



HUMBERSIDE
POLICE & CRIME
COMMISSIONER



ANNUAL REPORT 2017 - 2018



SUMMARY OF KEY ACHIEVEMENTS

SUCCESSFUL
RECRUITMENT
OF ENGAGEMENT
OFFICERS



MORE MONEY TO
COMMUNITIES



BETTER TWO WAY
COMMUNICATION WITH
PARTNERS, POLICE
AND PUBLIC

BETTER
UNDERSTANDING OF
FORCE BUSINESS



WE HAVE A CLEARER
VISION OF WHAT
WE ARE ABOUT



RELATIONSHIP
BUILDING WITH CSPS
AND PARTNERS

ENGAGEMENT
STRATEGY



RECRUITMENT OF NEW
CHIEF CONSTABLE



WHITE RIBBON
AMBASSADOR



APPOINTMENT
OF APPRENTICE
FOR THE OPCC

SET UP LINKEDIN GROUP
COLLABORATIVE TRAINING

DIVERSITY PANEL
FEATURED IN PEEL
REVIEW AS BEING GOOD

HAPPIER PLACE TO WORK

WE'VE ADDRESSED
CULTURE AND VALUES
IN OUR OFFICE
PURCHASED HR TOOLKIT

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FOREWORD

FROM THE POLICE AND CRIME COMMISSIONER

KEITH HUNTER

I am pleased to introduce the second Annual Report of my tenure as Police and Crime Commissioner (PCC). This is not just a report on me personally but on the work of the Office of the Police and Crime Commissioner (OPCC) for the Humberside Police area. This is a significant distinction because as the role of PCC becomes more embedded I believe it is important that the OPCC can fully contribute to the continued development of the Humber region into a safer and more prosperous area. For it to do this the OPCC has to be structured and capable of operating on behalf of the communities of the Humber area and not act solely as personal support for the PCC. Continuing that transition is part of the story of the last year, together with supporting the Chief Constable to deliver the best possible policing service to the people of the area.

I recruited a new Chief Constable during the year and I was delighted that Lee Freeman was successful in his application. Lee is a native of Grimsby and takes a real pride in leading his home Force. Following the tribulations of recent years I am reassured that Lee has set a clear direction for the Force to deliver against my Police and Crime Plan and that he understands the importance of taking the workforce with him. Lee has reshaped his senior team and I believe Humberside Police now has a top team that many will be envious of. As the new top team have become embedded the assurance processes I employ to check on progress and challenge performance have evolved. There is a much more open relationship now with the top team allowing for honest and frank discussions. These assurance processes will continue to evolve as the Force develops its own new performance regime.

The past year has seen good progress in developing the OPCC and Humberside Police, and the improvement in the Force has not gone unnoticed by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) with whom I have maintained close contact.

I am confident Humberside Police is now moving steadily in the right direction but fully understand that our communities are not necessarily seeing and feeling that change to the extent I would wish. There are justifiable reasons for this but it is incumbent upon the Chief Constable and I to ensure these issues are addressed as quickly as possible, without putting the longer term improvement at risk. Short circuiting organisational development will usually result in unplanned-for problems manifesting later down the line. Humberside Police must move away from short-termism if it is to become sustainably effective and efficient with the potential to continuously improve into the future and I will support the Chief Constable through this period of realignment.

One of the most significant changes taking effect during the past year was the enhanced rate of recruitment of officers into the Force. This has been facilitated by my adoption of a risk-based approach to managing the resources available to the Force. Under this approach reserves will be used to support recruitment whilst efficiency plans are developed and delivered that will allow the enhanced numbers of officers to be financed from the base budget, making reasonable assumptions of future financial provision. Shortly after my election, although the Force had funding for about 1,560 officers, in reality it dropped to around 1,420, whilst at the same time building reserves of over £30m. By the beginning of 2019 the Force will have around 1900 officers and the readily usable reserves will be run down over a five year period allowing the Force time to restructure and deliver on its efficiency plans. A reserve is public money that has been allocated to deliver a service but not put to that use. Excessive reserves, with no plan to utilise them, are a sign of poor public service management.



My approach to using reserves, although questioned by some at the time, has now effectively become a required practice nationally as the Government has asked all Forces to publish a reserves strategy to illustrate how they are to spend their reserves supporting operational delivery. Any failure to plan to spend reserves effectively will be challenged by Government. As a result of this approach Humberside Police is, proportionately, recruiting more officers than any other Force in the country.

Another major reversal of previous policy has been the restructure of Humberside Police to allow it to become better able to deliver a place-based approach to policing, working more closely with partners at a local level. Whilst the organisation of the Force is an operational decision for the Chief Constable, I fully support his move to return to geographic divisions. I believe this will more readily facilitate the delivery of the Police and Crime Plan aims. With that decision of the Chief Constable I have been able to refresh the Estates Strategy to support a workforce that is spread into communities as much as possible, rather than retreating into fewer and fewer bases. Officers have returned or will be returning to bases in locations previously abandoned. This is a very visible sign to communities that the police wish to engage again.

The OPCC has developed under the stewardship of Chief Executive Rachel Cook on its journey to establishing an identity and role that is recognised by other agencies and partners, but also the public. I have worked with Rachel to develop a planning model for the OPCC that assists in clarifying how we will contribute, as an OPCC, to the delivery of the aims of the Police and Crime Plan. This is about the OPCC having an active role driving change not merely expecting others to deliver it. The approach assists in empowering staff to be as good as they can be and encourages innovation and personal development. All of this together supports the values and cultural change that Rachel and I want embedded in the OPCC.

A key theme of my Police and Crime Plan is re-establishing the links between communities and the services that together deliver community safety. As PCC I have a role in ensuring the public have a voice in shaping the services that operate on their behalf. I recognise that one person is limited in their ability to do this effectively so I asked Rachel to reorganise the OPCC to give us that capability. That has been done and the OPCC now has an Engagement Officer based permanently in each Local Authority area. They act as my 'eyes and ears' on the ground, working hard to link communities and agencies together and feeding back to me where I can become usefully involved. Feedback from partners and many members of the public about the excellent people filling

these roles has been wholly positive. The Engagement Officers are very clear; they work hand in hand with other agencies and partners but they are there to represent the public to those agencies and not the other way around.

I have continued supporting the development of Community Safety Partnerships (CSPs) as a key player in the delivery of community safety. There is a CSP in each Local Authority area where partners come together to address crime and anti-social behaviour issues and I have allocated significant resources to them, with some of that money being ring-fenced for allocation by the CSPs to local third-sector or voluntary groups. Some progress has been made with the re-energising of CSPs but more work remains to be done. As crime issues become more prevalent nationally, the Government has been looking for a natural 'home' for the implementation of some national strategies. CSPs are being discussed in that light more regularly now and the work that has been done during the past two years locally should put this area at an advantage in the future. I carry the national portfolio lead for Local Policing and Partnerships with the Association of Police and Crime Commissioners and am well placed to track and influence these developments.

During the past year I commissioned some work to assess vulnerability in the area. As the person with responsibility for commissioning victim services I was concerned that simply providing support for people who had already become victims, whilst important, was perhaps not sufficient. I was interested to understand the route from vulnerability to victim status to understand if, in the commissioning of victim services, there were opportunities to support the vulnerable to prevent them ending up as victims. I have now received that work which has highlighted some interesting facts. I have commissioned a limited amount of additional work to further develop some aspects and then it will inform a new and refreshed approach to commissioning services for the vulnerable and victims into the future.

In years to come I believe the past year will be seen as a pivotal one in the development of Humberside Police and the broader community safety agenda in the Humber area. The OPCC has driven change both within Humberside Police and partners. In doing so I believe it has carved a role for itself and started to better illustrate its value. The challenge now is twofold: to keep up the pressure to ensure the changes and improvements continue and develop their own momentum; and to ensure our communities see and feel the effect of those changes and improvements. I am committed to that challenge.



PCC IN THE MEDIA

JUNE 2017

Alcohol tagging scheme announced



New Chief Constable appointed

JULY 2017

Crime Reduction Funds launch



JANUARY 2018

Council Tax Consultation



MARCH 2018

My Community Alert launch



For a full archive of news stories visit www.humberside-pcc.gov.uk



INTRODUCING THE 2017/18 ANNUAL REPORT

RACHEL COOK, CHIEF EXECUTIVE

The OPCC has embedded over the 2017/18 period an outcome-based approach to managing resource and activity in ensuring that as an office we contribute towards delivery of the Police and Crime Plan. This approach engages all members of the team in considering which areas of their work they can improve or new areas to develop in working towards the deliverables and aims of the plan. These are collated by the Senior Management Team (SMT) and merged to form the OPCC Delivery Plan. Each SMT lead then owns a part of the Delivery Plan and a set of activities to achieve over the course of the year.

The Annual report will provide feedback from each SMT lead on their Delivery Plan area:

Paul Wainwright – Force Assurance

Robbie Walker-Brown – Communities and Engagement

John Bates – Finance and Commissioning

Louise Cook – Governance and Administration

The Annual Report for 2017/18 has been formatted to provide an update on what we said we would achieve against the 2017/18 Delivery Plan. Each area of the organisation will present a table extract from the Delivery Plan with a RAG rating against achievement and a form of narrative providing some headlines on activities.

A great proportion of the actions are rated as green which clearly demonstrates full achievement. Some of the activities are RAG rated as Amber. This means that they were only partially achieved. In this instance there will be a note for what is outstanding which will then be carried into the 2018/19 Delivery Plan or an explanation as to why the actions are no longer relevant.

The Annual Report is an opportunity to reflect more widely the work of the OPCC and provide feedback on the work of areas of business such as our Diversity Panel and our Independent Custody Visitors, both of which provide the Commissioner with external scrutiny of areas of the Force and make significant contributions.

The OPCC has invested resources to encourage a more localised approach to management of community safety through monies into Community Safety Partnerships and through our Engagement Team in the OPCC. Each of the Engagement Officers has provided feedback on what is happening in their

local authority area including feedback from partners and examples of projects that have been funded.

The OPCC commissions a variety of work and the Annual Report includes an overview of our investment portfolio and some performance information and case studies to raise awareness of the activities we fund or co-commission.

Finally, the OPCC has made huge strides in establishing itself as a partner able to contribute positively to the community safety landscape. Partnership working and collaboration is a focus for the team and as such it seemed amiss to not share some of the networks and partnerships that we work with and contribute towards. We have been lucky enough to receive some positive feedback throughout the year from many partners that we have also included to demonstrate the value the office is adding.

Personally I am very proud of the journey that the Humberside OPCC team has been on in the last year. In 2017/18 the OPCC saw some structural change to drive efficiencies and ensure that resources were applied in areas that best meet the needs of the Police and Crime Plan outcomes. In creating change it was important to work not only on the organisational structure but clarifying its vision, its culture, its policies and management style. The team has responded positively to a new way of working and this is evident in the scope of work covered in this year's report.

We have begun a programme of work as a team on ensuring the OPCC is an 'employer of choice', a statement taken from the vision of the Police and Crime Plan. We have worked to understand what this means to our team, areas that are good and areas to be improved. We have established a culture with a foundation of trust that empowers people to take responsibility for achieving the outcomes of their activity and meet them in a style that meets the needs of the organisation and their personal family circumstances. Confidence in the potential of agile working has grown and we have ensured staff now have appropriate equipment to do their jobs effectively.

We hope this document provides you with an understanding of our contributions and successes for the last year as well as perhaps surprising you with the extensive breadth of activities we lead and contribute towards in the network.

STRATEGIC MANAGEMENT OF THE OPCC

This part of the delivery plan is the responsibility of the Chief Executive, Rachel Cook.

The table below is taken from the final part of the Delivery Plan:

DELIVERABLE	PROGRESS
Produce annual Delivery Plan using Outcome based planning approach	
Produce a quarterly update of the Delivery Plan to share with Police and Crime Panel	
Annually review the organisations Health and Safety policy and risk assessments	
Maintain a working document as a risk register for the OPCC	
Ensure a clear Business Continuity plan in place and up to date at all times	
Review of OPCC policies and procedures to ensure fit for purpose especially when current versions are Force specific	
Continue the development and review of internal communications within OPCC	
Develop new PDR structure for OPCC to embed high performance culture	
Produce series of 'How to' guides to support business continuity and inform induction	
Consider use of Apprenticeships within the OPCC	
Undertake activities to enhance the reputation of Humberside	

PRODUCE ANNUAL DELIVERY PLAN USING OUTCOME BASED PLANNING APPROACH

ACHIEVEMENTS

- ✓ Delivery Plan was written using an outcome based approach and shared publically.

PRODUCE A QUARTERLY UPDATE OF THE DELIVERY PLAN TO SHARE WITH POLICE AND CRIME PANEL

ACHIEVEMENTS

- ✓ Police and Crime Panel updates have been provided at each meeting through SMT leads sharing updates of their area of work.
- ✓ Police and Crime Panel also received update report from the Chief Executive approximately 6 monthly.

ANNUALLY REVIEW THE ORGANISATIONS HEALTH AND SAFETY POLICY AND RISK ASSESSMENTS

ACHIEVEMENTS

- ✓ Policy is reviewed and risk assessment updated.





MAINTAIN A WORKING DOCUMENT AS A RISK REGISTER FOR THE OPCC

ACHIEVEMENTS

- ✓ Risk register is reviewed monthly at SMT and is shared at Joint Independent Audit Committee meetings for scrutiny, 5 meetings a year.

ENSURE A CLEAR BUSINESS CONTINUITY PLAN IN PLACE AND UP TO DATE AT ALL TIMES

ACHIEVEMENTS

- ✓ Business Continuity Plan updated as required to ensure up to date at all times.

REVIEW OF OPCC POLICIES AND PROCEDURES TO ENSURE FIT FOR PURPOSE ESPECIALLY WHEN CURRENT VERSIONS ARE FORCE SPECIFIC

ACHIEVEMENTS

- ✓ A review was started which identified that many of the policies were not fit for purpose.
- ✓ Discussions with Unison taken place to consult with decision to update to local policies and address anything recognised as custom and practice.
- ✓ Resource identified to carry out full review and policy creation in consultation with staff.

STILL TO DO

- X Project has been carried into 2018/19 Delivery Plan to ensure time for full review.

CONTINUE THE DEVELOPMENT AND REVIEW OF INTERNAL COMMUNICATIONS WITHIN OPCC

ACHIEVEMENTS

- ✓ Internal newsletter created which runs approx. 3 times a year sharing developments, consultations and recognition of good practice.
- ✓ Team meetings for all team members held at least once a year.
- ✓ SMT encouraged to share as much about decision making as possible with their teams.
- ✓ Vision, mission and values emphasised to help embed sense of identity and ability to make appropriate decisions.

DEVELOP NEW PDR STRUCTURE FOR OPCC TO EMBED HIGH PERFORMANCE CULTURE

ACHIEVEMENTS

- ✓ New Performance Development Review process rolled out across all team with full guidance.
- ✓ First round of reviews have taken place.

PRODUCE SERIES OF 'HOW TO' GUIDES TO SUPPORT BUSINESS CONTINUITY AND INFORM INDUCTION

ACHIEVEMENTS

- ✓ Various 'How to' Guides now available in shared folders for all team.

CONSIDER USE OF APPRENTICESHIPS WITHIN THE OPCC

ACHIEVEMENTS

- ✓ Apprentice recruited October 17 on Business Administration to support the Governance and Administration function but has served as an asset for all teams within the OPCC.

UNDERTAKE ACTIVITIES TO ENHANCE THE REPUTATION OF HUMBERSIDE

ACHIEVEMENTS

- ✓ Various external communications and PR used to share good practice of the office.
- ✓ Chief Executive started Twitter account sharing work of team.
- ✓ All engagement officers and apprentice all using Twitter to share positive messages.

FORCE ASSURANCE

The Police and Crime Commissioner has a statutory duty to hold the Chief Constable to account for Force performance.

In order to work towards the outcomes in the Police and Crime Plan 2017-21, the OPCC Activity Plan 2017-18 identified a series of deliverables to contribute towards working towards those outcomes.

DELIVERABLE	PROGRESS
Programme of Force Assurance	
Clear Performance Framework Measures	
HMICFRS* Effective Relationships	
Vulnerability and Victim Need	
Victim Understanding	
Independent Custody Visitor Scheme	
Appropriate Adult Service	

* Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services

PROGRAMME OF FORCE ASSURANCE

Create an effective Programme of Force Assurance that allows the PCC to make better informed decisions, reduce the causes of failure in the Force, promote the conditions for success in the Force and deliver improved outcomes for local people.

ACHIEVEMENTS

- ✓ OPCC developed an interim Assurance Programme, taking into account Force priorities.
- ✓ OPCC developed a series of issues that the PCC required assurance on, including vulnerability, legitimacy, workforce, community policing, prevention, technology and finance.
- ✓ PCC held monthly assurance conversations with Chief/Senior Officers, exploring a range of issues, followed by more in-depth focus on those of greatest need.
- ✓ PCC explored a number of issues in greater detail, for example police officer recruitment, positive action, vulnerability, investigative capacity, Force structural changes, crime data integrity, IT systems (CONNECT/Smart Contact), and Community Alert.

STILL TO DO

- ✗ OPCC began a process of procuring a system to enable a fuller understanding of progress against the Police and Crime Plan priorities. This will be completed during 2018/19.
- ✗ Interim approach adopted due to changes made to the forces governance structure and chief officer team.

CLEAR PERFORMANCE FRAMEWORK MEASURES

Create an effective and Clear Performance Structure (team) that meets the future needs of the OPCC, Force and Partners; and Create an effective and Clear Performance Framework that drives the PCC, Force and Partners towards jointly meeting the Aims of the Police and Crime Plan. The framework will allow for greater challenge and understanding by the PCC, Force, Partners and the public.

ACHIEVEMENTS

- ✓ OPCC developed a draft performance framework around the outcome-focused approach.
- ✓ Assurance and Performance Team transferred back to the Force in January 2018.
- ✓ Discussions with the four Community Safety Partnerships (CSPs) continued, with the OPCC incorporating appropriate measures into the framework.

STILL TO DO

- ✗ OPCC has continued our discussions with the Force to ensure a link (where relevant) with the Force Corporate Development Review and Plan on a Page approach. These discussions are ongoing.

HMICFRS EFFECTIVE RELATIONSHIPS

Create a systematic approach to HMICFRS Effective Relationships, so that the PCC and his office have a fuller understanding of HMICFRS activity, progress, reasoning and the statutory requirements, both in-Force and nationally.

The approach will also ensure that HMICFRS is and remains cognisant of the Police and Crime Plan Aims, giving full weight and clear acknowledgement to their significance around local accountability.

ACHIEVEMENTS

- ✓ Existing approach to deal with HMICFRS was not fit for purpose for a modern policing scrutiny structure.
- ✓ OPCC developed an approach which fully addressed the Police and Crime Plan 2017-21 outcomes and the direct assurance needs of the PCC.
- ✓ Improved relationships with the chief officer team, and greater understanding by the Force and HMICFRS of the role of the OPCC. PCC built improved position on national portfolio areas.
- ✓ Improved understanding of HMICFRS activity, progress, reasoning and statutory requirements locally and nationally, and more inclusive relationship between the OPCC, Force and HMICFRS.
- ✓ OPCC attend the Force HMICFRS Governance Board which now meets on a monthly basis, bringing together the Efficiency, Effectiveness, Legitimacy and Leadership issues.

VULNERABILITY AND VICTIM NEEDS

Create a report that assists in the analysis of vulnerability and victim needs and enables better targeting of resources.

ACHIEVEMENTS

- ✓ Employed consultants to carry out detailed analysis.
- ✓ Analysis undertaken during 2017-18.

STILL TO DO

- ✗ Report findings being analysed and results available in 2018-19 that will inform future commissioning of services to vulnerable victims.

VICTIM UNDERSTANDING

Create an effective approach to Victim Understanding, so that the PCC and Force gain the victim 'voice'.

This approach will enable the provision of services to victims and the vulnerable that meet their needs.

ACHIEVEMENTS

- ✓ Investment in the My Community Alert System (www.mycommunityalert.co.uk).
- ✓ Victim satisfaction survey requirement was removed by the Home Office in 2017. Since September 2017, the OPCC has been working with the Force to look at better ways of obtaining the views of victims, including community surveys and 101 texting options.
- ✓ OPCC has ensured that commissioned services are focused on the needs of the victims.

STILL TO DO

- ✗ Work is ongoing to develop a Humber wide Community Survey as well as a 101 text survey. This is a significant change in our approach which will be live in Autumn 2018.

INDEPENDENT CUSTODY VISITOR SCHEME

Create an enhanced Independent Custody Visiting Scheme that recognises good practice.

ACHIEVEMENTS

- ✓ Successful recruitment of a more diverse group of people and greater resilience (12 new volunteers) – full complement of volunteers now in place.
- ✓ One member of our team is involved on the national stage and the secretariat function.
- ✓ Started working on development of the local quality framework to reach Gold standard in the next 12 months.

APPROPRIATE ADULT SERVICE

Seek assurance from the Force to ensure a robust Appropriate Adult Service for vulnerable adults.

ACHIEVEMENTS

- ✓ PCC has looked at options for an Appropriate Adults Service for vulnerable adults that involve local communities.
- ✓ OPCC developed a scheme with the University of Hull for the North Bank – student volunteers are in place and will commence their duties following training in the early part of 2018-19.
- ✓ Full buy-in from the police to the PCC approach.
- ✓ Students volunteers being trained in May 2018. Next steps to develop Force-wide in 2018-19 and also review provision for children.

COMMUNITIES AND PARTNERSHIPS

The Police and Crime Commissioner is elected by the public to hold the Chief Constable and Humberside Police to account, effectively making the police answerable to the communities they serve.

The PCC aims to ensure community needs are met as effectively as possible, improving local relationships through building confidence and restoring trust. The OPCC works in partnership across a range of agencies at local and national level to ensure there is a unified approach to preventing and reducing crime. To help achieve this, the OPCC for Humberside has a team of four Engagement Officers, one in each of the Local Authority areas.

In order to work towards the outcomes in the Police and Crime Plan 2017-21, the OPCC Activity Plan 2017-18 identified a series of deliverables to contribute towards working towards those outcomes.

DELIVERABLE	PROGRESS
A refreshed and effective Diversity Panel	
A clear community engagement strategy and plans	
An effective Criminal Justice Board	
An effective locally managed Crime Reduction Fund	
An enhanced resource offer to Community Safety Partnerships	
A mechanism for measuring public confidence	
A report outlining how the PCC can improve engagement techniques	

A REFRESHED AND EFFECTIVE DIVERSITY PANEL

Deliver a refreshed and effective Diversity Panel able to reflect, and engage with, our local communities.

ACHIEVEMENTS

- ✓ The Diversity Panel was further developed during the year with new members recruited from a variety of diverse backgrounds and skillsets.
- ✓ An Activity Schedule put in place involved scrutiny work around use of force, stop and search and spit guards.
- ✓ Active involvement in Hull Pride 2017.

CREATE A CLEAR COMMUNITY ENGAGEMENT STRATEGY AND PLANS

ACHIEVEMENTS

- ✓ Community Engagement Strategy written and shared with partners for feedback.
- ✓ Strategy published on OPCC website.
- ✓ Details of Engagement Team members published on OPCC website with contact details.
- ✓ Social Media presence of Engagement Team developed with individual Twitter accounts sharing local information and news.
- ✓ Engagement Plans built into 2018/19 Activity Plan.

AN EFFECTIVE CRIMINAL JUSTICE BOARD

ACHIEVEMENTS

- ✓ New CJB Manager Mike Richmond recruited. Now working with the Board to determine the way forward for 2018/19 and beyond.
- ✓ Annual Delivery Plan in place, new Board Chair is Keith Hunter PCC and commitment by Vice Chair.
- ✓ Partners contributing financially.
- ✓ Terms of Reference signed at AGM.

STILL TO DO

- ✗ Mike will be developing an outcome-based delivery plan during 2018/19.

AN EFFECTIVE LOCALLY MANAGED CRIME REDUCTION FUND

Ensure an effective locally managed Crime Reduction Fund (CRF) accessible to local communities, able to meet local priorities.

ACHIEVEMENTS

- ✓ Established CRF grant provision from OPCC to the four Community Safety Partnerships (CSPs).
- ✓ Arrangements agreed for managing the CRF at each CSP including how communities will be informed, encouraged and involved in bidding for grants.
- ✓ Conduct a review of the CRF grant provision with CSPs to evaluate outcomes and revise arrangements for the following year as appropriate.

*See individual Local Authority area reports later in this Annual Report for funding examples.

AN ENHANCED RESOURCE OFFER TO COMMUNITY SAFETY PARTNERSHIPS

Establish an enhanced resource offer to Community Safety Partnerships targeted at local priorities.

ACHIEVEMENTS

- ✓ Established grant provision from OPCC to the four Community Safety Partnerships (CSPs).
- ✓ Confirm grant provision on receipt of appropriate outcome based delivery plans from each CSP.
- ✓ Conduct a review of the grant provision with CSPs to evaluate outcomes and revise arrangements for the following year as appropriate.

A MECHANISM FOR MEASURING PUBLIC CONFIDENCE

Ensure a mechanism is agreed for measuring public confidence and increased feelings of safety/security.

ACHIEVEMENTS

- ✓ Training provided for Community Engagement Team and invited partners on social surveying techniques.
- ✓ Performance team transferred to Force to separate OPCC role from force performance.
- ✓ Mechanism agreed with two Local Authorities (Hull and North East Lincolnshire) to place questions on policing and community safety in their residents' surveys.
- ✓ Community Alert system now launched in Force with PCC funding.
- ✓ Opportunity to use My Community Alert for social surveying in 2018/19.

A REPORT OUTLINING HOW THE PCC CAN IMPROVE THE ENGAGEMENT TECHNIQUES OF THE OPCC

ACHIEVEMENTS

- ✓ Policy report written outlining how the PCC can improve engagement techniques.
- ✓ Evidence was sourced of good practice to inform the Community and Engagement Strategy. (Visited Merseyside OPCC who have had an Engagement Team in place since 2012).
- ✓ Successfully recruited four Engagement Officers in early 2017/18.
- ✓ Engagement Officers successfully embedded in four local Authority Areas working with public and partners.

FINANCE & COMMISSIONING

The Finance & Commissioning team made the following contributions to the 2017/18 OPCC Delivery Plan.

DELIVERABLE	PROGRESS
Ensure development of a robust Medium Term Financial Strategy setting out the resources available for the Force and the OPCC, including provision for funding partnership activity.	
Ensure that effective monitoring arrangements are in place with the Force to track the use of resources.	
Ensure that effective budgetary arrangements are in place to support the revised OPCC structure.	
Ensure that robust arrangements are in place for the independent scrutiny of audit.	
Create a redesigned Restorative Justice / Restorative Practice service following service review.	
Ensure an effective substance misuse service is in place across Humberside.	
Ensure end to end Domestic Abuse services are in place across all of Humberside.	
Ensure contract management is in place and evaluation undertaken across all victim services.	

DEVELOPMENT OF A ROBUST MEDIUM TERM FINANCIAL STRATEGY

EFFECTIVE MONITORING ARRANGEMENTS TO TRACK THE USE OF RESOURCES

ACHIEVEMENTS

- ✓ MTRS (Medium Term Resource Strategy) updated to reflect the latest information based on intelligence from PACCTS, NPCC Finance and other sources.
- ✓ The Force have developed a RAG status report regarding savings. The PCC is being provided with alternative scenarios and options for savings which will model the impact on reserves for balancing the budget over the period of the MTRS. The PCC's Reserves Strategy has been updated to meet Home Office requirements.
- ✓ Copies of MTRS PCC submissions provided to HMICFRS.

EFFECTIVE BUDGETARY ARRANGEMENTS

ACHIEVEMENTS

- ✓ Monitoring reports are being submitted regularly to CGG (Corporate Governance Group). Budget monitoring arrangements for OPCC are still being refined to reflect the revisions to the way in which partnership payments are controlled and made.

STILL TO DO

- ✗ The amounts included for Partnership activity in 2018/19 include the full provision for the additional resources committed by the PCC. Negotiations with CSPs are ongoing regarding the pace of use of "flexible funding".

ROBUST ARRANGEMENTS ARE IN PLACE FOR THE INDEPENDENT SCRUTINY OF AUDIT

ACHIEVEMENTS

- ✓ The JIAC (Joint Independent Audit Committee) has carried out a self-assessment of its own performance that will inform future development of the Committee. The JIAC will prepare an annual report covering its first year. These activities will inform a review of the work plan and business cycle which will in turn drive agendas for future meetings.
- ✓ More use is being made of the members' website but this could be improved for communication/papers etc.
- ✓ Training and development opportunities are being shared with the Committee but a structured training and development plan would be of benefit.

REDESIGNED RESTORATIVE JUSTICE / RESTORATIVE PRACTICE SERVICE

ACHIEVEMENTS

- ✓ A review of Restorative Justice (RJ) to inform commissioning.
- ✓ Following a review of RJ services, the PCC was consulted on his views/intentions regarding the recommissioning of a Restorative Justice Service and what he might want.
- ✓ A one year contract extension was agreed and is in place to enable service continuity and time to re develop the service.
- ✓ A joint working agreement is in place with North Yorkshire OPCC for reciprocal commissioning support, this allows shared working and learning throughout the journey.
- ✓ A mapping exercise to inform on market position and the approaches taken towards RJ by various OPCCs has been undertaken. This has helped to establish budget and practice.
- ✓ Focus groups with victims and offenders have taken place to inform key areas of the specification. This has helped to realise areas of innovation and ensure a person centred approach to the development of the service.

STILL TO DO

- ✗ The new service will be tendered in December 2018 and will be in place April 2019.

EFFECTIVE SUBSTANCE MISUSE SERVICES ARE IN PLACE ACROSS HUMBERSIDE

ACHIEVEMENTS

- ✓ All four Local Authority areas have been consulted on the delivery of substance misuse and agreed on the contribution from the PCC. This entails different approaches in each Local Authority area.
- ✓ All four CSPs are now more aligned to substance misuse work, e.g. Cabinet in Hull involved CSP in decision around re commissioning and all four CSPs have included substance misuse as a key element within their outcome based plans.
- ✓ Revised grant agreements have been developed and agreed in each Local Authority area, these are inclusive of a new performance framework. This enables clarity and transparency over outcomes and contribution towards the PCC plan and for the performance to be managed effectively in each area.
- ✓ In light of the above, the CSPs have supported the development of the performance frameworks, and the OPCC are now supported to receive national data directly from Public Health England to manage the agreements more effectively and jointly with local Public Health teams.

END TO END DOMESTIC ABUSE SERVICES ARE IN PLACE ACROSS ALL OF HUMBERSIDE

ACHIEVEMENTS

- ✓ Domestic Abuse partners within the third sector have been consulted across Humberside to inform on provider perspective. Police partners also consulted on assurance requirements from HMICFRS and the compliance with victim's code. Areas of service development identified to ensure delivery of equitable services across the region for standard risk victims.
- ✓ Mapping exercise undertaken to ascertain the varied delivery of services across Humberside and to establish PCC requirements in supporting all stakeholders within the delivery services to meet victim needs.
- ✓ Supported the Northumbria whole-system approach bid which is now in place with two year transformation bid funding. The OPCC has supported the development of a grant agreement for services relating to the whole system approach, these are now in place and perpetrator programmes being rolled out in all four Local Authority areas.

STILL TO DO

- ✗ To support the above a regional Humberside funding bid is being developed and is supported by the OPCC with regard to interventions for young people affected by Domestic Abuse.
- ✗ Independent Domestic Abuse Scrutiny Panel and an approach to a greater understanding of victims and their needs are been developed and will be in place by Autumn 2018.

CONTRACT MANAGEMENT IS IN PLACE AND EVALUATION UNDERTAKEN ACROSS ALL VICTIM SERVICES

CHILDREN'S SEXUAL ASSAULT ASSESSMENT SERVICES

The OPCC works alongside national NHS partners to ensure quality services for children's Sexual Assault (CSAAS). Hull and East Yorkshire Hospitals NHS Trust (HEY) are commissioned to provide the Humberside service. The aim of the service is to conduct a comprehensive Child / Young Person Protection Medical Assessment when a child / young person Sexual Assault is alleged, has been disclosed or is suspected. This includes the taking of a clinical history and examination, looking for signs and symptoms of all forms of abuse. It may include the taking of forensic DNA samples, depending on the timing and nature of the suspected sexual abuse.

ACHIEVEMENTS

High level highlights from 2017/18 include:

- ✓ 57 assessments.
- ✓ 20 acute examinations.
- ✓ 37 non acute examinations.
- ✓ 22 forensic examinations.
- ✓ 44 referrals from Humberside Police.
- ✓ 12 referrals from social services.

GOVERNANCE AND ADMINISTRATION

Whilst much of the work of this team is “behind the scenes” and focused on adhering to statutory duties of the office, there is still a contribution towards the outcomes in the Police and Crime Plan 2017-2021, and in the OPCC Activity Plan 2017-18 the following specific deliverables were identified.

DELIVERABLE	PROGRESS
Ensure that effective systems and processes in place in readiness for the Commissioner’s increased role in complaints as introduced by the Policing and Crime Act 2017.	
Create a clear schedule of agreed information and timeframes for reporting to the Police and Crime Panel.	

EFFECTIVE SYSTEMS AND PROCESSES IN READINESS FOR THE COMMISSIONER’S INCREASED ROLE IN COMPLAINTS

STILL TO DO

- ✗ Although implementation of the changes has been put back nationally to 2019, work has continued to ensure readiness. This has included regular meetings with the Force to monitor the number of appeals currently being dealt with to ensure that appropriate capacity is available when the changes are introduced; attending training and IOPC events; increasing monitoring of the Force’s handling of complaints by meeting regularly with the Head of Professional Standards and being represented on the Force’s Business Integrity Panel.

CLEAR SCHEDULE OF AGREED INFORMATION AND TIMEFRAMES FOR REPORTING TO THE POLICE AND CRIME PANEL

ACHIEVEMENTS

- ✓ Liaison has continued with the Police and Crime Panel Secretariat and dates are now scheduled in advance together with an identification of issues to be considered by the Panel.

In 2017/18 we have handled:

- approximately 1,400 pieces of correspondence
- 7 Corporate Governance Group Meetings
- 5 Joint Independent Audit Committee Meetings
- 33 Freedom of Information Requests

We are the appropriate authority for handling complaints against the Chief Constable and in 2017/18 there were 2 complaints received against him. Both of these were recorded but because it was clear that the Chief Constable had no involvement in the issues raised they were subject to an “on the spot local resolution” and were not upheld. Any appeal against such a decision is to the Independent Office for Police Conduct (IOPC), one such appeal was made but was not upheld.

The Police and Crime Commissioner is committed to the principles of openness and transparency. As an office we are required to comply with the Elected Local Policing Bodies (Specified Information) Order 2011 (as amended). This requires us to publish information under various categories. In order to make this easy for people to locate we have a handy index on our website that takes readers directly to the section they are interested in www.humberside-pcc.gov.uk/Working-for-you/Transparency-Index.aspx.



Our commitment to transparency has been recognised nationally and we have been awarded the CoPaCC Open and Transparent Quality Mark for the fourth year in a row.

HOW MUCH IMPROVEMENT HAS THE INSPECTORATE SEEN?

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) independently assesses the effectiveness and efficiency of police forces in the public interest.

The PCC said:

"I am pleased that the inspectorate have recognised many of the improvements taking place within Humberside Police and the positive effect that is starting to be felt in our communities.

Last years' rating of inadequate in the Vulnerability section of the report was totally unacceptable and I am reassured that the new force leadership team under Chief Constable Lee Freeman are getting to grips with the issues, resulting in an improved grading for vulnerability this year. Some of the improvements being made in the force have also been highlighted as good examples in the national report by HMICFRS; it has been some time since this has happened and shows the progress that is now under way.

The recruitment campaign to boost our police officer numbers and deliver an improved service to the public is the envy of many other forces. The Inspectors also remarked positively on the work we do with our partner organisations.

There are some areas where Humberside Police needs to improve to receive a higher overall grade in future and I will be addressing these with the Chief Constable, but as a whole the public should be reassured that the Force is on the road to sustained improvement."

	2015	2016	2017
Efficiency: Overall	Requires Improvement	Requires Improvement	Requires Improvement
Effectiveness: Overall	Requires Improvement	Requires Improvement	Requires Improvement
Legitimacy: Overall	Good	Good	Good
Effectiveness: Vulnerability	Requires Improvement	Inadequate	Requires Improvement
Effectiveness: Local Policing	Requires Improvement	Good	Good

● Inadequate
 ● Requires Improvement
 ● Good

During the year a number of other thematic inspections were carried out:

- National Child Protection Inspection (Published April 2017)
- Abuse of Position Assessment (Published October 2017)
- Modern Slavery and Human Trafficking Inspection (Published November 2017)
- Unannounced Inspection to custody suites (Published March 2018)

These inspections are all ungraded, but the views/response of the PCC can be found at: www.humberside-pcc.gov.uk/Crime-and-Policing/HMICFRS-Inspections.aspx

INDEPENDENT CUSTODY VISITING SCHEME

OUR SCHEME

The Police and Crime Commissioner (PCC) has a statutory duty to run an Independent Custody Visiting Scheme (ICV Scheme).

We know that custody suites can be highly pressured environments where Police Officers are expected to deal with very difficult situations. Our custody visitors play an important role in ensuring standards through:

- Helping to protect people who find themselves detained in custody.
- Carrying out unannounced visits to bring an independent oversight.
- Providing some assurance that detainees are treated with dignity and respect.

Our volunteer custody visitors are highly valued members of our team.



OUR NATIONAL LINKS

Nationally, all schemes are supported by the Independent Custody Visiting Association (ICVA). They provide support and guidance, representing schemes on a national level, and challenging legislation.

Our local scheme manager is a Director of the ICVA Board and represents the Yorkshire and Humber region. She is also the Company Secretary.

WHAT WE'VE DONE

We recruited nine volunteers, increasing our number of visitors to twenty one.

Our new recruits come with a wide-range of experience. Some work in social care roles, such as social skills centres for excluded teenagers, mental health training, elderly care, and so on. Such skills help give a real appreciation and understanding of the vulnerability of people detained in police custody.



OUR SCHEME IN NUMBERS (2017/18)

Unannounced ICV visits to custody suites: **86**

Detainees present in custody at time of ICV visits: **598**

Detainees available and agreeing to see a custody visitor: **262**

Custody visitors: **21 [increase of 9]**

OUR FUTURE CHANGES

- **DEVELOPMENT OF A "SUPER SUITE"**: this will be developed in Grimsby with thirty-six cells, providing higher standards of accommodation, and better facilities for medical care and supporting agencies. Our scheme will be able to operate as two larger teams (Hull and Grimsby) and make more unannounced visits.
- **MONITORING OF POLICE DETENTION**: we will focus more holistically on helping detainees cope with often distressing experiences of police detention. We will be able to focus on enhanced training for visitors, covering vulnerability, diversity and monitoring of terrorist detention. We will also be working on improving the experiences of detainees with learning difficulties. For example, we are looking at the provision of "Autism Packs" (ear defenders, fidget toys and weighted blankets) to help autistic detainees cope with spending time in police cells.

APPROPRIATE ADULTS

Nationally there is a lack of support for vulnerable adults detained in police custody. Legislation is in place to source appropriate adults for juvenile detainees, but not for vulnerable adults. This leaves them at risk of miscarriages of justice.

Most appropriate adult services are provided by charities and local authorities, but are often inconsistent and disjointed, with no organisation taking overall ownership.

During the year, the PCC developed a local scheme in conjunction with Hull University. Our local scheme was developed in collaboration with Hull University Social Services Organisation (HUSSO) and nine Criminology and Psychology students were trained by the National Appropriate Adult Network.

These volunteers will attend Clough Road Custody Suite and:

- Provide vital support for vulnerable detainees.
- Accompany detainees through the custody process and during police interviews.
- Help ensure detainees understand why they've been arrested and the interview questions.
- Interject during procedures, making recommendations around detainee welfare.

The scheme will commence in the coming year, from October 2018.

We are aiming to recruit further students, building a scheme with at least thirty volunteers covering Hull and the East Riding of Yorkshire. We will also establish a similar scheme for North and North East Lincolnshire.

CASE STUDY SANITARY CARE IN CUSTODY

The ICVA challenged Government legislation on sanitary care for female detainees in custody. They ran a successful campaign which attracted national and international interest due to the human rights concerns. As a result, changes are now being made to police legislation, setting standards of sanitary care for women in custody.

We responded immediately to the campaign, reviewing sanitary care in custody. Our scheme manager produced local guidance for police officers and visitors, which has been shared nationally. Our scheme manager featured in the media discussing the issues and local changes.

CASE STUDY MAKING A DIFFERENCE FOR DETAINEES

Our custody visitors made a difference when they raised a number of concerns with the Custody Sergeant on duty and our scheme manager around noise levels and the exercise area being out of use. We have discussed the noise issues with an architect, who is now looking at the use of sound absorption panels. The exercise area is now in use again.



THE DIVERSITY PANEL

The Diversity Panel, managed by Diverse Communities Manager; Marie Morgan, consists of fourteen members of the public who act as critical friends to and on behalf of, the OPCC.

This year we recruited five outstanding new members who have settled into the team really well.

“Over the year that I have been a member, I have attended several consultation meetings and have been allocated tasks to carry out such as ‘stop and search’ audits and scrutiny of Police use of force procedures; feedback given to me showed that my recommendations have been considered and actioned. I have been given training opportunities to attend – Taser training observation - and have been on visits to armouries and prisons – all things that I would not have had the opportunity to do before joining the Diversity Panel.

I feel that that the panel is very inclusive as a whole and I feel valued as an individual member. I feel that the training and tasks have also been a development opportunity and very much a learning curve that equate to transferrable skills as I have new understanding. I also find that the outcomes that I report back to the panel meetings are carried out so I have a sense of making a difference.

Alongside allocated tasks, the Panel have social events and are active in the Hull Pride festival. A year has flown by and I can honestly say I’m glad I applied and I thoroughly enjoy being an active member of the panel.”

Ibi Alaiyemola, New Diversity Panel member

“Working with The Diversity Panel has been an interesting and rewarding experience. Having the opportunity to work with a wide range of organisations, especially those within the criminal justice sector has proven to be beneficial on both sides. As I do a lot of work with the LGBT+ community, it has equipped me with great knowledge of these services to pass back to the community. It has also given me the opportunity to work with some organisations that historically have not had a good relationship with the LGBT+ community and following on from this work, such organisations have been able to better understand the needs of diverse communities and how to ensure their services are appropriate and accessible to LGBT+ people as well as other marginalised communities.

It seems over the last year, organisations have become increasingly proactive in ensuring their services meet the needs of the various communities within Humberside and The Diversity Panel has been able to offer much needed assistance in ensuring those services are empowered to do this.”

Craig Moody, New Diversity Panel member

Partnership working and public accountability

Since April 2017, over a ten month period the Diversity Panel supported Humberside Police in providing external scrutiny and advice on their proposed Spit Guard pilot. Two scrutiny panel members: Olwen Evans-Knibb and Peter Oluotch were able to advise and support the Force from the pilot stage through the operational roll-out and now ongoing scrutiny of Spit Guard use, alongside all other forms of police use of force.

This collaboration work was recognised in May 2018 when The Diversity Panel and Humberside Police were chosen to deliver a presentation to the N8 Police Research Partnership conference in Leeds, entitled: “The role of public scrutiny in specialist operational policing”.

“The challenge was to ensure a more meaningful level of community engagement and public scrutiny into Police use of force. Too often community engagement and consultation can be afforded a ‘tick box exercise’ approach or it takes place after key decisions have been made. We wanted to change this approach and ensure that community perceptions of operational policing are fully taken into account and proper dialogue takes place before and during roll-out of new ways of working, in particular in relation to Use of Force.” Extract from presentation (Marie Morgan)

Community Engagement: Embracing racial diversity masterclasses

The Diversity Panel were commissioned by Hull’s City of Culture team to deliver a series of 18 Masterclasses on the theme ‘Embracing & Respecting Racial Diversity’ to nearly 1,000 City of Culture volunteers. The Masterclasses highlighted issues of racial hate crime, islamophobia, modern day slavery and female genital mutilation.

Payment of £5,370 for the masterclasses has been ring-fenced for future direct work with black and minority ethnic communities in the Humber area.



Marie Morgan
Diverse Communities
Manager

 @DiversityPanel

2017/18 FINANCE REVIEW

For 2017/18 the PCC recommended an increase in the precept of 1.99%. The precept recommendation was supported by a Medium Term Resource Strategy (MTRS) providing details of the resources available to support the delivery of the PCC's Police and Crime Plan. The MTRS covered the period 2017/18 to 2021/22 and sought to continue the practice of ensuring precept decision are set in the context of medium term financial and staffing projections. The budget forecasts within the document included revised arrangements for making provision for officers and staff costs and assumed an increase in the numbers of police officers.

The Police and Crime Panel (PCP) supported the proposal and, after considering the Panel's comments, the PCC implemented a precept of £183.67 for a Band D property, an increase of £3.59.

At the same time as the Police Grant Settlement for 2017/18 was announced, Ministers confirmed that the PCC would receive a grant from the Ministry of Justice (MoJ) of £1.084m in connection with the provision of victims' services. This was subsequently increased by £36k to enable the PCC to continue to provide support services previously provided by the local Survivors project.

In mid-2017/18 the PCC and the Chief Constable agreed to increase the pace at which police officers were being recruited. This was supported with the use of additional reserves. The increased speed of recruitment was reflected in a mid-year financial review in preparation for the 2018/19 budget process. The annual review of the MTRS was carried out in December 2017 and January 2018. The five year rolling programme was updated to cover the period 2018/19 to 2022/23 to set the financial context for resource allocation over that timescale.

The assumptions in respect of external funding were reassessed following the Provisional Police Grant Settlement for 2018/19 announced on 19 December 2017. It took into account increases in the tax base and assumptions of Collection Fund surpluses based on estimates from the four billing authorities in the Humberside Police Force area.

The MTRS was updated to support the 2018/19 precept recommendation taking into account this new information. It also incorporated provision for enhanced support for community safety initiatives together with the costs associated with the restructuring of the Office of the Police and Crime Commissioner (OPCC) in order to provide additional resources for community engagement. Victims Grant funding for 2018/19 has been confirmed at £1,114k, once again including an uplift to protect the former Survivors provision.

The MTRS reflected the Government's decision to award a pay increase of 1%, plus an additional 1% non-consolidated to police officers in 2017 thus breaking the established public sector pay policy assumption included in the original MTRS and the similar offer accepted by police staff.

The original revenue budget for 2017/18 was £174.0m and this was subsequently revised to £177.7m with the increase funded by the projected use of reserves. This reflected the costs of the accelerated recruitment programme, overtime spending and on joint activities such as Human Resources and the Specialist Operation Unit that was disbanded during the year offset by savings in Information Services and capital financing costs. The Victims' Services grant was fully expended.

The Capital Programme approved by the PCC at the same time as the budget was revised as part of the development of the 2018/19 – 2022/23 MTRS. The final outturn spend for the year was £15.176m. During the year work commenced on the new custody facility at Birch Way in Grimsby with the facility due to be handed over for occupation at the start of this calendar year. A decision was also made to implement body worn video in the Force and this is progressing. This is in addition to the existing investment in new technology in terms of new crime recording and contact management systems.

During the year OPCC staff managed the day to day treasury management for the PCC in line with the agreed policy and strategy. They also continued to provide the treasury management function to the South Yorkshire PCC.

The annual accounts were completed in late June 2018 and the audit is currently underway. The accounts show a use of reserves during the year to support revenue spending of £5.4m leaving the PCC with a balance of usable reserves at 31 March 2018 of £28.9m.

The accounts show the cost of the OPCC at £5.3m gross and £4.1m net. This included partnership payments of £3.7m with £1.1m of this expenditure being met from the Victims Services grant.

AUDIT

During 2017/18 the Joint Independent Audit Committee (JIAC) appointed at the start of 2017 met on five occasions and the Committee has met again twice subsequently.

Terms of reference have been agreed and reviewed regularly. The proposed work plan and business cycle were considered and agreed at the first meeting of the Committee. This plan has driven the meeting agendas throughout the year.

Members have received reports from the Head of Audit from the OPCC for West Yorkshire who provide the internal audit service under a s22 agreement and from the external auditors KPMG. Briefings have been provided on topical policing issues as well as resource monitoring including details of budget and staffing projections.

The Committee has also had oversight of treasury management activity and have received confidential reports on the risks being managed by the Force and the OPCC.

The Committee is in the process of completing its first self-assessment of its own performance and will shortly be drawing together its first annual report.

Efforts have been made to consider greater collaboration with the Humberside Fire Authority given the JIAC members are also members of its Governance, Audit and Scrutiny Committee and although there seems to be limited scope for integration, agreement has been reached on the members' terms of office and that future recruitment of members will be undertaken jointly.

The Chairman of the Joint Independent Audit Committee, Doug Chapman said:

"During the year the Committee has developed a good working relationship with the Deputy Chief Executive and Treasurer, the Governance and Administration Manager, Internal and External Audit and representatives from Corporate Development and Assurance.

2017/18 has once again been a challenging period for the OPCC and we are pleased that JIAC continue to deliver a sound approach to Audit.

As a Committee we meet constitutionally 5 times per year, however in order to be able to deliver reports in a timely manner so that the output complements the undertaking, the Committee regularly confer and also attend a pre-meet session prior to formal meetings. As Chairperson I am extremely grateful to the Members of JIAC for their cooperation and commitment and am certain that the OPCC will benefit from their expertise, experience and contribution.

Visibility of the JIAC and its work across the wider organisation continues to improve and its role and remit is becoming better understood.

Training events and conferences have also been well received by the Committee.

We respectfully regard our role as one in complete support of the OPCC, delivering positive outcomes that in turn add value to the organisation"

WHAT WE FUND

THE BLUE DOOR BUDGET £214,222

The OPCC directly commission the Blue Door, a third sector provider who deliver support and interventions to victims of sexual assault across the Humber region. This is the role of the Independent Sexual Violence Advisor (ISVA) and the Children's Independent Sexual Violence Advisor (CHISVA). The roles provide invaluable emotional support and guidance for victims who are either currently experiencing or have historically experienced the traumatic effects of sexual assault.

Practically the ISVA will:

- Provide emotional practical support to survivors. This supports survivors to report via the judicial process, with support through the court experience and beyond.
- Help survivors to understand the criminal justice system and judicial process. This requires emotional support through forensic and DNA retrieval, through to trauma issues resulting from the assault.
- Support the victim through witness statements and court process and provide ongoing case support in conjunction with trained counsellors.
- Work in partnership with other specialists to help build resilience to reduce repeat victimisation.

ACHIEVEMENTS

The Primary referral routes for the ISVA service are direct from Humberside Police and the Sexual Assault Referral Service (SARC). Based on 2017/18 data:

- ✓ The overall average of new referrals into the ISVA service is 49.7 each month for the Humber.
- ✓ In 2017/18 the ISVA service has case managed 441 people.
- ✓ In quarter 4 2018, adult referrals equated to 65% of all referrals.
- ✓ 15 people have required long term support of over 12 months.
- ✓ The majority of support delivered is between 1 – 6 months.
- ✓ The main recorded victim vulnerability factor was mental health.

In addition to the above service, the OPCC provide some funding to North Lincolnshire Council to commission the Blue Door to deliver Independent Domestic Violence Advocates (IDVA), these contribute towards the Local Authority commissioned Domestic Abuse services. The funding provided by the OPCC is the equivalent of one additional IDVA and this is match funded by North Lincolnshire Council.

ACHIEVEMENTS

- ✓ 2017/18 number of referrals - 917 (a 22% increase)
- ✓ 49% were new clients to the service
- ✓ Over 50% were either repeat referrals from previous years (28%) or repeat referrals within the same 2 month period (23%)

The referrals were as follows:

- ✓ Police (311 referrals).
- ✓ Multi Agency Risk Assessment Conferences (MARACs) (251 referrals).
- ✓ Self-referrals (206).

The numbers of self-referrals are a good indicator that the Blue Door service is very accessible for victims. On referral, all clients have their needs assessed and an Individual Safety and Support Plan is agreed with the client. The focus of the service is to keep the client engaged with the IDVA to enable their support needs to be fully met. In doing so, the service works with other agencies and on behalf of their clients dealing with legal and practical issues.

CASE STUDY IDVA SERVICE – CLIENT “C”

In June 2017, the client self-referred to the service via the 0800 number for support in obtaining a non-molestation order against her ex-partner. Client C is a woman living in the North Lincolnshire area and had been previously known to the service from 2015. Client C had been previously known to the MARAC¹ arena as she was identified as a high risk victim of domestic abuse from her partner.

Annie, a Blue Door Adult IDVA, made contact with the client and assured her that aid would be offered. The client was booked in for an assessment to meet with Annie and discuss her support needs further. Client C discussed how they were in a relationship for 10 years and the perpetrator was violent throughout. Client C had obtained a non-molestation order in 2014 which expired in 2015. The perpetrator was released from Prison (for an unrelated DA crime) prior to the client assessment. Following his release he continued to harass and follow the client. The client's application for a non-molestation order was contested by the perpetrator but he did not provide evidence to contest the application so the non-molestation order was granted.

In December of 2017, Client C and her current Partner were witnesses in a Crown Court trial against the perpetrator for a burglary at the property. At trial a five year restraining order was issued against the perpetrator. The client's partner received threatening messages up until the court case which was reported as intimidation of a witness.

Annie made a final call to the client on the 3rd January 2018 – Client C has had no further problems from the perpetrator of the abuse. The client is feeling very positive and moving forward.

Feedback from the client:

“They are exceptional at what they do and I cannot thank them enough”

“They helped me to believe in people again”

“I don't know what my life would be like now if it wasn't for the Blue Door”

“I was broken when I came to the Blue Door and I left with my head held up”

“She knew I was scared and she sat next to me every step of the way”

¹ A MARAC, or multi-agency risk assessment conference, is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, probation, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs) and other specialists from the statutory and voluntary sectors.

VICTIM REFERRAL SERVICE BUDGET £313,769

The victim referral service was jointly commissioned with the OPCC for South Yorkshire. The provider is Victim Support and the contract commenced in February 2017. The service has been commissioned and designed to ensure that the service is accessible, able to recognise those people who are vulnerable and is able to work with individual victims through tailored care plans.

The Victim Support service has been designed to enable referrals to be made either via the Police Force, another organisation, or by the victim themselves. The service is therefore very accessible.

ACHIEVEMENTS

- ✓ 21,854 referrals were made to the service.
- ✓ 1,509 referrals resulted in enhanced or significant support services.
- ✓ The main recorded vulnerability factor was mental health.

The enhanced care package is carefully designed around the needs of each individual and the outcomes achieved by those individuals are measured before, during and at the end of the care package. This makes it possible to measure the outcomes achieved for victims receiving the service.

The feedback received from those victims receiving enhanced or significant support show clear improvements in feelings of safety, wellbeing, reintegration, feeling informed and in their experience of the criminal justice system.

Areas of innovation and partnership work in Humberside:

- ✓ Developing a local voluntary community consortium across the East Riding to form a representative group to be consulted on victim needs.
- ✓ Working in partnership with Restorative Justice Partner (Remedi) to set up referral pathways for victims who express interest in Restorative Justice.
- ✓ Working in partnership and sharing best practice with MIND to enable increased engagement.
- ✓ Upskilling the workforce and developing an NOCN accreditation in Victim case management, the first of its kind.
- ✓ Developing information and communication technology to enable a more accessible service. This includes on line support tools and a phone app to enable rapid access to referral information.
- ✓ Victim support are currently working with NHS partners in developing a CBT based toolkit for case management called Silver Cloud. This will be used with enhanced victims who are experiencing trauma or mental health issues.

CASE STUDY

Norma is a 72 year old grandmother who lives in Hull. She struggles with physical health issues and is often unable to leave the house. She has some help with shopping and personal care.

Norma gave her grandson her bank card to withdraw cash for her but he took £100 out of her account without her authority. He then came a few days later and asked if she wanted anything from the shop so she gave him £30 but he returned with no shopping or money.

Norma was struggling with this as she knows that her grandson has used drugs in the past and thinks he may have used the money he took from her to buy drugs.

On speaking to Norma after her case was referred to Victim Support, a needs assessment highlighted that this wasn't the first incident and that this had been happening over a number of years and that things had taken its toll on her.

Norma spoke about feeling guilty that she was giving money to him which he may be spending on drugs, she felt guilty that she had spoken to the police and she was struggling with all this on top of her physical health issues.

The Victim Care Advocate coordinated some support for Norma which included ensuring her current care plan was working.

Victim Support spoke to Norma about Renew, who support people with substance misuse issues and their families and organised for an initial home visit to be carried out by a worker from Renew alongside the VCA. Renew have continued their appointments and see Norma every two weeks to support her to deal with her grandson's drug use.

Victim Support have advocated with the police on Norma's behalf to update her on the investigation and continue to provide support to Norma around the incidents.

Norma says "I would like to thank you from the bottom of my heart for the help and understanding you gave to me when I was so down".

RESTORATIVE JUSTICE AND PRACTICE SERVICES

BUDGET £139,400

The Restorative Justice (RJ) service was commissioned in 2014 and the provider is Remedi. Restorative Justice brings those harmed by crime or conflict and those responsible for the harm into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. In Humberside, there is growing evidence that RJ brings significant benefits to victims that make use of the service.

ACHIEVEMENTS

The majority of new cases for restorative justice are self-generated by Remedi and this approach is an effective method of identifying cases where a restorative approach may work for the victim. There is also a strong delivery on cases that are managed by either the Community Rehabilitation Company (HLNY CRC Ltd) or the National Probation Service (NPS), where referrals are made because offenders wish to put right the wrong that they have caused.

Remedi also provide services at national level for cases where a death has resulted from the crime (murder, manslaughter, death by dangerous driving etc.) Whilst Victim Support coordinate these cases in England and Wales, Remedi undertake that work in our area.

The outcomes that are measured are based on three categories; Face to Face, where victim and offender meet in a managed discussion, Indirect Verbal, where the victim and offender do not meet and Remedi work between each party (sometimes called shuttle mediation) and, Indirect Written, where letters are exchanged between the victim and the offender but facilitated by Remedi.

- ✓ 378 cases of which 204 went on to achieve a positive outcome.

OUTCOME	CASES
Face to Face	17
Indirect letter	61
Indirect Verbal	126

- ✓ Remedi have been collecting feedback from victims and offenders to enable the OPCC to measure outcomes and in part to manage performance of the service contract. Whilst the numbers of returns made are low (about 20%), the responses indicate high levels of satisfaction as illustrated on the following page.

VICTIM RESPONSES	
QUESTION	YES
Overall, were you satisfied with your involvement in RJ?	92%
Has RJ helped you to COPE or RECOVER from the offence?	94%
Has RJ helped improve your sense of SAFETY?	95%
Has RJ reduced any feelings of FEAR?	95%
Has RJ increased feelings of WELLBEING?	88%
Has RJ improved your satisfaction with the Criminal Justice System?	100%
Has RJ helped you feel more informed about the offender and/or offence?	100%
Would you recommend RJ to others?	100%

OFFENDER RESPONSES	
QUESTION	YES
Overall, were you satisfied with your involvement in RJ?	92%
Has RJ increased your understanding of the offence upon the victim/s	94%
Has RJ increased your motivation not to offend again in the future	95%
Has RJ helped you in any other way	95%
Would you recommend RJ to others?	88%

- ✓ In 2017, the PCC commissioned an independent report to assess the value for money of the work that Remedi undertake. A financial benchmark was established (expressed as a cost per outcome) and Remedi have delivered the service at well below that benchmark cost per case.

RESTORATIVE PRACTICE BUDGET £94,750

In 2017, the OPCC worked with Remedi in setting up two specific initiatives to use Restorative Practice (RP) as an approach to intervening in potential criminality at an early stage (early intervention).

ACHIEVEMENTS

- ✓ Reducing the number of crimes reported involving looked after children in five specific establishments in Hull and the East Riding. This involved working with the local authorities (youth justice managers and children's social care), which aimed to reduce offending by looked after children through a multi-agency training and development programme of restorative practice. The outcome was to empower staff in the establishments to better manage low level behaviour without recourse to the police.
- ✓ Three establishments show reductions from 18% to 63% in calls for police service. Feedback from staff and children / young people has been very positive. The initiative will run in 2018/19 and a full assessment will be carried out at the end of the year.
- ✓ The outcomes in these cases has been a reduction in conflict within the family through use of restorative approaches such as face to face conferences, letter exchanges etc. Interestingly, reintegration back into school has also featured in several of the cases. Feedback from Early Intervention Teams and participants has been very positive.
- ✓ Community Cases – Since the initial training was delivered, 67 community cases were referred to Remedi of which there were 49 positive case outcomes. Both the number of referrals and outcomes exceeded the targets set of 50 referrals and 35 outcomes. Again, feedback from Early Intervention Teams and participants has been very positive.



CASE STUDY FOR RJ

BURGLARY IN A DWELLING

BACKGROUND TO CASE

This was a case referred to Remedi by the RJ lead in HMP Humber regarding a burglary in a dwelling. The victim, 'Anita', lived alone in a small block of flats. The offender, 'Simon', had many previous offences and received a custodial sentence.

Simon and his friend had managed to gain entry into a secure block of flats by waiting for someone to leave the block then getting through the main secure entry door. Once inside the building he tried to break into flats and was successful getting into Anita's flat. She was not present at the time so Simon stole bank cards (which he then used to withdraw cash), confidential work documents, electrical items and jewellery.

VICTIM/S

Anita said that after the burglary she was constantly "looking over her shoulder", she said she felt that she had been targeted or watched before the burglary and didn't ever open her balcony windows after the offence as she thought this was how the offender/s entered her property. Anita works in a hospital and said she was also really upset by the fact a lot of work related items had been stolen as well as her work identification.

Anita said the police were able to recover some of her electrical items, but stated it bothered her more that someone had managed to break into her flat. Anita said from the outset she would not like to meet Simon in a direct RJ, but did have some questions she would like answering about why this was done to her and would be willing to receive a letter from the offender.

OFFENDER/S

Simon said that despite having a long history of offending, he felt he was at a time in his life where he wanted to address his actions and try to put right things he had done wrong. He stated that this was the first offence he had committed in a long time and that he felt great remorse for what he had done and taken from Anita. Simon said he would like to take part in RJ in a direct meeting; however he was willing to do RJ any way Anita would prefer.

THE PROCESS

The Remedi practitioner saw Anita and discussed how the offence had affected her and made her feel and what she thought she may gain from this process. Anita said she did have some questions about the offence as to why it was her flat and whether she been watched prior to the offence. It was agreed that Remedi would meet Simon to ask these questions for Anita. Simon was happy to answer these questions, he asked to pass on how sorry he was to Anita and wanted Remedi to reassure her that nobody had been watching or targeting her. He also wanted to communicate that he had tried to get in many doors in the property but hadn't been successful in gaining entry to them.

Remedi passed on Simon's apology to Anita and the answers to her questions. Simon said he would like to write a letter to Anita to explain how childhood experiences and many years of drug use had led him to a life of crime and to explain how he is trying to better his life, Anita agreed to receive this. Upon receiving the letter, Anita said she could see how Simon had ended up leading the life he had and she appreciated him trying to explain himself to her. Simon also gave information of where he had hidden Anita's jewellery which Anita gave permission to look for. Unfortunately, the jewellery was not found.

FEEDBACK

Anita said she was "pleased" she had taken part in this process, she felt she had "learnt" from this crime and this process; to keep her property and belongings more secure. Anita also said she was "very reassured" that she hadn't been watched before this offence and was happy she had had a chance to ask questions and have a voice. She said this process had made her feel better after the offence. Anita appreciated Simon's apology and that he had passed on information in the hope of finding her jewellery.

Simon said he was really pleased he had the opportunity to do this and to apologise; it had helped him to think of the consequences of his actions and how he doesn't want to make people feel that way. He also said he would recommend this process to others.

THERAPY SERVICES BUDGET £41,474

Therapy Services UK are a small local organisation with high levels of volunteers, they deliver therapeutic interventions via a small team of accredited counsellors for survivors of domestic and sexual abuse. Their core business is male survivors but they do take on additional work for all genders and family work where possible. There would appear to be a gap in service provision and this is perceived to have worsened in the last five years. This is particularly the case for male victims of sexual abuse.

In addition to the above, Therapy Services UK have taken over the landline number of Survivors (Hull and East Riding) since that organisation's demise in the previous financial year.

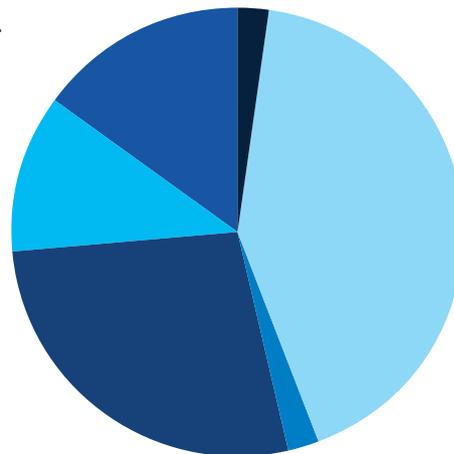
As a result Therapy Services are now seeing an increase in male victims of sexual abuse and domestic violence being referred or self-referring. This is not only due to the closure of Survivors but the increase can also be attributed to working closely with the SARC, social services, GP's and a local veterans organisation that are identifying many of the men that they support becoming victims due to their problems and previously experienced trauma.

ACHIEVEMENTS

- ✓ 88 new referrals 2017/ 18
- ✓ 98% full engagement. All victims contacted within 24hrs.

Source of Referral:

● SARC	2%
● Self-referral	43%
● Health service GP's direct	2%
● Social services	28%
● Children/Young Peoples services	12%
● Other – Legal, Family, Third Sector	5%



SEXUAL ASSAULT REFERRAL CENTRE (SARC)

The Humberside SARC is delivered by Mountain Health Care (MHC), delivering services from the CASA suite in Hull, designed to be comfortable and multi-functional, to support private interview and clinical examination. The service supports survivors of rape or sexual assault regardless of whether the survivor/victim chooses to reports the offence to the police.

ACHIEVEMENTS

Throughout 2017/18 there were:

290 
referrals into the SARC

The majority of these referrals were from Humberside Police

248



The remainder of referrals were from partner agencies (38) and self-referral (3)

274
FEMALE
16
MALE
victims

229 
people received a forensic examination within 90 minutes of attending and were referred to a crisis worker within 60 minutes

241 
people were referred into follow up services for ongoing support

The main recorded victim vulnerability factor was **mental health**



HUMBERSIDE YOUNG WITNESS SERVICE

BUDGET £25,000

Humberside Young Witness Service (HYWS) offers support to all child victims and witnesses called to court to give evidence. The service has been in operation for over 20 years and is funded through contributions from each of the four Local Safeguarding Children Boards and the OPCC.

The service was recognised as the winner of a prestigious UDITE Knowledge Sharing Award at a ceremony in Brussels on the 5th October 2017. The award, in the Social Well-Being Category, recognised the ground-breaking work undertaken by the Humberside Young Witness Service in developing support services to all young witnesses and victims called to give evidence in courts within Humberside.

HYWS provides support to children and young people who are witnesses in criminal cases and are required, or likely to be required to provide evidence at Court. The service recognised that in order for a child or young person to be able to give evidence, a specialist support service could make a real difference. In the criminal justice world, this approach is known as Achieving Best Evidence or ABE. In the criminal justice system, all children and young people provide their evidence to video and this is known as the ABE interview. The ABE interview may be made more than once prior to a trial depending on the complexity of the case. HYWS arrange for the child or young person to refresh their memory by reviewing their video evidence (ABE interview) in preparation for a trial.

ACHIEVEMENTS

Giving evidence in Court is often described as challenging and stressful by adults. For children and young people, the services provided by HYWS makes a real difference to young witnesses and their families by supporting them through this difficult process.

✓ 247 children or young witnesses were referred to HYWS.

All of the 247 young witnesses received contact from HYWS within 24 hours of receiving the referral. HYWS uses specifically designed letters to advise the parent or carer informing them of the service which will be offered if their child is required to attend court and give evidence. About 60% of parents / carers ask for advice and support in preparing their child for the possibility of giving evidence.

All children and young people attending Court had a pre-court familiarisation visit to the court, arranged and supported by the Court Support Worker. The Court Support Worker liaised with the Crown Prosecution Service (CPS) and the Police, as well as any other agencies working with the child or family to ensure that the child was prepared and confident to be able to give their best possible evidence.

✓ 135 victims.

✓ 112 witnesses.

✓ 123 were allocated a Court Support Worker, made up of 64 victims and 59 witnesses.

All 123 received a home visit some requiring more than one home visit. The support workers use the young witness pack, a specially designed information pack that can be used for children of all ages and abilities, as well as by parents or carers

Of the 123 young witnesses 52 were required to refresh their memory with their ABE interviews prior to attending the trial. HYWS ordered, arranged and facilitated all of these refresh sessions and some of these cases involved more than one ABE interview. Due to the ages and sometimes abilities of children involved in the HYWS, the service has to make use of Registered Intermediaries² and involve them in the ABE interview refresh as well as dealing with the Police Officer in the case.

² Registered Intermediaries (RIs) are used in criminal proceedings to assist vulnerable witnesses to communicate their evidence to the police and in court. They ensure that witnesses can understand questions and communicate their answers.

CORNER HOUSE AND THE WARREN PROJECT

BUDGET £39,000

The project aims to support both victims and families of Child Sexual Exploitation by combining the skills of both organisations. Through a person-centred philosophy the relationship between the young person and the counsellor is at the heart of the process with counsellors forming strong and trusting relationships. In addition Cornerhouse provide additional support to parents and carers. The funding provides a counsellor and Family Support Worker within the project.

The Warren Counselling Service provides person centred counselling for children and young people aged 10 – 25 years. The current funding from the Police and Crime Commissioner enables them to support a number of young people who have become victims of crime and/or are at risk of exploitation.

ACHIEVEMENTS

- ✓ The project supports those young people who are particularly vulnerable, lacking in confidence or feeling anxious, feelings often exacerbated by also becoming the victim of crime. We are aware that there are a number of young people who use the Warren who have experienced crime but are not in the right place to engage in counselling at that moment. Instead they may come up to the counselling section to touch base, have a safe space for a while or to attend to some practical business by using the phone or getting some information.
- ✓ Within the last quarter fo 2017/18 the Warren were working with forty six young victims of crime with a higher rate of females to males. One young person currently being supported is transgender. In the previous year the Warren have worked with young people experiencing the following issues: Sexual Violence, Physical Abuse (10), Exploitation, Historical Child Sexual Abuse, Bullying, Domestic Violence, Violent Crime, Assault, Rape and Hate Crime – this includes 5 homophobic incidents.
- ✓ There has been a notable increase in young people becoming more confident about reporting a crime with a small number of young people contacting the Police or considering contacting the Police as a result of having the space to reflect on their experience. This will continue to be monitored closely.

FEEDBACK RECEIVED OVER THE LAST YEAR HAS INCLUDED THE FOLLOWING COMMENTS

"I went and said some things about my experience of bullying to a teacher at school. It felt great to get everything off my chest. I would never have done that if I'd not had your support". Young Man 14

"I like being able to come here when I feel like I'm overwhelmed and that everyone's in my face and blaming me for what happened. It helps calm me down". Young Woman 22

"I feel really angry and you help me get it out". Young Woman 17

PUBLIC HEALTH FOR SUBSTANCE MISUSE

BUDGET £978,000

The PCC recognises that the misuse of drugs and alcohol are identified as key drivers of crime and disorder. Offenders who regularly use heroin or crack cocaine are estimated to commit around 45% of all acquisitive crime. In recognition the PCC ensures local targeted investment in substance misuse services, both in the community and in custodial settings. This has made a significant contribution to reducing drug and alcohol related crime and improving health outcomes and has supported the vision of the Police and Crime Plan by contributing towards the aims of the plan:

- Delivering self-sustaining and safe communities within the Humber area.
- Building Public Confidence in the agencies involved in creating safer communities.
- Providing services to victims and the most vulnerable that meet their needs.

This investment has achieved increased community safety by reducing the impact of substance misuse behaviour by engaging problematic substance misusers in treatment programmes. This has contributed towards and supported a much wider Council investment programme and in turn enabled partnerships to build on the wider Health and Wellbeing priorities, such as alcohol licensing conditions, safety in the night time economy, Community Safety, Adult and Children Services in both Safeguarding and Education.

ENGAGEMENT TEAM



EAST RIDING OF YORKSHIRE

 @debbie_fagan



KINGSTON UPON HULL

 @matt_8362



NORTH LINCOLNSHIRE

 @EngageNLincs



NORTH EAST LINCOLNSHIRE

 @KatrinaGoodhand



EAST RIDING OF YORKSHIRE

Engagement Officer - Debbie Fagan

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🐦 [@debbie_fagan](https://twitter.com/debbie_fagan)

Engagement on behalf of the OPCC in the East Riding has been much welcomed by communities and partners alike. Engagement work has been done with individuals, parish, town and East Riding Council, partner and community organisations as well as the East Riding Community Safety Partnership (CSP). Activity has included raising awareness of the role and responsibilities of policing, the Police & Crime Commissioner, his office and the Police & Crime Plan as well as providing information on access to funding and problem solving.

Engagement Officer Debbie Fagan has provided support to both the CSP and East Riding Council in developing new funding mechanisms to enable the delivery and allocation of OPCC funding by the CSP through grants to partner organisations and community groups for community safety activity in line with the Police & Crime Plan.

The independent nature of Debbie's role ensures impartiality and creates an 'enabling' approach to all aspects of engagement. The size and diversity of the East Riding has provided opportunities for engagement with communities and partners who have never been afforded the opportunity before. The first year has proved to be very successful although there is still a lot of work to do.

JOINING THE DOTS AND CLOSING THE LOOP

From the first introduction of the role of Engagement Officer to the East Riding in July 2017, evidence of the impact of austerity across a range of organisations and communities became obvious. Reductions and withdrawal of a range of services such as community transport together with the transition to and reliance on web based information and service delivery for many residents in areas which don't have either the infrastructure or the technology has led to some members of rural communities becoming more isolated providing challenges in communication, knowledge and awareness.

Whilst there is a lot of positive work being done, there have been many opportunities taken by Debbie to connect either individuals to organisations and projects and even projects and services with each other. An example is that of the Bridlington Partnership Board consisting of representatives from a wide range of health and wellbeing organisations active across Bridlington operating alongside a neighbouring Police and Social Care Early Intervention project also active in the town, both of whom were unaware of the other although likely to be working with the same households. Debbie was invited to join both and upon recognising it, made the successful connection between the two projects.

RURAL SAFETY

Crime in rural areas such as illegal Hare Coursing on farmland causes a lot of costly damage and affects crop production. Many rural and isolated households feel intimidated by this and other criminal activity and the fear of crime is high. North Lincolnshire and the East Riding are particularly susceptible and communities were dissatisfied with the police response they received when reporting such incidents.

Debbie collated information and complaints and highlighted the issues to Humberside Police, resulting in greater recognition of the impact of rural crime and the need to provide not only improved responses but improved communication about the work that was already being done to disrupt and disperse offenders across the area. The next step was the formation of a Force Rural Crime Group consisting of a partnership of Humberside Police (East Riding and North Lincolnshire), the Crown Prosecution Service, the Local Authority and the Office of the Police & Crime Commissioner (OPCC).

The group continues to meet regularly and looks at all aspects of rural, wildlife and heritage crime, operational issues and consider collective ways to improve rural safety.

In March 2018, Humberside Police and the OPCC worked together to host a Rural Safety Conference for residents and agencies from across the rural areas of Humberside. The conference was very well attended and has since resulted in the formation of a Rural Safety Panel consisting of residents and agencies from across Humberside. The Panel provides the opportunity to identify and understand issues and discuss and action potential solutions. The Panel also provides excellent opportunities to communicate crime reduction advice and the promotion of successful police operations which make Humberside one of the most proactive and successful police forces in the country for hare coursing and poaching prosecutions. Such actions result in changed public perceptions and the reduced fear of crime.

FUNDING

The decision made by the PCC to allocate funding through the CSPs has delivered a marked change in the way applications are processed, assessed and funding is allocated ensuring it is used to address local issues and identified local needs whilst being used in line with the aims of the Police & Crime Plan.

The period from July 2017 to March 2018 has seen the East Riding CSP deliver a total grant approval of £686,029 across the three funding streams which are:

2017/18	OPCC Funding to CSP	2017/18 Allocated by CSP	For 2018/19 allocation
Core Grant (Partner Core services – 1 year)	£311,740	£311,740	Nil
Community Safety Grant (Partner Projects – up to 3 years)	£311,740	£270,414	£41,326
Crime Reduction Fund (Community Projects - 1 year)	£103,875	£103,875	Nil
Flexi Crime Reduction (Community Projects - 2 years)	£103,875	Nil	£103,875

CORE GRANT FUNDING

This annual funding aligns with the core grant paid in previous years. In the East Riding, the funding for 2017/18 has contributed funding to:

- The Fairway Process, East Riding Council's Anti-Social Behaviour process.
- The East Riding Adult and Children's Safeguarding Boards.
- Positive Lifestyles, a council Sport, Play and Art Service.
- East Riding Council's Youth Offending Service.
- East Riding Council's Neighbourhood Watch Support function.
- A Council project for children and young people who have experienced domestic abuse.

COMMUNITY SAFETY GRANT (PHASE 2 FUNDING)

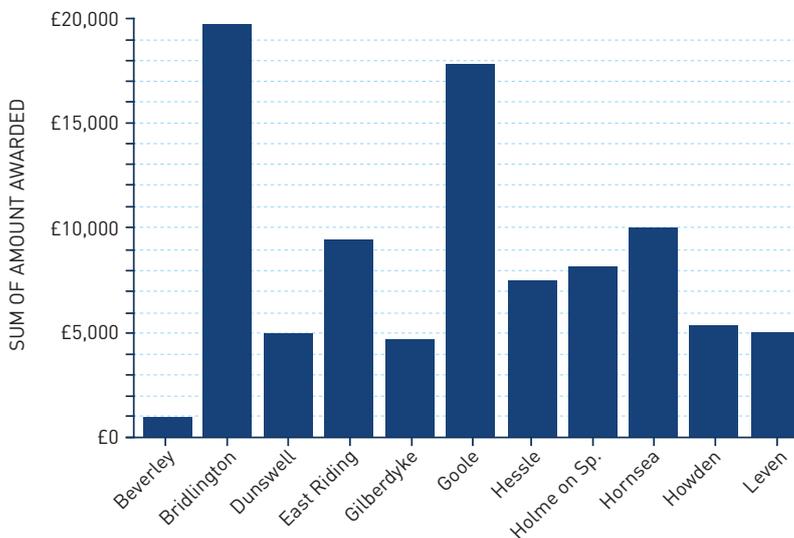
In the financial year of 2017/18, the CSP were allocated £311,740 by the PCC to fund projects over 12 months in length. The following were approved and the majority are now projects in progress:

- East Riding Council / CSP Strategic Review.
- East Riding Council Schools Safe & Sound Road Show.
- NACRO Partnership Intensive Engagement Service for Rough Sleepers.
- ERVAS Volunteer Social Action Project.
- The Green Team, Garden maintenance for the elderly and disabled in Goole.

CRIME REDUCTION FUND (1 YEAR)

This fund is administered by Two Ridings Community Foundation. The fund opened for applications in June 2017 with decisions on the allocation of funding made at the quarterly meetings of the Community Safety Partnership. The first decisions were made in September 2017 with subsequent meetings in December and March.

During the funding period of June 2017 to March 2018, 13 grants were awarded with a total value of £93,487.40. The geographical distribution of grant awards is shown in the following graph.

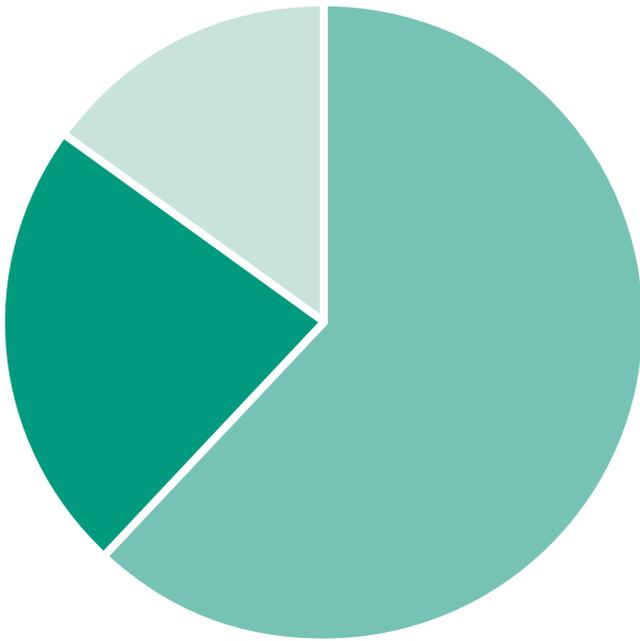


The Green Team operate in and around Goole. They provide a gardening service for residents who are unable to maintain their own gardens. They provide volunteering and accredited training opportunities for those with previous convictions or who are long term unemployed. They provide support and enable volunteer progression and strive to move people forward with the ultimate aim of full time employment. Whilst delivering positive outcomes for Volunteers and Trainees, the Green Team Service also provides additional outcomes for residents by preventing their properties becoming identifiable as vulnerable households and helping to sustain tenancies by conforming to the terms of their tenancy agreements through garden maintenance.



Applications to the scheme were required to meet at least one of the three aims contained in the Police & Crime Commissioner's Police and Crime Plan April 2017 to March 2021.

The following chart shows the distribution of grants across the three Police & Crime Plan aims.



- **AIM 1:** Deliver increasingly self-sustaining and safe communities in the Humber area.
- **AIM 2:** Build public confidence in the agencies involved in creating safer communities.
- **AIM 3:** Provide services to victims and the most vulnerable that meet their needs.

The Ashes, Howden. Grant of £5,280 to fund the hire in of skate facilities to promote safe skating and gather evidence to support a longer term skating project.



The majority of grants have been made under Aim 1 of the plan - Deliver increasingly self-sustaining and safe communities in the Humber area. These included funding 5 projects to provide diversionary activities for young people to reduce anti-social behaviour and 3 projects to enable local volunteer led community groups to access or upgrade CCTV equipment to help them to protect community assets.

3 awards have been made under Aim 2 of the plan - Build confidence in the agencies involved in creating safer communities; including 2 projects to enable town councils to upgrade CCTV equipment and support their partnerships with policing teams and 1 project to enable a neighbourhood watch group to contribute to tackling the issue of burglaries in the area.

2 awards have been made under Aim 3 of the plan - Provide services to victims and the most vulnerable that meet their needs; Bridlington Young People's Club met this aim due to the additional aspect of their project which aims to work with young victims of crime in addition to providing diversionary activities for young people through sport. One project will be working with vulnerable women who may be at risk of offending for a variety of reasons to provide additional specialised support for their unique circumstances.

TESTIMONIALS

"The introduction of our Engagement Officer has created an increased confidence in our community because people are getting to know more information and know who to go to for independent advice about what to do if they have a problem, we really have benefitted"

East Riding Councillor Kay West, Pocklington Provincial Ward.

"The engagement officer is an important resource for CSPs that helps them to be clear of the needs of the OPCC and actively supports the funding programmes of the partnerships."

Paul Abbott, Interim Head of Housing, Transportation and Public Protection, East Riding Council

NORTH EAST LINCOLNSHIRE

Engagement Officer - Katrina Goodhand

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🐦 @KatrinaGoodhand



Community engagement in North East Lincolnshire was initially focussed around the East Marsh and West Marsh (Prototype areas), where the highest numbers of crime and anti-social behaviour were recorded and some incidents being reported on local TV channels and newspapers. To understand the needs of the local community and raise awareness of the roles of the Police and Crime Commissioner and the Engagement Officer Katrina Goodhand, discussions with local residents, policing teams, councillors and businesses were made a priority. To achieve this Katrina has attended policing days of action, place and interest community meetings, held one to one discussions with local victims and met with local councillors and businesses. The issues and concerns raised at these meetings are then presented to the local policing team, to the safer and stronger team, to strategic leads for community safety at Community Safety Partnership (CSP) meetings, at police tasking meetings or via the Office of the PCC (OPCC) for discussion at a senior level. The first six months began by generally raising awareness of the role of the PCC and making it easier to contact the PCC via the Engagement Officer. The success of this approach has become evident through the reduction of generalised correspondence sent through to the OPCC.

JOINING THE DOTS AND CLOSING THE LOOP

Implementing a newly developed role in North East Lincolnshire was, in one respect, quite uncomplicated because the small geography means partners are all acquainted but was also challenging for the same reason because it is harder for someone new to influence the status quo.

The most startling gap was that the Engagement Officers for various organisations, in particular the CSP members, were not engaging with one another. In addition, the former Humber-wide youth intervention meetings had ceased and no one had taken up the mantle to resurrect them, which was potentially a major missed opportunity for sharing best practice and collaborative working, particularly in light of emerging issues such as child sexual exploitation and child criminal exploitation.

What also became very evident to Katrina was that local communities felt that North East Lincolnshire and the South Bank of the Humber in general, were the poor relation when it came to funding and resources from any Humber-wide organisation such as the Police, Fire Service and Blue Door. To address this it was easy in the short term to explain the imminent changes to local policing and the PCC's view on quality of service for all communities of Humberside which meets their needs. In the longer term, by Katrina being a member of domestic abuse forums and the community safety partnership, this will enable the challenge to be made to Humber-wide services as to the level of service being provided in North East Lincolnshire compared to those of other areas of Humberside. By speaking with PCC Engagement Officer counterparts working in the other local authority areas, comparisons can also be made and gaps in provision in North East Lincolnshire can be highlighted and rectified.

ENGAGEMENT OFFICER (EO) NETWORK

Meetings with directors at the local council and health services demonstrated that there was an agreement in principle that it would be a positive move to have all of the engagement practitioners coming together and collaborating but it was also said that it had been tried before and never come to anything. Solving the lack of engagement and collaboration of EOs was a straightforward short-term success. The benefits of sharing ideas, highlighting community issues, signposting to one another at community meetings, of not replicating or conflicting one another's messages and in some cases 'piggy backing' one another's events to reduce financial costs was too great an opportunity to disregard because it hadn't worked in the past. The first EO Network meeting was planned by Katrina in December 2017 and was enthusiastically attended by 16 Engagement Officers from CCG, local council, Police, Fire, housing, third sector, local hospital, and other local service providers. The first occasion where multi-agency engagement collaboration was undertaken through the group was the 'State of the Borough – Our Place Our Future' consultation. North East Lincolnshire Council, PCCs Office, CCG and Police joined together to develop the questions and publicise the consultation. The returns were three times higher than 2016/17 at nearly 1,000 responses, this despite the consultation being much lengthier than in the previous year. The EO Network has gone from strength to strength developing an engagement calendar and a method of contacting one another through a simple online 'FYI' tool.

HUMBER YOUTH ENGAGEMENT NETWORK

The success of the EO Network highlighted the possibility of re-creating the same relationship across areas of work, rather than just areas of geography. With the support of the head of local youth services, a new Humber Youth Engagement Network was planned with the opportunities to share proactive interventions for growing and emerging youth issues such as child sexual exploitation, child criminal exploitation, organised crime groups, knife crime and missing from home. The first meeting is planned for May 2018.

FUNDING

The decision made by the PCC to allocate funding through the CSP has delivered a marked change in the way funding is allocated ensuring it is used to address local issues and identified local needs whilst being used in line with the aims of the Police & Crime Plan.

The period from July 2017 to March 2018 saw North East Lincolnshire CSP approve grant spending of £536,952 across the funding streams as indicated in the table below.

2017/18	OPCC Funding to CSP	2017/18 Allocated by CSP	For 2018/19 allocation
Core Grant (Partner Core services – 1 year)	£253,134	£253,134	Nil
Community Safety Grant (Partner Projects – up to 3 years)	£253,134 + £96,804 c/f	£204,802	£145,136
Crime Reduction Fund (Community Projects - 1 year)	£84,375	£79,016	Nil
Flexi Crime Reduction (Community Projects - 2 years)	£84,375	£79,016	Nil

In 2017 / 2018 the Community Safety Partnership funded a pilot post of Financial Exploitation Officer due to the increase in the number of scamming and identity fraud incidents reported to both the Police and Trading Standards. His research prompted the need to increase awareness of being more careful with personal information as some scammers had been seen going through bins to obtain personal information and bank account details. He also discovered a large list of the personal details of members of the North East Lincolnshire Community on a rogue trader's 'suckers list'.

CORE GRANT FUNDING

This funding aligns with the core grant paid in previous years. In North East Lincolnshire the Core Grant (Phase 1) and Community Safety Grant (Phase 2) funding for 2017/18 has contributed to:

- Youth Offending Service.
- YPSS Youth Diversion project.
- Local Safeguarding Adult's & Children's Boards.
- Independent Domestic Violence Advocate.
- MARAC Co-ordinator.
- Community Safety Officer.
- Partnership Analyst.
- Community Link Champion.
- Victim's Champion P/T.
- Restorative Practice Champion.
- Financial Exploitation Officer (1 year pilot).
- Target Hardening Project.
- Not in Our Community - Youth communication project.



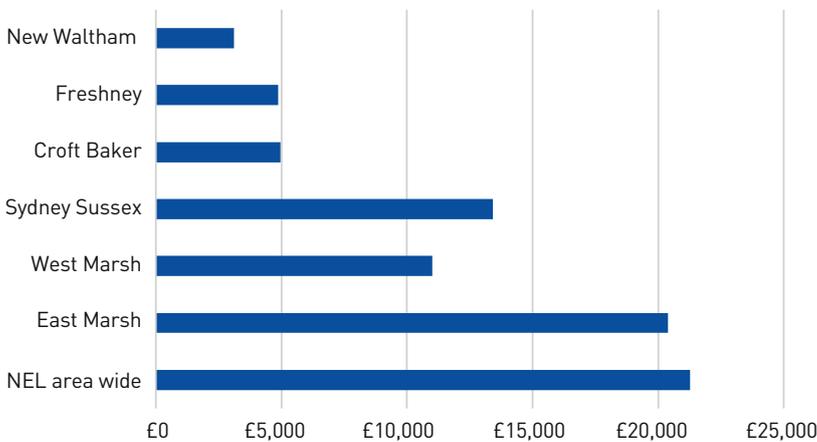
The launch of the project to place industrial sized shredders in community centres. Pictured: Ian Boyd - Financial Exploitation Officer, Katrina Goodhand - Engagement Officer for PCC, Neil Barber - Manager of West Marsh Community Centre, Steve Lyn - North East Lincolnshire Council.

CRIME REDUCTION FUND (1 YEAR)

This fund is administered by Voluntary Action North East Lincolnshire (VANEL). The fund opened for applications in June 2017 with decisions on the allocation of funding made by a funding panel consisting of members of the Community Safety Partnership. The first decisions were made in September 2017 with subsequent meetings in December and March.

During the funding period of June 2017 to March 2018, 16 grants have been awarded with a total value of £79,016. The geographical distribution of grant awards is shown by Ward Area in the following graph.

CRIME REDUCTION FUND ALLOCATION BY WARD AREA

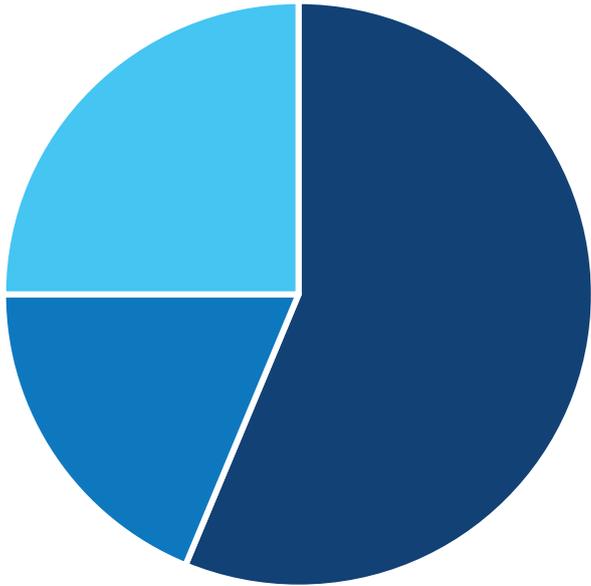


West Marsh Community Centre were granted £4,000 of CRF funding to place industrial sized shredders in the centre and in three other community centres in high crime areas across North East Lincolnshire. They were also funded to hold scam awareness events and to distribute cards and posters with scam awareness messages on them. The benefits of doing so would encourage people, particularly in the local community to shred their sensitive documents rather than put them in their domestic bins which are not secure. In addition to this the benefit could be seen of increasing the number of people visiting the centres and perhaps joining some of the other community groups hosted at the centres, which might help to reduce social isolation. Part of the agreement was to also provide the shredded materials for re-cycling.

Applications to the scheme were required to meet at least one of the three aims contained in the Police & Crime Commissioner's Police and Crime Plan April 2017 to March 2021.

The following chart shows the distribution of grants across the three Police & Crime Plan aims

FIT WITH POLICE AND CRIME PLAN AIMS



- **AIM 1:** Deliver increasingly self-sustaining and safe communities in the Humber area.
- **AIM 2:** Build public confidence in the agencies involved in creating safer communities.
- **AIM 3:** Provide services to victims and the most vulnerable that meet their needs.

The majority of grants have been made under Aim 1 of the Police and Crime Plan, 'To deliver increasingly self-sustaining and safe communities in the Humber area'. These resulted in nine projects being funded ranging from diversionary activities for young people at a boxing club, youth projects working with the Police Early Intervention Team and youth working alongside the YMCA. There were also projects to reduce anti-social behaviour and promote on-line and relationship safety, a project for young people living in the East Marsh Prototype area to transport them and their close families to a community facility at the beach in Cleethorpes, a project to encourage young people to tackle problem solving in relation to anti-social behaviour in their area and a Pubwatch project as a pilot to test the use of body worn cameras on two door staff at drinking establishments. The use of the cameras had been a deterrent to incidents of violence for security staff at health premises and it was felt that it might also work for the Night Time Economy.

There were three projects meeting the aims of Aim 2: 'Building public confidence in the agencies involved in creating safer communities', saw funding for another project from the local Pubwatch community which addressed the risk of harm to the local community and visitors to the Cleethorpes seaside area enjoying the Night Time Economy via a swap scheme of polycarbonate drinkware instead of glasses. Following the death of a local man from a glass related incident local pubs can now match fund for additional polycarbonate glasses and hand in the same number of old style glasses to claim their funded polycarbonate replacements.



Pubwatch members toast the funding with polycarbonate glasses.

The number of people injured through glass incidents during the night time economy in Cleethorpes and Grimsby was not only an issue for the hospital but also for local policing. This was further compounded by the death of a well know local man who died as a result of a glass related incident in a Cleethorpes Pub. The local Pubwatch members wanted to support the local authority and police initiative of reducing the number of glasses being used in the area, particularly outside their premises as the fair weather encouraged more people to drink outside in the seating areas. Pubwatch were granted £2,268 from the Crime Reduction Fund to purchase polycarbonate glasses. The members agreed to match fund to purchase the same number of polycarbonate glasses and to hand in the same number of traditional pint glasses in this 'swap scheme'.

A youth project providing football and skate park sessions free of charge to those in the most deprived area, working alongside local policing teams was funded to act as a means for building the relationship and trust between the young people and local police in a high crime, high anti-social behaviour area. The third project funded under Aim 2 was a pilot supported by the Trading Standards / PCC Funded Financial Exploitation Officer and in-line with the OPCC becoming Scam Champions. The project funded industrial sized shredders in four community centres for members of the public to shred their unwanted personal documents, reducing the risk of identity theft, encouraging more people to visit the centres and to re-cycle the shredded materials.

Four grants awarded against Aim 3: 'To provide services to victims and the most vulnerable that meet their needs', including a project providing an outreach worker to visit homeless people to identify their needs and where appropriate, transport them to overnight accommodation. A day centre was also funded to provide extra overnight beds for homeless people, which was particularly important during January and February's very low temperatures. Two projects were funded to provide support to those recovering from alcohol or drug addiction. The first takes the participants away from their peers and local network and takes them back to nature in the shape of the Bushcraft project, enabling them to completely change their surroundings and avoid any potential temptations. The second is a support and diversionary project which enables those in recovery to keep busy and gain some sense of achievement by being involved in a creative arts project which decorates designated unloved areas with graffiti art.

There is a robust decision process via the funding panel which is chaired by the councillor responsible for Safer and Stronger. Each project is visited mid-term and an end of project report is provided to the Community Safety Partnership Executive.

TESTIMONIALS

The Engagement Officer has worked actively and constructively with local agencies and commissioners in North East Lincolnshire and enabled NELCCG to access other community groups by networking with our engagement team and extending our reach. The collaborative approach to engagement is working well and I anticipate we will continue to build on it and develop it further.

Lisa Hilder, Assistant Director for Strategic Planning, NE Lincolnshire Clinical Commissioning Group

In January 2018, I contacted The Engagement Officer for NEL to discuss the ongoing issues that we were having in terms of the handling of crimes that are reported to the call centre as well as significant anti-social behaviour issues which were impacting on our operation. Immediately following our meeting, I was contacted by a local inspector to discuss my concerns. We have also been allocated a PCSO who checks in with us on a regular basis. Whilst we have had the support of Sgts for some time, it is reassuring to know that we also have also been allocated a specific point of contact. The Engagement Officer's intervention has been extremely helpful and has also ensured that we are now included and consulted on issues that affect us.

Helen Smith, Operations Manager, Stagecoach Grimsby-Cleethorpes



NORTH LINCOLNSHIRE

Engagement Officer - Claire Welford

✉ claire.welford@humberside.pnn.police.uk

🐦 @EngageNLincs

There is a well-established ward engagement mechanism within North Lincolnshire via the Neighbourhood Action Teams (NATs). There are 17 ward level groups and they have been a good starting point for Engagement Officer Claire Welford to understand local issues and meet with local stakeholders. The groups are attended by elected ward councillors, social housing provider, ward officers, neighbourhood policing team, local authority Safer Neighbourhood representatives, town and parish councillors, neighbourhood watch coordinators, local schools/businesses, residents associations and other interested parties.

Claire has been liaising directly with the North Lincolnshire Community Safety Partnership (CSP) and with its statutory partners to get a thorough understanding of services available, to assist in problem solving and advising on funding opportunities as a result of OPCC funds made available to the CSP. This has included working with community groups to seek opportunities for funding from local and national opportunities.

Relationships have been well established in some of the high demand areas with more work required in the next twelve months to have similar relationships in other areas.

JOINING THE DOTS AND CLOSING THE LOOP

North Lincolnshire is a small and diverse area. There are some challenging areas with high levels of poverty and poor outcomes. There have been a number of organisational changes in recent years which have impacted on the delivery of partnership working and services to the community. Several partnership hubs have been disbanded with agencies returning to their own buildings. There have been a number of key voluntary sector agencies who have suffered funding cuts and these services provide support to both the public and local agencies. Claire has had the opportunity to visit with a range of partners to discuss their issues, identify gaps and support work to close them where possible.

The Early Intervention Hub is an example of where a multiagency hub has been established to address a need with local police, social workers, youth offending team and others under one roof to tackle youth and family related issues.

FUNDING

North Lincolnshire have found some of the funding allocation challenging. The CSP have used their existing resources and this has caused several issues which they are looking to address throughout 2018/19.

2017/18	OPCC Funding to CSP	2017/18 Allocated by CSP	For 2018/19 allocation
Core Grant (Partner Core services – 1 year)	£209,577	£154,825	Nil
Community Safety Grant (Partner Projects – up to 3 years)	£209,577	£26,261.97	£183,315.03
Crime Reduction Fund (Community Projects - 1 year)	£69,750	£65,327.49** this is different to CSP return but correct as they double count the Hype Project	Nil
Flexi Crime Reduction (Community Projects - 2 years)	£69,750	Nil	£69,750

Core grant funding during 2017/18 has contributed to:

- North Lincolnshire Youth Offending Service.
- Youth Diversion Scheme (managed by YOS).
- North Lincolnshire Adult and Child Safeguarding Boards.
- NLC ASB Researcher legacy post Humberside Police .

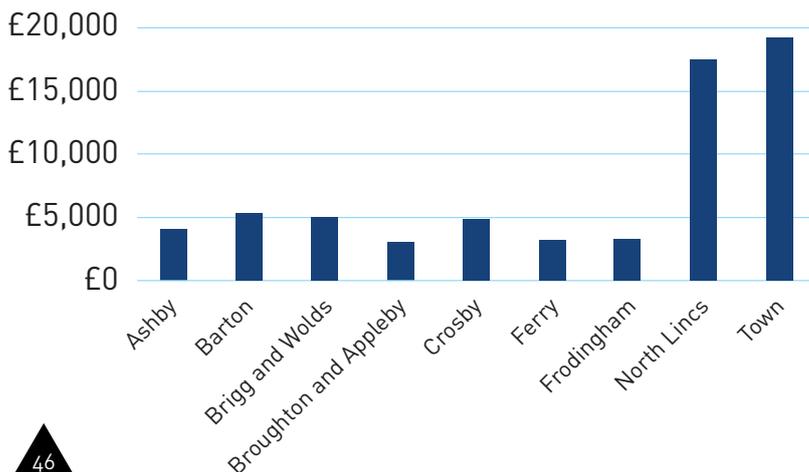
Community Safety Grant monies were allocated to a range of projects and one off cost items as applied for by North Lincolnshire Council Safer Neighbourhoods Team including:

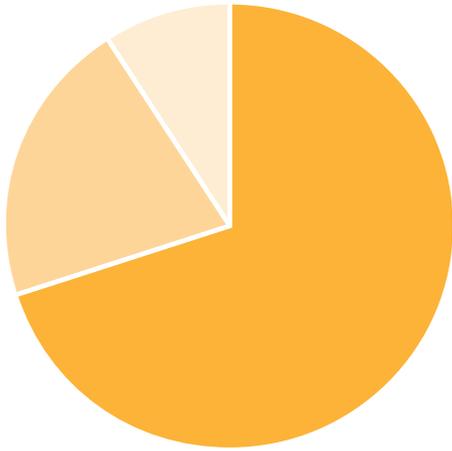
- CCTV Cameras to tackle anti-social behaviour in hotspot areas.
- Deployable CCTV Cameras to assist in evidence gathering.
- Pub Watch radios were upgraded to digital versions.
- Allotment Watch development.
- Neighbourhood Watch training sessions.
- Drug Safes for the town centre.
- Teen Shelter at Hibaldstow.
- Helping Young People Enjoy and Achieve is a youth provision to be provided at two rural locations.

CRIME REDUCTION FUND

Decisions for funding allocations were made late in the financial year and as such many of the projects are still initialising and had not delivered any outcomes by year end. There were 13 bids agreed by the evaluation panel. These were spread across a range of ward areas in North Lincolnshire.

TOTAL AMOUNT SPENT BY WARD AREA





- **AIM 1:** Deliver increasingly self-sustaining and safe communities in the Humber area.
- **AIM 2:** Build public confidence in the agencies involved in creating safer communities.
- **AIM 3:** Provide services to victims and the most vulnerable that meet their needs.

Blue Lights Brigade VANEL were successful in attaining funds to train up ex-emergency service workers as volunteers to support the emergency services.

Four applications were for CCTV projects to assist in keeping community assets secure and deter ASB.

Crosby International Day received funding to enhance community cohesion. Money was also given to Crosby area to tackle their litter issue with more bins to be added to problem areas.

Four projects were to enhance the youth offer in their area to deter ASB and engage youths in meaningful activities.

Portakabin Refurbishment was funded to assist in increasing community engagement with the green spaces and to help the community take pride in the area and hold regular events for the community.

Three were contributions to existing local projects the Street Pastors, Not in My Community and Lincs2Wellbeing.



Lincs2Wellbeing

Street-based sex workers are the most at risk, but are also vulnerable members of society for reasons other than their involvement in sex work. This partnership will provide help and support to street sex workers in North Lincolnshire specifically to deliver effective and robust psychosocial support and harm reduction interventions that include contraception, needle exchange, blood-borne virus screening and testing.

The project further aims to assertively link clients into wider health care via supported referrals and coordinate intelligence. The project will share this intelligence appropriately and safely with key partners. These interventions aim to target known kerb crawlers and also to reduce victims of rape and child sex exploitation. The project will work closely with North Lincs CCTV to locate hot spots, maintain safety and obtain intelligence.



Street Pastors (North Lincs) is an initiative of the local churches, working together with the Police, local pubs and clubs and the Local Authority in Scunthorpe. It is part of a national initiative run by the Ascension Trust. Street Pastors is a ministry to those in the pubs and clubs or out and about in the town between 10pm and 4am on Saturdays and key holiday dates. Street Pastors nationally was launched in Lambeth in 2003 and is now in hundreds of towns and cities across the UK. From the very start it has been endorsed by the Home Office. Street Pastors (North Lincs) launched in 2009 and has given many hours of service to the night-time economy of the town.

TESTIMONIALS

"The role of PCC Engagement Officer gives the general public an avenue for feedback to the PCC and from what I've witnessed the Engagement Officer for our area is certainly very active in pursuing that information. The role is without a doubt an important conduit, but much will depend upon how successfully the PCC uses the information which may take some time to assess"

Appleby Resident

"We have an excellent working relationship with Claire, sharing information and contacts between each other. The Public Safety Support Officers and Engagement Officers work well with Humberside Fire and Rescue and Police uniting to tackle issues which arise in all four local authority areas, assisting in effective engagement with local partners including myself to develop and maintain partnership relationships and look at better ways of working"

L. Howden - Public Safety Support Officer, Humberside Fire and Rescue Service

HULL

Engagement Officer - Matt Wright

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🐦 @matt_8362



The Engagement Officer for Hull, Matt Wright started his role in June 2017 and focused on building up a local network of people involved in community safety. Initially the primary focus was developing good relationships with key Hull Community Safety Partnership (CSP) members and their operational staff, which has helped to resolve community priorities quickly and preventing them escalating, such as unreported low levels of criminality or lack of perceived local practitioner support to community groups.

Matt helped the CSP agencies to identify and maximise opportunities to deliver better services to the public which has led to various agencies making the most of events and training which has improved local delivery. It has also led to projects and partners working together to offer better value for money and delivery of shared outcomes. An example of this would be the improving Environmental Standards Project, which is addressing fly tipping and littering, but overlaps into ASB, drug dealing, housing issues and the identification of potential victims of exploitation.

It is obvious that delivering the Police and Crime Plan (P&CP) can't be achieved by just CSP agencies, so a lot of the engagement officers work has gone into forming useful networks within the voluntary community, health and business sectors. By developing these networks it has been possible to promote the work of the CSP and deliver the P&CP, whilst supporting other agencies in the delivery of their outcomes, for example Playing Out Hull and involvement with the Hull 2020 champions project. By being on the ground Matt has been able to support and signpost various organisations to initiatives, events, funding and training, providing introductions between agencies who now benefit from closer working.

It is vital the PCC knows what is going on in the community and as a result Matt has attended a large number of community events across the city. During these events he has explained the role of the PCC, the Office of the PCC and promoted the services that have been commissioned. The events have also been an ideal place to address community concerns about how to report crime, which agencies are best equipped to tackle certain non-crime issues such as parking and explaining how these are resolved by different CSP agencies, all of which have increased community resilience and confidence in the wider safety partnership.

PLAYING OUT IN HULL

Matt was on the steering group for Playing Out in Hull. This is a community led programme, which allows children to play safely on the street close to their doorstep as in past generations. The scheme helps in building a sense of community and belonging, which in turn makes streets feel safer and friendlier places to live.

Hull City Council and other local agencies have developed the scheme in Hull, with residents being given permission to control vehicular access to parts of a road for up to 3 hours in order to allow children to play safely close to their home. Playing Out events are marshalled by parent/resident volunteers, with the council providing suitable signage for the road closures, issuing tabards for volunteers and most importantly supplying basic play equipment for children to use on the day.

It made sense for the OPCC to be involved as it helps to empower communities to make a difference and improve their local area, whilst also supporting the development of more cohesive communities. Our involvement actively encouraged other community safety partners to be involved too and they have benefited from increased trust and confidence.



FUNDING

The decision made by the PCC to allocate funding through the CSPs has delivered a marked change in the way applications are processed, assessed and funding is allocated ensuring it is used to address local issues and identified local needs whilst being used in line with the aims of the Police & Crime Plan.

The period from July 2017 to March 2018 has seen the Hull CSP deliver a total grant approval of £548,990.70 across the three funding streams which are:

2017/18	OPCC Funding to CSP	2017/18 Allocated by CSP	For 2018/19 allocation
Core Grant (Partner Core services – 1 year)	£350,549	£287,265.79 (Includes £14,402.32 CRF overspend)	Nil
Community Safety Grant (Partner Projects – up to 3 years)	£350,549	£25,000	£50,000
Crime Reduction Fund (Community Projects - 1 year)	£117,000	£117,000 (Total CRF bids agreed £131,402.32)	Nil
Flexi Crime Reduction (Community Projects - 2 years)	£117,000	Nil	£69,724

CRIME REDUCTION FUND (1 YEAR)

This annual funding aligns with the core grant paid in previous years. In Hull, the funding for 2017/18 has contributed funding to:

- Hull Youth Offending Service.
- Youth Diversion Project.
- Hull Children Safeguarding Board.
- Hull Adult Safeguarding Board.
- Domestic Abuse Conference.
- Community Safety Partnership Staff Resource to support with administration and performance reporting.
- Northern Area Team – Danepark Project to tackle off road motorcycle use.
- Community Policing Sex Trade education programme for kerb crawlers.
- Marfleet Shop Watch Radio System for the community policing team and retailers.
- Domestic Abuse Practitioner within the Early Help and Safeguarding Hub.

COMMUNITY SAFETY GRANT (PARTNER PROJECTS UP TO 3 YEARS - PHASE 2 FUNDING)

In the financial year of 2017/18, the CSP were allocated £350,549 by the PCC to fund projects over 12 months in length. The following was approved and the project is in progress:

- Not in Our Community - a campaign to raise awareness in child sexual and criminal exploitation – 3 years' worth of funding.

CRIME REDUCTION FUND (COMMUNITY PROJECTS - 1 YEAR)

This fund is administered by the Hull Community Safety Partnership. The fund opened for applications in October 2017 with decisions on the allocation of funding made at the quarterly funding panel meeting made up of a minimum of three CSP members. The first decisions were made December 2017 with a subsequent panel in March 2018.

Applications to the scheme were required to meet the Hull Community Safety Partnerships priorities and support in the delivery of the Police and Crime Plan April 2017 to March 2021.

During the funding period of October 2017 to March 2018, 12 grants from the CRF 1 have been awarded with a total value of £117,000.00.

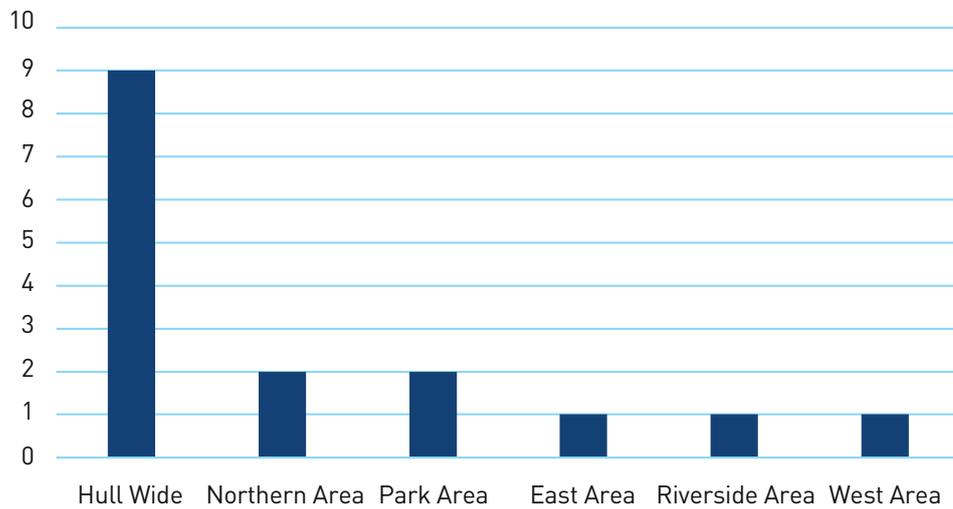
While the CSP were also allocated £117,000 by the PCC for the financial year of 2017/18, to fund projects over 12 months in length, the following was approved and the project is in progress:

- Neighbourhood Network (Humberside) Ltd to part fund the charities work in supporting neighbourhood groups who have an interest in promoting and supporting community safety – 2 years' worth of funding.

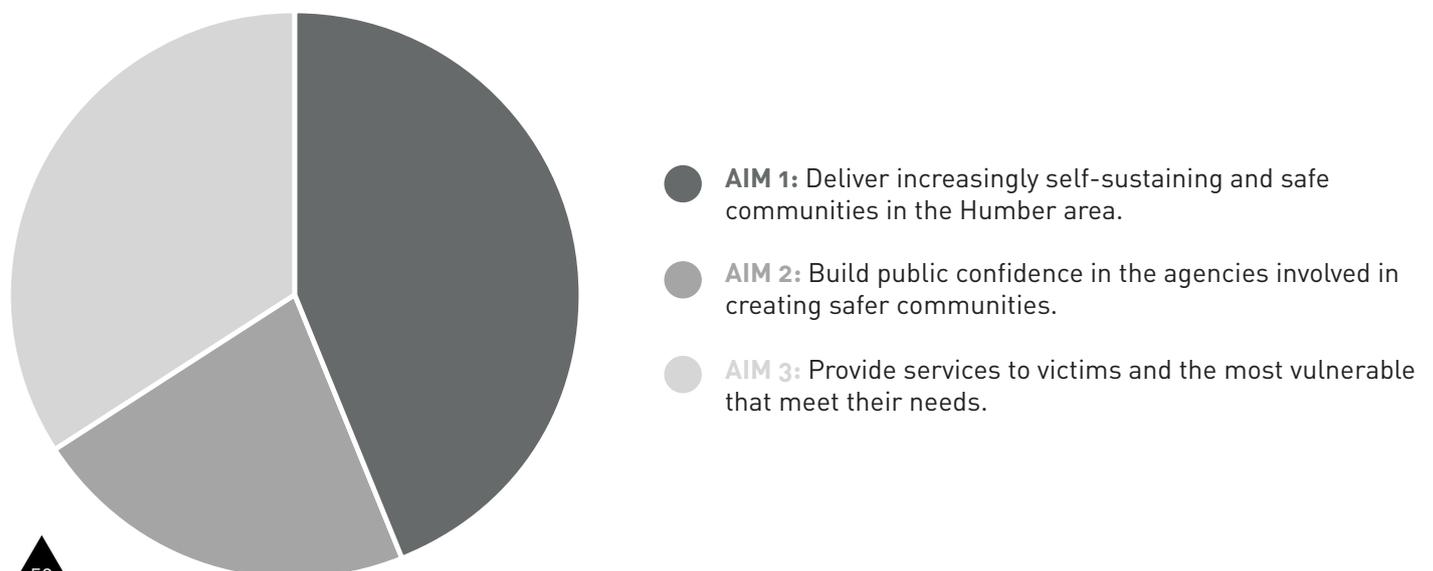
Applications to the Crime Reduction Funds were required to meet the Hull Community Safety Partnerships priorities and support the delivery of the Police and Crime Plan April 2017 to March 2021.

The following graph shows the distribution of projects across Hull (Please note 2 projects span 2 city areas):

PROJECTS PER AREA



The following chart shows the distribution of all the Crime Reduction Fund Grants across the three Police & Crime Plan aims:



The majority of grants have been made under Aim 1 of the plan – ‘Deliver increasingly self-sustaining and safe communities in the Humber area’. These included funding four projects to provide diversionary activities for young people to reduce anti-social behaviour which included bids from two of the cities sports clubs – Tigers Trust and Hull FC Community Sports and Education - as well as youth clubs. The two further awards included a youth and parent workshops to reduce possible criminality and one to increase social action by young people.



NEIGHBOURHOOD NETWORKS
AWARDED £9987.50

The Neighbourhood Networks bid jointly supported in the delivery of increasingly self-sustaining and safe communities in the Humber area and helped to build confidence in the agencies involved in creating safer communities.

Six awards have been made under Aim 3 of the plan – ‘Provide services to victims and the most vulnerable that meet their needs’; Together Women Project (TWP) supported this aim by providing an emergency housing pilot designed to break the cycle of domestic violence and offending by women who have mental health issues, substance/ alcohol misuse and offending, but are also victims of Domestic Abuse.



TIGERS TRUST

An award was made under Aim 2 of the plan to build confidence in the agencies involved in creating safer communities. This was an outreach project Humber All Nations Alliance to run an outreach support project to diverse communities encouraging them to report crime and increase trust in community safety partners.



TOGETHER WOMEN
AWARDED £10,000

Two awards under Aim 3 were for reducing reoffending projects which are working with vulnerable people to tackle their behaviour, one award was for the Pause Project that supports women who have experienced, or are at risk of, repeat removals of children from their care.

A further award was to provide target hardening support to vulnerable people to reduce the chances of victimisation and the final award was for a project providing independent immigration and community safety advice to people without recourse to public funds.

TESTIMONIALS

“Matthew has certainly helped with public engagement attending various events and meetings with our Neighbourhood Coordinators who work on community projects. I think all area teams have appreciated his support and enthusiasm, but for me it is Matthew’s positive manner on wanting to help and support other partners which I appreciate.”

Councillor Mike Thompson - Portfolio Holder for Neighbourhoods, Communities & Environment at Hull City Council

“Matthew is doing fantastic work joining up the various organisations through contacts and networks and enable groups to access funding to help progress work. These groups are both statutory, commissioned and third party voluntary and together ensure the work considers all aspects of a problem and possible solutions.”

Inspector Kirsty Tock - Hull Central Community Policing Team, Humberside Police

FEEDBACK FROM PARTNERS

"I wanted to get in touch because I had my regular, quarterly meeting with the Home Office yesterday. I meet with the civil servants who were responsible for launching the Concordat for Children in Police Custody. I mentioned that your inspection report showed that you had transferred a child to secure accommodation. This is the first instance that any of us are aware of and they were delighted, as were we. I thought that you might like to know as I am aware that Jo instigated this work and has been a champion on it. Well done, it's very impressive."

Katie Kempen, Chief Executive, Independent Custody Visiting Association

"Katrina has worked actively and constructively with local agencies and commissioners in North East Lincolnshire and enabled NELCCG to access other community groups by networking with our engagement team and extending our reach. The collaborative approach to engagement is working well and I anticipate we will continue to build on it and develop it further."

Lisa Hilder, Assistant Director for Strategic Planning, NE Lincolnshire Clinical Commissioning Group

"Katrina has been very supportive of the issues raised around Rogue Trading in NEL and is working hard in the background to effect change within HP to raise awareness and understanding of the current position with a view to assisting in bringing about a long term resolution."

"I am currently working closely with Katrina to identify key players within HP who can effect local policy and implement change in respect of Rogue Trading and whilst we may still have some work to do this clearly demonstrates the importance of her role and the vital support link that she provides between NELC and HP."

Ian Boyd, Senior Community Protection & Compliance Officer (Financial Exploitation), Community Protection & Compliance Team, North East Lincolnshire Council

"In January of this year, I contacted Katrina to discuss the ongoing issues that we were having in terms of the handling of crimes that are reported to the call centre as well as significant anti-social behaviour issues which were impacting on our operation. Immediately following our meeting, I was contacted by a local inspector to discuss my concerns. We have also been allocated a PCSO who checks in with us on a regular basis. Whilst we have had the support of Sgts Caroline & Pattison for some time, it is reassuring to know that we have also been allocated a specific point of contact. Katrina's intervention has been extremely helpful and has also ensured that we are now included and consulted on issues that affect us."

Helen Smith, Operations Manager, Stagecoach Grimsby-Cleethorpes

"Since my movement into the new post here at Scunthorpe North Lincolnshire we have an excellent working relationship with sharing information and contacts between each other. The Public Safety Support Officers and Engagement officers work well with Humberside Fire and Rescue and Police uniting to tackle issues which arise in all 4 authority areas. Assisting in effective engagement with local partners including myself to develop and maintain partnership relationships and look at better ways of working."

L.Howden, PSSO, HFRS

"We have found it a great benefit having Matt around, he's involved in a lot of aspects of Community Safety and is extremely knowledgeable and helpful. He's a productive member of all that we do and a great ambassador for the OPCC. The information and good practice he shares is always welcome. In addition, he always pay into the tea fund!"

Justine Mortimer - Neighbourhood Nuisance Manager & East Early Help Lead, Hull City Council

"I have known Katrina since I began my role of Community Cohesion Officer for Humberside Police back in October 2017. I have worked with Katrina on a number of occasions in the past, we have attended multi agency meetings such as divisional Independent Advisory Group meetings, providing the group with full support from the police and tackling issues such as hate crime and anti-social behaviour to name a few. Katrina and I attended a pride event back in March 2018 which was hosted by Franklin College. We provided support and advice to young persons who were experiencing issues due to belonging to LGBTQ community. Katrina has also set up regular Engagement Officers partnership meetings, during these meetings many engagement staff from various partner agencies meet and discuss business issues and work together to resolve and improve the living standards of residents of N E Lincs. Katrina has been actively involved in reaching out to diverse faith groups that exist within North East Lincolnshire area and was present at Grimsby Mosque during "National visit my mosque day". Mosque committee were very pleased to see a turn out and support from various police community members."

PC 1264 Gul Mansoor, Community Cohesion Officer, Humberside Police NEL

"It has been extremely helpful having someone to discuss the work of the OPCC with, particularly in regard to issues that arise around keeping members of the local community safe and where there may be potential challenges and barriers to making that happen. Matthew has always been very supportive in regard to engaging with members of the voluntary and community sector, attending a number of networking and safeguarding events and presenting on the work of the PCC."

Detty Tyler – Children and Young People's Services Coordinator, ERVAS

"We often share best practice, events and information from all our communities which has been a real asset for both of us and we will often attend meetings and gatherings together and independently but in both cases we share the outcomes and learning."

PC Danny Fleming – Community Cohesion Officer – Humberside Police

"Working in Partnership has been a great opportunity for Public Health. It has enabled us to develop initiatives that not only deliver on health outcomes but the wider community agenda. Working in partnership has enabled us to engage with other organisations and partners that we may not have had the opportunity to do so otherwise."

Emma Kelly - Health Improvement Officer – Hull City Council

"We often share best practice, events and information from all our communities which has been a real asset for both of us and we will often attend meetings and gatherings together and independently but in both cases we share the outcomes and learning."

Lisa Walker – Project and Support Officer - Hull CSP

"The Engagement Officer (Hull) has played a key role in supporting the Neighbourhood Network from introducing the team to key personnel along with supporting our member groups by helping to build public confidence in the agencies involved in creating safer communities. Because of Matt's local knowledge he links us to other citywide projects and can identify how partnering can be key to future funding and improve working practices. Matt regularly informs us of local news which we may not otherwise know about which we in turn share amongst our network. Overall the involvement of Matt's Engagement Officers role has helped develop and improve the Neighbourhood Network connectivity ultimately aiding to deliver the OPCC three key aims."

Lucy & Sarah - Neighbourhood Network (Humberside) Ltd

"Matt has his finger on the pulse regarding the mood of our communities and what is affecting them, which he then feeds into me and the inspectors giving us vital chance to respond. He also provides me with details on lots of opportunities which I otherwise wouldn't be aware of."

Chief Inspector Michelle Garlick - Hull Neighbourhood Policing – Humberside Police

"The role of Engagement Officer in the East Riding has been extremely useful to inform Councillors and members of the public about the role of the PCC and what initiatives are being undertaken to improve the lives of residents. The Engagement officer is very visible and takes a keen interest in any matters affecting residents and relevant to the office of PCC. They are informative and show a willingness to engage with residents and the police."

Ch/Insp Iain Dixon Chief Inspector Community Policing,
East Riding

"My interactions with the East Riding's Engagement Officer have been nothing other than positive, the officer has made extensive efforts to get to know the clubs, organisations, groups and projects delivering activities and provision to the young people of the East Riding, the officer has not only been visible but proactive in finding solutions to issues and seeking out opportunities, in addition the officer has been helpful in signposting us to various funding opportunities.

The officer has contributed to Youth Coalition meetings in Bridlington & Goole, the Right To Be steering group (a joint LGBTQ awareness project with Barnardos) and been a panel member on the Youth Action Board which enabled the officer to witness first-hand the creative and innovative ideas young people have to develop in the future."

Phil Jackson, Partnerships & Participation Strategic Lead,
Children and Family Services, East Riding Council

"My initial thoughts were that the introduction of the Engagement Officer was adding to my workload with several queries being passed on from Local Councillors etc. I soon realised the benefits of this as it helped me understand what was important to the Community as this was what the Councillors were passing on. This gave me the opportunity to build closer working relationships which I have found to be more productive than keeping them at arm's length as I previously had!"

Insp Mark Lovell, Community
Policing Inspector, Goole

"In terms of partnership working between the Council and the OPCC I feel that the role of the Engagement Officer (EO) has been fundamental in achieving many successes over the past year. The EO has also played a key role in helping develop working practices and processes for the Community Safety Partnership, including grant evaluations. Information sharing has also significantly improved since the role was introduced.

The working partnership between the Engagement Officer for the East Riding and the Community and Crime Reduction Resilience Officer for East Riding of Yorkshire Council is developing and the support of the Engagement Officer has been fundamental in the initial development of the Community Led Crime Action Plans. Localised community projects are at discussion stage and there is potential for further development in regards to crime resilience and community engagement across the East Riding."

Nigel Brignall, Anti-Social Behaviour Team Manager, East Riding Council

BUILDING OUR PARTNERSHIPS

The OPCC rebranded itself last year and throughout 2017/18 we have been working to align ourselves with programmes and partners that help shape who we are and what we aim to support. As such over the past year the office has been working with the following organisations all of which align with our vision, mission and values. More about how we are engaging with these partners is available in our 2018/19 Delivery Plan.



The office supported The Smile Foundation and The Blue Door Christmas campaigns with staff kindly donating gifts and selection boxes for Children that we were able to donate to the charities to support those where Christmas may not always be a joyous time.





CONTACT US

You can contact the Office of the PCC as follows:

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