constabulary and partners has been exceptional and he is pleased to lead on some of that work with the Chief Constable, highlighting the successful bid to secure over £300,000 of national money for Cheshire with additional funding awarded locally via the Commissioner's Safer Communities Fund using money seized under the Proceeds of Crime Act (POCA). The Commissioner reiterated the work completed to date, from a position of limited women's centre provision in Cheshire last year, to now being able to deliver this in every local authority area, noting this isn't merely a policing issue, it's a much wider public services and societal issue. The Commissioner praised the support from Cheshire Fire and Rescue Service with its leadership on these issues of domestic abuse and standing alongside our campaigns on a multi-agency approach.
- 3.15 The Commissioner explained the work in relation to offering a referral mechanism to women within custody or preventing women going into custody by utilising women's centres is already making a difference. The Commissioner explained how essential it is that Police Officers are trained in domestic abuse matters as should Police Staff in relevant posts where they're dealing with calls coming in to give a full understanding to help make our services better. The Commissioner sought assurance from the Chief Constable that they are on track to re-establish Domestic Abuse training from autumn onwards, as it is recognised many officers have already had the training but will be a continual process going forwards. The Chief Constable confirmed this is a priority for the Constabulary, especially during COVID as a lot of resource went into such training and the importance to ensure every frontline officer has online training and when able to do so, the traditional classroom approach.
- 3.16 The Commissioner thanked the Chief Constable for the progress to date and the reassurance provided.

4. POLICE & CRIME PLAN: PERFORMANCE

- 4.1 The Commissioner noted the percentage of the public who agreed Cheshire Police are dealing with Anti-Social Behaviour (ASB) issues effectively in the area has decreased slightly, particularly over the previous months. The Commissioner acknowledged that with the additional investment via a dedicated Police Officer in each local community, there will be a greater focus on dealing with ASB, particularly in collaboration with partner agencies to ensure activities and measures are in place. The Commissioner noted the connection could be linked to COVID but unsure if there is any other statistical reason for the decrease in recent months. The Chief Constable confirmed there was only three categories of change when COVID started, a 40% reduction in overall crime but an increase in domestic abuse and a spike in ASB. The Chief Constable explained that during the lockdown period, people not adhering to guidelines was categorised as ASB which caused the spike in ASB. The Chief Constable explained from September onwards, the Constabulary hopes to see a reduction in ASB.
- 4.2 The Commissioner explained with following COVID restrictions, he hopes that there will be a real increase in visibility and engagement within local communities, with the local dedicated community PC and PCSO using a problem solving approach to reduce ASB within local communities. The Commissioner highlighted the funding that will be launched in the autumn for the local PC and PCSO to work with partners to deliver problem solving initiatives. The Commissioner acknowledged that ASB is not always related to young people and that within the problem solving approach for each community, there is the dedicated problem solving teams aligned to each local authority area that can assist. The Chief Constable explained that prevention and stopping such issues escalating is a priority for the Constabulary and is part of the responsibility of the local PC and PCSO within the local policing model.
- 4.3 The Commissioner noted the current performance data in relation to stop and search and hate crime, explaining that there is ongoing analysis of such data and a scrutiny board will be convened in the near future to ensure deeper and dedicated scrutiny on these matters.
- 4.4 The Commissioner noted the substantial decrease in the overall number of missing and absent children, as well as the reduction in juvenile overnight detentions, seeking assurance from the Chief Constable that this is not due to a change in recording. The Chief Constable confirmed that with regard to juvenile overnight detentions, there has been a desire that unless absolutely necessary, the Constabulary would not detain a juvenile overnight. The Chief Constable explained that missing from home data continues to be scrutinised on a daily basis and confirmed they have seen a reduction over the previous months which is largely attributed to the COVID-19 lockdown. The Chief Constable explained, however, that he is acutely aware that young people, particularly those in care, are incredibly vulnerable to abuse and exploitation. The Chief Constable confirmed Police Officers and PCSOs continue to work with partners and are engaging with care homes and children's homes in relation to welfare. The Commissioner thanked the Chief Constable for the reassurance provided and applauded the Youth Justice Services in Cheshire, particularly in relation to the appropriate adult schemes in custody and their part in keeping young people safe.
- 4.5 The Commissioner noted the future planning and approach to road safety, confirming future meetings with departments and partners on strategies and budget matters in the near future. The Commissioner welcomed the decrease in the number of killed and seriously injured collisions within Cheshire and applauded the ongoing Fatal 5 campaign in collaboration with Cheshire Fire & Rescue Service and NW Ambulance Service. The Commissioner explained that local speed enforcement via PCSOs within local communities must continue and that in addition to the Fatal 5 campaign and further education, it is hoped there can be a culture change with regard to speeding across Cheshire.
- 4.6 The Commissioner discussed the concept of average speed in Cheshire and the impact such technology can have, citing the Cat 'n' Fiddle road as an example. The ANPR system in Cheshire also continues to be a valuable tool in response to travelling criminality. The Commissioner acknowledged that the Constabulary's Road Safety Strategy is up for review and the Commissioner wished to discuss technology with the Chief Constable as road safety will be a focus in the plans for next year's budget given this continues to be the single biggest area of loss of life that we come across. The Chief Constable confirmed his desire to work in

partnership to reduce KSIs in the future, a key priority for Cheshire Constabulary. The Commissioner acknowledged that this will require partnerships with local authorities and other blue light services to ensure a multi-agency response with increase education and enforcement.

- 4.7 The Commissioner thanked the Chief Constable for the inclusion of date in relation to the ongoing contribution of the Special Constabulary with approximately 6,000 hours a month. The Commissioner explained he was blown away with the input of the Special Constabulary throughout the COVID period, which should be applauded. The Commissioner sought assurance in relation to investment and support to Special Constables given the contribution in previous months. The Chief Constable confirmed the Special Constabulary are an invaluable resource and also applauded the contribution over the previous months, particularly in relation to Operation Business and assisting the Roads Policing campaign. The Chief Constable confirmed the Constabulary continues to focus upon supporting the Special Constabulary to be able to patrol independently and also how it can be aligned to the 122 model to support local priorities.
- 4.8 The Commissioner confirmed he had responded to a national consultation with regard to Special Constables be able to become members of the Police Federation, providing the same level of support and protection that regular officers would receive. The Commissioner explained that he understood this would require a change in legislation and enquired whether the Chief Constable would support him in pursuing such a change in legislation. The Chief Constable praised the Special Constabulary for the ongoing commitment as well as the Police Federation that does offer some support. The Chief Constable confirmed that he is fully supportive of Special Constables becoming members of the Police Federation, the issue remains cost but this would be an investment worth making given the ongoing contribution and requirement to offer support and protection. The Chief Constable confirmed he continued to discuss the matter on a regional and national basis.

5. PEOPLE & HR: PERFORMANCE REPORT

- 5.1 The Commissioner wished to commend the ongoing recruitment over recent months and explained that he continues to support the approach of the Constabulary in ensuring recruitment of replacement officers, particularly given the challenges of COVID-19. The Commissioner noted that new recruits will be required to complete very lengthy training procedures, before becoming independent police officers, but sought assurance that virtual assessment was meaningful and that standards were maintained. The Chief Constable confirmed that Cheshire was one of the pilot forces in relation to the initial recruitment assessment and assured the Commissioner that standards were maintained with no changes to the criteria. In addition, the Constabulary has maintained face-to-face interviews following the initial assessment, noting not all forces are interviewing this way. The Chief Constable confirmed that the quality of recruits had been maintained.
- 5.2 The Commissioner highlighted the bite size training sessions that are available for Constabulary employees via the learning hub, noting 57% of staff had registered. The Commissioner urged the Chief Constable to ensure all staff access the learning hub and complete the relevant learning modules. The Chief Constable confirmed that feedback from staff has raised the issue of online learning but the Constabulary continue to develop training, for example criminal justice inputs, via traditional means that will be more instructive as opposed to online IT learning.

6. COMPLAINTS, CONDUCT MATTERS, EMPLOYMENT TRIBUNALS AND GRIEVANCES: QUARTERLY REPORT

- 6.1 The Commissioner noted the resource implications following the changes to legislation in February 2020 and the broadening of the definition of a complaint to any expression of dissatisfaction. The Commissioner noted the increase in demand within the Professional Standards Department as well as the Office of the Police & Crime Commissioner. The Chief Constable confirmed there has been additional pressures due to the legislative changes and

the Commissioner committed to discussing resources with the Chief Constable.

6.2 The Chief Constable offered to provide a briefing to the Commissioner detailing the increase in demand. The Commissioner stated that it would be good to review current demand and whether additional resources are required to ensure the public are assured that complaints are dealt with efficiently and effectively.

ACTIONS:

2020/17: The Chief Constable to provide a briefing in relation to current demand following changes to the police complaints system.

6.3 The Commissioner thanked colleagues and members of the public in attendance and closed part one of the meeting.

Duration of meeting: Part One of the meeting commenced at 11.00 and finished at 13:05.

THEMATIC REPORT: SUPPORT VICTIMS AND PROTECT VULNERABLE PEOPLE**BACKGROUND**

1. The Police and Crime Plan contains 4 key priorities:
 - A police service connected with our communities
 - Support victims and protect vulnerable people
 - Prevent crime and anti-social behaviour
 - A police service fit for the future
2. This report provides an update on progress and performance in relation to the priority – Support victims and protect vulnerable people

SUPPORT VICTIMS AND PROTECT VULNERABLE PEOPLE

3. Under this priority the Police and Crime Plan provides further direction to:
 - Provide support for all victims of crime to help them cope and recover from their ordeal
 - Support services that prevent, protect and support young people from child sexual abuse
 - Listen to the needs of victims to help shape services
 - Be a voice for victims and work with criminal justice partners to improve the experiences of victims through the court system
 - Work together to support victims and protect people from domestic and sexual violence; and hate crime
 - Work together to develop a greater understanding and response to modern day slavery and hidden harm and abuse such as female genital mutilation
 - Support the continued development of restorative justice
 - Work together to provide an effective response to individuals and families with complex needs, including mental health
4. The Commissioner has established a range of key performance indicators to be reported on against this priority which are included in the following paragraphs.

CHESHIRE CARES

5. Cheshire CARES is an enhanced service offering emotional and practical support to help victims cope and recover from the impact of crime. The service is commissioned by the Police and Crime Commissioner and was launched in November 2015.
6. The service is delivered by police staff and a team of trained volunteers who work with victims to assess what support is needed on an individual basis. The support is based

on need and can be referred at the time of reporting the crime to enable victims to access services at the earliest opportunity.

7. They offer an enhanced service including emotional support, practical support and crime prevention as well as offering an enhanced service for victims of Domestic Abuse and Sexual Violence. Staff work with a wide team of public and voluntary services and can advocate on the victims behalf.
8. Cheshire CARES work closely with Witness Care and Witness Support to ensure seamless support is provided to victims and also work alongside Remedi who can facilitate support for victims who may want to explore a restorative outcome such as a letter of apology or face to face conference.
9. Victims can self-refer and they don't have to formally record their crime with the police. The service is built around working and empowering victims to become survivors and uses a coaching approach and style of support which enables the victim to be honest about whether they are 'coping' and identify for themselves when they have recovered.
10. Based on data collated by Cheshire CARES, the number of individuals who were identified as potentially suitable for support during the 12 months ending July 2020 was 50,355. Of this number, 13,437 (26.7%) were thought to be a victim of serious crime based on occurrence/crime type (domestic, sexual offence, hate crime). Following a review of suitability for support by CARES, Victim Care Officers (VCOs) went on to offer / attempt to offer assistance to a total of 24,085 (47.9%) individuals. A total of 3,644 of these were the victim of a serious crime; 15.1% of the total who were offered assistance and 27.1% of all the serious victims who were deemed potentially suitable for support prior to review.
11. As part of undertaking a victims needs assessment to inform the commissioning of future victims' services a Victims Voice survey has been established. This survey is disseminated by Cheshire CARES and includes questions relating to the services they have provided. Since December 2019, 66 victims have answered questions regarding the service received from Cheshire CARES, however approximately 30 respondents have answered 'not applicable / don't know' in relation to their experience which are likely to be respondents who were made aware of CARES but did not access the service. Of the 36 that expressed an opinion on the service received
 - 63% agreed that the support received had a positive outcome on their emotional wellbeing or mental health
 - 54% agreed that the support received had a positive impact on their physical health
 - 57% agreed that the support received helped them to cope / start to recover from being a victim of crime.

DOMESTIC ABUSE

12. As part of the Home Office Annual Data Requirement for police forces, there is a mandatory requirement to collect victim feedback from a sample of Domestic Abuse

victims. This was introduced in 2015/16 to meet a recommendation from the 2014 report by Her Majesty’s Inspectorate of Constabulary (HMIC) entitled ‘Everyone’s Business: Improving the police response to domestic abuse’. The report recommended that:

“The views of victims are an essential element in monitoring police effectiveness. The Home Office should ensure that the views of victims of domestic abuse are incorporated routinely and consistently into national monitoring arrangements.”

13. The Home Office worked with police forces and third sector organisations to develop a survey tool and methodology and to identify learning around how to collect victims’ views effectively. A survey tool, guidance and principles for this collection were sent to forces in June 2016 and remain unchanged.
14. The results of the survey for the 12 months ending March 2020 compared to the previous year show that overall satisfaction has increased from 79% (+/- 8%) to 85% (+/- 5%), although given the confidence intervals this is not significant. The confidence interval represents the range within which there is 95% probability that the result sits.
15. The table below shows the number of recorded offences and ‘solved’ rate for overall Domestic Abuse offences for the 12 months to July 2020 compared to the previous year, by Local Authority. This relates to any recorded crime which has been ‘flagged’ as domestic related. Overall at Force level there has been a 4.7% increase in the number of recorded offences and a slight increase in the overall ‘solved’ rate.

	Recorded Domestic Abuse Offences			Solved Domestic Abuse Offences		
	12 month to July 2019	12 month to July 2020	% Difference	12 month to July 2019	12 month to July 2020	Percentage points difference
Cheshire East	1697	1791	+5.5%	8.8%	11.2%	+2.4pp
Cheshire West and Chester	1627	1747	+7.4%	11.7%	10.9%	-0.9pp
Halton	967	977	+1.0%	13.0%	10.2%	-2.8pp
Warrington	1143	1181	+3.3%	11.8%	12.8%	+1.0pp
Force	5488	5746	+4.7%	11.0%	11.3%	+0.3pp

16. The table below shows the number of recorded offences and ‘solved’ rate for Violence With Injury offences which have been ‘flagged’ as domestic related for the 12 months to July 2020 compared to the previous year, by Local Authority. Overall at Force level there has been a 5.1% increase in the number of recorded offences and a slight decrease in the ‘solved’ rate.

	Recorded Domestic Violence with Injury			Solved Domestic Violence With Injury		
	12 month to July 2019	12 month to July 2020	% Difference	12 month to July 2019	12 month to July 2020	Percentage points difference
Cheshire East	362	407	+12.4%	16.6%	18.4%	+1.9pp
Cheshire West and Chester	346	397	+14.7%	22.0%	15.4%	-6.6pp
Halton	216	178	-17.6%	20.8%	20.8%	-
Warrington	215	221	+2.8%	22.8%	23.5%	+0.7pp
Force	1148	1207	+5.1%	20.1%	18.8%	-1.3pp

DVPN / DVPO

- A Domestic Violence Protection Notice (DVPN) is the initial notice issued by the police in order to provide emergency protection to an individual believed to be the victim of domestic violence. This notice, which must be authorised by a Police Superintendent, contains prohibitions that effectively bar the suspected perpetrator from returning to the victim's home or otherwise contacting the victim.
- Within 48 hours of the DVPN being served on the perpetrator, an application by police to a magistrates' court for a Domestic Violence Protection Order (DVPO) must be heard. A DVPO can prevent the perpetrator from returning to a residence and from having contact with the victim for up to 28 days. This allows the victim a degree of breathing space to consider their options with the help of a support agency. Both the DVPN and DVPO contain a condition prohibiting the perpetrator from molesting the victim.
- The table below shows the number of DVPNs authorised between April and July 2020 and also the numbers of DVPOs granted and denied by Local Authority area.

Local Authority	DVPN Authorised April 2020 To July 2020	DVPO Contested Hearings	DVPO Granted	DVPO Denied	DVPN Breached	DVPO Breached	Court Actions
Cheshire East	12.0	4.0	9.0	3.0	0.0	2.0	1.0
Cheshire West & Chester	18.0	3.0	16.0	2.0	1.0	5.0	4.0
Halton	7.0	2.0	4.0	3.0	0.0	1.0	1.0
Warrington	4.0	0.0	4.0	0.0	0.0	0.0	0.0
Total	41.0	9.0	33.0	8.0	1.0	8.0	6.0

DOMESTIC VIOLENCE DISCLOSURE SCHEME

- The Domestic Violence Disclosure Scheme was introduced as a result of the case of Clare Wood, who was murdered by her former partner in Greater Manchester in 2009.

21. Noting that her former partner had three previous convictions under the Protection from Harassment Act 1997, the Coroner’s report into the murder published in July 2011 contained the following recommendation:

‘Subject to appropriate risk assessment and safeguard, I recommend that consideration should be given to the disclosure of such convictions and their circumstances to potential victims in order that they can make informed choices about matters affecting their safety and that of their children’.

22. As a result of an evaluation following a 14-month pilot across four police areas, the Home Office announced the introduction of the scheme across the remaining police force areas from March 2014.

23. The scheme is focused on disclosure and risk management where the Subject is identified as having convictions (including cautions, reprimands and final warnings) for violent offences, and / or information held about behaviour which reasonably leads the police and other safeguarding agencies to believe that the Subject poses a risk of harm to the Partner. In response to the Commissioner’s Police and Crime Plan priority, the Constabulary has considerably developed its local neighbourhood policing model over recent years.

24. There are two strands to the Domestic Violence Disclosure Scheme:

- Right to Ask - The DVDS gives members of the public the opportunity to apply to the police for the previous offending history of their partner to be disclosed to them if relevant information / intelligence exists and the disclosure is necessary to keep them safe.
- Right to Know – The DVDS gives police the opportunity to make proactive disclosures when they become aware of information about the offending history of a person who may pose a risk to a current partner.

25. The table below shows the number of ‘Right to Ask’ requests received and the number of disclosures made and the number of ‘Right to Know’ occurrences created and the number of disclosures made for the period April to July 2020 by Local Authority area.

Local Authority	Number of Right to ask Applications Received	Number of Right to Ask Disclosures Made	Number of Right to Know Considered	Number of Right to Know Disclosures Made
Cheshire East	29.0	2.0	3.0	0.0
Cheshire West & Chester	34.0	9.0	10.0	1.0
Halton	10.0	0.0	5.0	3.0
Warrington	14.0	6.0	11.0	6.0
Total	87.0	17.0	29.0	10.0

RAPE OFFENCES

26. The table below shows the number of recorded offences and 'solved' rate for Rape offences for the 12 months to July 2020 compared to the previous year, by Local Authority. At Force level the number of recorded offences has remained stable and there has been an increase in the 'solved' rate.

	Recorded Rape Offences			Solved Rape Offences		
	12 month to July 2019	12 month to July 2020	% Difference	12 month to July 2019	12 month to July 2020	Percentage points difference
Cheshire East	93	100	+7.5%	5.4%	3.0%	-2.4pp
Cheshire West and Chester	93	91	-2.5%	8.6%	9.9%	+1.3pp
Halton	68	55	-19.1%	2.9%	12.7%	+9.8
Warrington	71	79	+11.2%	1.4%	8.9%	+7.5pp
Force	343	344	+0.3%	4.7%	7.6%	+2.9pp

SCHOOL INPUTS ON KEY VULNERABILITY THEMES

27. The Constabulary has a Safer Schools and Young Persons partnership team which consists of a Youth Engagement Co-ordinator and eight youth engagement officers (one within each Local Policing Unit) supported by four Youth PCSOs, one working within each Local Authority Area. These officers and staff work in partnership with local beat teams and PCSOs to support engagement activities in schools with the aim to educate and empower young people to enable them to make good choices, keep themselves and others safe from harm and prevent them from becoming involved in crime.
28. A summary of the key material supported at various school stages is included at appendix 1. The Constabulary are developing a mechanism to quantify the proportion of schools which utilise the programmes on a regular basis.

YOUNG PEOPLE MISSING FROM HOME

29. The number of young people (under 18) who have been reported 'missing' during the 12 months to July 2020 is 1,343 compared to 2,521 in the previous year, a reduction of 46.7%. These individuals have resulted in 2,291 missing persons incidents over the same time period, a reduction of 49.2% on the previous year. These figures have been significantly impacted upon during the COVID period as a result of public health regulations and the impact on schools, colleges and places of work.

RESTORATIVE JUSTICE

30. Since 2016 Remedi have been commissioned to provide a restorative justice and mediation hub within Cheshire. Remedi were established in 1996 with the aim of offering victims of crime the opportunity to engage in a restorative intervention with the person responsible and are one of the UK's leading facilitators of restorative justice services across the youth and adult criminal justice arena. In 2019, an additional service was commissioned to provide a specific young persons support service in Halton.

31. For the full year 2019/20, Remedi provided Restorative Justice services for 376 victims within Cheshire, a 27% increase on the 295 victims in 2018/19.

FOR CONSIDERATION:

That the report be noted.

DARREN MARTLAND
CHIEF CONSTABLE

Appendix – Safer Schools and Young Persons Partnership Programme

National Curriculum Framework/PSHE Education Programme of Study Key Stage 1 Primary School – Ages 4 - 7	Safer Schools & Young People Partnership Support - Tier One
<p>To recognise what is right and wrong. Rules for keeping safe, including basic road safety and people who can help them stay safe.</p> <p>PSHE Core Theme 1: Health and wellbeing - To recognise that they share a responsibility for keeping themselves and others safely.</p> <p>PSHE Core Theme 2: Relationships - How to resist teasing or bullying, that there are different types of teasing and bullying.</p>	<p>Halloween/Bonfire Night (KS1) – Power Point</p> <p>Personal Safety (KS1) – Stranger Danger etc.</p> <p>Cyber Safety (KS1) - Power Point</p> <p>Roles Of The Police (KS1) – PowerPoint & Police equipment (People who help us)</p> <p>Hate Crime (KS1) - Power Point</p> <p>Summer Safety (KS1) - Power Point</p> <p>Road Safety (KS1) – PowerPoint Cheshire Fire Service and Road Safety Teams can also support this.</p>

National Curriculum Framework/PSHE Education Programme of Study Key Stage 2 Primary School Ages 8 – 11	Safer Schools & Young People Partnership Support - Tier One
<p>Learning about the range of jobs carried out by people they know.</p> <p>PSHE Core Theme 3: Living in the wider world - Being part of a community.</p>	<p>Roles Of The Police (KS2) – PowerPoint & Police Equipment. Can include an input about Crime Scene Investigation.</p>
<p>Why and how rules and laws are made and enforced.</p> <p>PSHE Core Theme 3: Living in the wider world: Why and how rules and laws exist to protect themselves and others.</p> <p>PSHE Core Theme 2: Relationships</p>	<p>Halloween/Bonfire Night (KS2) – Power Point</p> <p>Personal Safety and Stranger Danger (KS2)- Power Point- Includes Road Safety/Cycle Safety- Cheshire Fire Service and Road Safety Teams can also support this.</p>

	<p>Cyber Safety (KS2) – Power Point, CEOP Think u Know resources. Focus for Safer Internet Day in February.</p> <p>Anti- Bullying (KS2) – Power Point. This information is contained within the Internet Safety and Hate Crime presentation.</p> <p>Hate Crime Awareness (KS2)</p> <p>Summer Safety (KS2)- Power Point- Railway and Water Safety and Anti-Social Behaviour</p> <p>Road Safety/Cycle Safety – Cheshire Fire Service and Road Safety Teams can also support this.</p>
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National Curriculum Framework/PSHE Education Programme of Study Key Stage 3 Secondary School Ages 11-14	Safer Schools & Young People Partnership Support - Tier Two
<p>The legal rights and responsibilities underpinning society, aspects of the criminal justice system and how these relate to young people.</p>	<p>Good Citizen (KS3c) – PowerPoint Rules, laws, rights and responsibilities.</p>
<p>The importance of resolving conflict fairly. PSHE Core Theme 2: Relationships – To further develop communications skills.</p>	<p>Personal Safety (KS3c) - Practical sessions looking at risk taking behavior and how to stay safe.</p>
<p>Basic facts and laws, including school rules, about alcohol, tobacco and illegal drugs.</p> <p>PSHE Core Theme 1: Health and wellbeing - The positive and negative roles played by drugs in society (including alcohol). Factual information about legal and illegal substances.</p>	<p>Drugs & Alcohol (KS3pshe) - PowerPoint & activities (which includes New Psychoactive Substances)</p> <p>AET – Alcohol Education Trust resources, Talk to Frank and highlighting new trends.</p>
<p>To recognise and manage risk, and make safer choices about lifestyles and their environment.</p>	<p>Personal Safety (KS3pshe) - PowerPoint</p> <p>Domestic Abuse (KS3pshe) - Focusing on healthy relationships.</p>

<p>PSHE Core Theme 1: Health and wellbeing</p> <p>Ways of recognising and reducing risk, to recognise and manage different influences on their decisions, insight into when pressure from others threatens their personal safety and wellbeing, and to develop effective ways of resisting pressures, including knowing when and where to get help.</p> <p>PSHE Core Theme 3 : Living in the Wider World</p> <p>How to live safely in an ‘online’ and ‘connected’ world</p>	<p>Crime and Consequences and Resilience</p> <p>Knife/Gun Safety (KS3pshe) – PowerPoint & activities,</p> <p>County Lines – PowerPoint and films to highlight Child Criminal Exploitation.</p> <p>‘Crossroads’ (KS3) – Discussion about Prison Life</p> <p>Road Safety – various presentations understanding the problems on our roads, recognizing the consequences (More detail in appendix)</p> <p>Bullying – PowerPoint</p> <p>Internet Safety – Presentations and talks, using CEOP Think u Know resources. Focus in February for Safer Internet Day.</p>
<p>About the effects of all types of prejudice, bullying, racism and discrimination</p> <p>KS3 PSHE Core Theme 2: Relationships - To recognize bullying and abuse in all its forms.</p>	<p>Hate Crime Awareness and Diversity</p>

<p>National Curriculum Framework Key Stage 4 Secondary School Ages 14 - 16</p>	<p>Safer Schools & Young People Partnership Support - Tier Two</p>
<p>To recognise influences, pressures and sources of help to respond them appropriately.</p> <p>KS4 Core Theme 1: Health and wellbeing – The short and long-term consequences of substance misuse for the health and mental and emotional wellbeing of individual, families and communities.</p>	<p>Drugs & Alcohol (KS4pshe) - Includes information on current trends, signposting for support and where to get good information. For the older ages, suggestions on delaying drinking or being responsible if alcohol is being consumed.</p>
<p>To think about the alternatives and long and short term consequences when making lifestyle decisions.</p>	<p>‘CrxssRoads’ - Discussion about Prison Life.</p> <p>Crime & Consequences (KS4pshe) – PowerPoint</p>

<p>KS4 Core Theme 1: Health and wellbeing – personal safety and protection, reducing risk and minimising harm, realizing that pressure from others can threaten their personal safety and wellbeing. Advice how to develop effective ways of resisting pressures, including knowing when and where to get help.</p>	<p>Includes theft, knife awareness and exploitation.</p> <p>Good Citizen (KS4pshe) - PowerPoint</p> <p>Online Safety – PowerPoint & DVDs, using Get Safe Online Resources and CEOP Think U Know.</p> <p>Road Safety – various presentations understanding the problems on our roads, recognising the consequences of irresponsible driving, how to be a safe passenger, driver / rider, seatbelts, speed, alcohol and drug effects on the driver (More detail in appendix)</p>
<p>To use assertiveness skills to resist unhelpful pressure</p>	<p>Personal Safety (KS4phse) – PowerPoint & discussion</p>
<p>To challenge offending behaviour, prejudice, bullying, racism and discrimination assertively and take the initiative in giving and receiving support.</p>	<p>Hate Crime Awareness – Recognising what hate crime is and how the police respond.</p> <p>Diversity - Diversity and Equality PowerPoint & activities</p> <p>Love has no Labels - https://lovehasnolabels.com</p>
<p>To develop working relationship with a range of adults, including people they meet in the community.</p>	<p>Roles of the Police in the Community Into Employment - PowerPoint regarding roles of the police and recruitment process</p>
<p>The work of parliament, the government and the courts in making and shaping the law, The legal and human rights and responsibilities underpinning society and how they relate to citizens</p>	<p>Rules and Laws – PowerPoint discussing Police Powers, how human rights legislation impacts on policing. Reviewing how Stop Search legislation evolved and how the police force adapts to changes in laws.</p>

THEMATIC REPORT: CRIME DATA INTEGRITY**BACKGROUND**

1. In 2014 the HMIC inspection programme in relation to Crime Data Integrity found failings in Crime Recording accuracy and consistency across forces in England and Wales. The Inspection report in to Cheshire Constabulary made a number of recommendations. In 2017 a further Inspection of Cheshire Constabulary's arrangements graded the Force's arrangements as 'Inadequate' and made further recommendations. In 2018 a re-inspection graded the Force's arrangements as 'outstanding'. This inspection was undertaken just prior to the introduction of a new Command and Control System within the Force Control Centre.
2. Following the introduction of the new system in 2018, there was a period of significant resourcing difficulties within the Force Control Centre that saw critical services concerning call handling and incident response prioritised.
3. In the last 12 months further work has been undertaken to introduce an Interactive Voice Response (IVR) within the call handling system and to introduce the new Single-On-Line Home website, which enables more services to be accessed on-line and further opportunities to report and record crime and service victims. Channel shifts have improved the Constabulary's capacity to undertake critical activities, but consequently and in line with other forces it has increased workloads requiring more crimes to be recorded and investigated which leads to additional management and scrutiny.
4. In February 2020 the force was faced with the emerging crisis of Covid-19. Operation Proportionate was launched to ensure the force was able to effectively investigate, with reduced staffing levels. ACC Sims, Gold Commander for Op Panda's took the decision to change the way we audited CDI during this period. This meant that the Crime Registrar and his team were able to focus on the reclassification of the Niche pots, as other teams worked hard to process crime investigations amongst significant concerns relating to sickness and self-isolation, impacting on the forces ability to cope during this period. This was one of the many business continuity decisions taken during the operation, eg separating the control room. Hence the gap in audit during February, April and May. However auditing and quality assurance continued in the FCC with weekly reports submitted to ACC Sims during the Covid-19 period.

AUDIT RESULTS

5. The Constabulary's Force Crime Registrar undertakes regular audits of Crime Data Integrity to monitor compliance with Home Office Counting Rules. In February 2020, following audit results from January, the Constabulary's Chief Officer group agreed to recommend escalating Crime Data Integrity to the Joint (Constabulary and OPCC) Strategic Risk Register. This was subsequently agreed at the Joint Management Board meeting in April 2020.
6. Audits are undertaken of a small sample of records associated with key incident types within the Command & Control system, namely Violence Incidents (C10), Sexual

Incidents (C20) and Domestic Incidents (SE). Audits on other incident types are also undertaken however these 3 key incident categories are audited most regularly and provide the best indication of likely HMIC areas of focus.

7. The audits are undertaken in line with HMIC methodology including listening to the initial telephone call.
8. Detailed feedback both positive and developmental is provided to all officers and staff in relation to the audit findings including details of each record reviewed. The findings are also considered by the Strategic Crime Recording User Meeting which is chaired by ACC Operations and is overseeing the delivery of an action plan to improve compliance with national crime recording standards. Further details of the Constabulary's response to the risk are included on the Joint Strategic Risk Register.
9. Audits are not necessarily undertaken monthly - the audit approach is agreed through the Strategic Crime Recording User Meeting with consideration given to recent audit results, timescales associated with ongoing improvement activity and other quality assurance processes. Undertaking audit activity in line with the HMIC methodology is time consuming and is predominantly undertaken by 2 of the 3 designated decision makers (DDM) within the Force Crime Registrars team with the results validated by the deputy Force Crime Registrar. None of these roles are dedicated to audit activity and all have other responsibilities in relation to crime cancellations, re-classifications and advice to officers and staff. Whilst they are auditing, the backlog of other 'Crime Registrar' work increases so this risk is effectively managed by ACC Operations through SCRUM.
10. Audit results appeared to be gradually improving through 2019 with the December 2019 results the highest in the period. However, January 2020 saw lower compliance rates, which caused Chief Officers to highlight the area of risk. The March audit results showed improvements in some areas with the results of the June audit seeing further increased compliance in violence incidents. A small dip sample of 15 records of each incident type in July suggests that some improvements in compliance in sexual incidents and domestic incidents had been made and this will be reviewed as part of an audit of records in August.
11. The Constabulary's approach to improving crime data accuracy is based around the HMICFRS Crime Data Integrity inspection areas of;
 - Leadership and Governance
 - Systems and Processes
 - Training and Awareness
12. The following paragraphs outline some of the ongoing improvement activity.

LEADERSHIP AND GOVERNANCE

13. The Constabulary has a Strategic Crime Recording User Meeting chaired by ACC Uniform Operations which oversees improvement activity in relation to crime data accuracy. The meeting is attended by Senior Leaders from across the Constabulary.

14. In March 2020 the Constabulary formerly established 'Op Proportionate', under Operation Pandas to ensure business continuity. It was led by the Assistant Chief Constable for Crime with a remit to improve crime management processes to support more effective service to victims. This has included significant work to improve the quality of information recorded on crime records and the local supervision of crime investigation. A 'closure template' report has been rolled out for officers and supervisors to complete when a crime investigation is sent to a supervisor for review – this will help to reduce a range of data quality issues on crime records and also help to capture additional crimes which may have been identified during the course of an investigation. Guidance material has also been prepared for officers which outlines exactly how crimes should be managed within the Constabulary record management system, 'Niche'.
15. The quality assurance framework within the Force Control Centre has been revised and enhanced. In the latter part of 2019 an internal QA team was established within the FCC to provide a feedback loop to call takers and seek to rectify errors. The benefits of this were reflected in the improved audit figures in December. Due to the specific health conditions of staff involved, this process was disrupted at the onset of the COVID pandemic. The impact of staff abstractions to shielding more widely within the OMU placed additional strains on productivity and timeliness. In spite of this, a small team of staff working from home, continued to provide a QA function across the priority crime types assessing the accuracy of crime recording from the initial contact. These findings were reported on a weekly basis to inform feedback to individual staff and teams.
16. We have ensure a consistent approach to crimes identified through multi agency strategy meetings as these can often involve the most vulnerable in society. This has generated additional workload pressures within the OMU.
17. In July the approach to QA has been refreshed further with a small number of the Occurrence Management Unit's most competent staff undertaking 'live time' quality assurance of sexual and domestic incidents, including re-listening to the original call. Under this approach, the staff are receiving direction and support from the Force Crime Registrar, Deputy Force Crime Registrar and their staff. The early indications are that this is resulting in additional crimes being identified and recorded and where required additional activity is undertaken to ensure that the victim receives the appropriate service. As well as improving the service to the victim, as the quality assurance is undertaken well before any audit activity is completed it should also therefore improve audit results.
18. The Constabulary is also introducing local 'victim service boards' that we report to a 'Force Board' chaired by Chief Superintendent Dutton to quality assure the response to individual incidents and crimes. This process will review the Constabulary response from 'end to end' and seek to identify opportunities to improve the service to victims.

SYSTEMS AND PROCESSES

19. Within the Force Control Centre, a review is being conducted of the 'end to end' flow from the numerous contact routes to identify critical decision points and areas where errors occur in order to inform improvements. Operators and supervisors are involved in this work as subject matter experts allowing them to shape any future recommendations.

20. As part of the budget process an additional 11 posts for the FCC were funded, this has enabled us to provide support for the Occurrence Management Unit in meeting the demands associated with accurately recording and closing almost 100,000 crimes a year. Recruitment and training across the FCC overall and specifically within the Occurrence Management Unit is taking place to increase the capacity of the unit.
21. Under Op Proportionate significant work has been undertaken to reduce the number of 'open' crimes and reduce the number of crimes waiting to be 'finalised and closed'. This work means that local supervisors have a greater ability to provide meaningful supervision to crime investigations. The number of crime records which contained identified data quality issues has also been significantly reduced.

TRAINING AND AWARENESS

22. Following audit results at the start of the year a bespoke training input was developed and has been delivered to every Force Control Centre operator to increase their awareness of crime recording requirements. The focus of this training is the need to accurately record all that members of the public report to them, to put the victim at the heart of everything we do and to fill knowledge gaps around crime recording rules that lead to repeat failures. Members of the Senior Leadership Team have introduced and delivered this training and it has been well received by operators.
23. Within the Force Control Centre, 'active listening' and 'effective questioning' have been identified as core skills gaps which are contributing to some crime recording failures. Supporting colleagues to improve their skills in this area, the leadership team have explored work from Keele and Loughborough Universities and have developed an 'Active listening' training module which was launched in July 2020.
24. Specific continuous professional development is being rolled out for both Force Control Centre operators and staff within the Occurrence Management Unit to focus on the areas for improvement identified within the audit findings.
25. A bespoke Crime Data Integrity awareness training session has been developed for staff working within the Referral Units under the Public Protection Directorate and training commenced in July.
26. The Crime Data Integrity training package provided is regularly updated and made available. In total 85% of PC's and 87% of Sergeants have been trained. All new starter PC's, transferees and PCSO's are also trained.

FOR CONSIDERATION:

That the report be noted.

**DARREN MARTLAND
CHIEF CONSTABLE**