

HUMBERSIDE POLICE AND CRIME PANEL

DATE	06 October 2020
REPORT OF	Chief Executive and Monitoring Officer, Office of the Police and Crime Commissioner (OPCC)
SUBJECT	General update for OPCC and Force progress
STATUS	Open

1. EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to provide the Police and Crime Panel with an update on the work of the OPCC demonstrating how the team have adapted to working during the period of COVID as well as update on general progress of the Force.

2. RECOMMENDATIONS

- 2.1 It is recommended that Members of the Police and Crime Panel use this report as background information to support in oversight of the work of the PCC.

3. BACKGROUND

- 3.1 Back in March we started to understand that COVID was going to have significant impact in how the OPCC would operate in regards to;
- keeping our team safe,
 - adapting working practices to ensure statutory duties could be undertaken,
 - increasing capacity to ensure additional vulnerabilities were identified and services put in place to support those people.

4. OPCC ADAPTING TO COVID

- 4.1 The Chief Executive issued guidance to staff on March 19th 2020 advising them to begin operating business continuity plans and to work from home. The guidance provided direct link to government advice on keeping safe as well as how we would maintain communications, and the tools available to the team to ensure meetings could be undertaken virtually. In addition, wellbeing was considered and access to support provided should people require it.
- 4.2 The OPCC risk register was updated to include COVID as a strategic risk and entered onto our Pentana Risk Cloud system that all staff have access to.
- 4.3 Steps were taken to identify what equipment the team required to ensure a safe and comfortable working environment from home. Arrangements were made to allow the team to take chairs and screens from the office to home should they require them.

- 4.4 The OPCC office was risk assessed as COVID safe on July 2nd 2020 and the team were encouraged to start working from the building if required via clear working protocols to ensure risks were mitigated.
- 4.5 The government have since resumed their messaging of 'Work from home if you can' which has meant an updated brief to the team to only use the office if they need to. The team have demonstrated an ability to continue to achieve remotely, they have interviewed and inducted new staff through the use of virtual tools, adapted ways of working to ensure business as usual is maintained and the Chief Executive will continue to keep a watching brief on government advice, briefing the team accordingly.

5. DOMESTIC ABUSE CAMPAIGN

- 5.1 The PCC has a clear role in supporting victims of crime. Learning was emerging from countries that experienced COVID lockdown ahead of the UK which demonstrated an increase in Domestic Abuse related crime and incidents.
- 5.2 Our local data was starting to show a reduction in calls for service to the police. The PCC worked with stakeholders from across the Humberside area to commission a social media campaign to highlight that support services were still available and how to access them.
- 5.3 A dedicated web area was created to display local contact points.
<https://www.humberside-pcc.gov.uk/Help-and-Advice/Domestic-Abuse-You-Are-Not-Alone.aspx> which received 2,035 clicks
- 5.4 The campaign ran between 30/04/20 – 29/05/20 via Facebook and Instagram. The top-line statistics from this campaign were:
- 384,447 people in the Humberside Police area reached on Facebook and Instagram.
- 6.22 average (mean) time that people in the Humberside Police area saw a video advertisement.
- 2,391,102 impressions of video advertisements seen by people in the Humberside Police area.
- 1,859,381 video views

6 ASSURANCE OF THE FORCE AND HOLDING TO ACCOUNT

- 6.1 The PCC has maintained the regular assurance meetings with Chief and Senior Officers as well as formal Accountability Board meetings throughout the period, switching to virtual meetings.
- 6.2 The PCC has sought additional assurances from Humberside Police on how they were implementing the new powers granted to them during the Coronavirus pandemic.

- 6.3 The PCC has always been clear that he wanted Humberside Police to reconnect with, and re-build the confidence of, the public while delivering safer and more resilient communities and protecting the vulnerable. An approach consistent with normal policing style was vital to gaining and maintaining the support of communities.
- 6.4 The PCC continues to hold the Chief Constable to account of the use of the police powers during the pandemic. He is content that an appropriate response has been provided to best support communities with the Force having issued a below average number of fixed penalty notices for breaches of COVID regulations and infection rates within the Humberside area staying below national average levels. This will be kept under review.

7 FUNDING SECURED SUPPORTING THIRD SECTOR VICTIM SERVICES

- 7.1 The OPCC secured £105,000 from the Ministry of Justice (MoJ) to fund three Independent Sexual Violence Advisors (ISVAs). This allowed three advisors to be added to the team at The Blue Door, who are commissioned by the OPCC to provide support services for adults and children affected by sexual violence across the Humber area. This funding will now run until March 2022.
- 7.2 The OPCC were also successful in a bid to the Ministry of Justice (MoJ), securing a total of £314,297 for local organisations to support vulnerable people.
- 7.3 On 21 May 2020, the PCC announced the availability of this extraordinary funding for local charitable or not-for-profit organisations providing services to people affected by Domestic Abuse and Sexual Violence, and invited applications to cover additional costs due to Covid-19 in the period 24 March 2020 to 31 October 2020.
- 7.4 The funding is designed to meet the additional costs registered charities or social enterprises have incurred or will incur whilst adapting their services during the pandemic and to cope with demand increases resulting from it.
- 7.5 The following awards were made;

Applicant	Amount
Women's Aid North East Lincolnshire	£18,850.31
Winner Preston Road Women's Centre, Hull	£16,878.75
Victim Support, Humberside area	£50,256.88
The Blue Door, Humberside area	£89,446.00
The Warren, Hull and East Riding	£22,257.71
Remedi UK, Humberside area	£4,480.00
Empower, North East Lincolnshire	£6,373.68
Inner Child Potential, Hull	£13,500.00
Women's Aid Hull	£9,309.73
Together Women Project (TWP) Hull and East Riding	£9,873.00

Therapy Service UK (Hull) Hull and East Riding	£12,596.00
Children's University (Hull) Humberside area	£45,330.00
Hull Homeless Community Project, Hull	£15,145.00
Total	£314,297.06

8 NOT IN OUR COMMUNITY (NIOC)

- 8.1 In May 2020, in a quick-time response to the pandemic and the 'Stay at Home' guidance, we reacted to concerns raised both locally and nationally of the risk facing our young people as a direct result of lockdown – more time indoors, boredom, vulnerabilities, mental health impacts, family pressures and simply more time online for those children with access. We introduced a 'home learning' section on the NIOC site and developed a package of measures to support parents in protecting their children from grooming (see our [11 May media release](#) and also our [blog from 27 May](#)).
- 8.2 During the 9 days following the Home Learning page launch, the website had 1,004 users – an average of 112 users per day. With 87.2% of these visitors (983) being new users, our communications were clearly working and news of the resource reaching across our communities.
- 8.3 NIOC activity and momentum has continued through campaign and social media management. The appetite and success we have seen for the 'home learning' section of the site has led us to make further improvements, with yet more work planned, to evolve and to bolster this work and ensure NIOC's sustainability and impact into the future.

9 COMMISSIONERS BLOG

- 9.1 During the pandemic, the PCC developed a regular blog to highlight to the public some of the things the OPCC was doing to ensure vital services were maintained and vulnerable people supported. He also outlined key features of his role, and that of the OPCC, together with local and national issues. The blog was sent out via our social media channels and also through My Community Alert.
- 9.2 My Community Alert in particular allowed us to reach around 20,000 local people who were interested in knowing what the PCC and his office were doing. We had a number of positive comments from members of the public about the blog via My Community Alert.
- 9.3 Statistics from My Community Alert show consistently high approval ratings for the PCC blog from users with an average rating of 5.57 / 6.

10 FORCE UPDATE – SYSTEMS

- 10.1 The CC presented an operational and organisational business case for change to the PCC which included a preferred option to renew the contract with Northgate for the

Connect computer system but with a view to preparing the Force to implement a switch a new Niche system in February 2022.

- 10.2 Within the next 18 months, Humberside Police will have delivered 3 major developments that will make a real difference and enable continuous improvement.
1. Smart Contact implemented as the new Command and Control system (April/May 2021)
 2. Melton 2 built and opened as new FCR and Specialist Crime Centre (December 2021)
 3. Niche implemented as Case / Custody / Intel / Crime system (Feb 2022)

11 FORCE UPDATE - PLAN ON A PAGE

- 11.1 The Force have updated their Plan on a Page – three years on from the original plan release. The new plan places greater emphasis on developing the internal culture in order to support diversity and inclusion, but also focusses upon how our communities feel about HP after coming into contact with the Force, or seeing the Force as an organisation they can trust.
- 11.2 The plan also has an aspiration to develop a clearer operational ‘edge’ in relation to intelligence led proactive policing. Responding well to crimes and incidents after they have happened is now something the force are recognised as doing well. Being exceptional in every active investigation and in the intelligence led targeting of criminals, is a now priority area for further development.
- 11.3 Digital Innovation is recognised as one of the drivers to achieve excellence and more will be done to ensure people have the right and best tools for the job.
- 11.4 There will be a stronger focus on the importance of the force values and behaviours, further embedding the organisational values into behaviours will form part of promotion, internal selection and PDR’s which is key to ensure that the right working environment is created.

12 FORCE UPDATE - DOMESTIC ABUSE / MODERN SLAVERY INVESTIGATION TEAMS

- 12.1 Domestic abuse and Modern Slavery continues to be a priority. As part of the force police officer growth under Op Uplift, consideration has been given to how additional capacity for even more proactive work to support victims and bring perpetrators to justice can be achieved.
- 12.2 The force has approved the formation of 2 Domestic Abuse Investigation Teams, which will sit in the 2 divisions of North Bank and South Bank Commands. They will bring together a number of current functions, including the Domestic Abuse Safeguarding Units currently based within the Specialist Command as well as an additional 30 police officer posts assigned from the national uplift growth.

- 12.3 These teams will be formed over the next 12 months, to coincide with new officers coming in and will not only provide specialist teams to deal with a high-risk area of business, but also enable CID teams to focus on investigating the criminals they are proactively targeting locally.
- 12.4 The force has also formed a proactive Modern Slavery team, staffing now in place with a dedicated Sgt and 6 investigators. The team will provide training, support and guidance to colleagues within the police force. They will take the lead in investigating and responding to allegations of modern day slavery and human trafficking. The team will also build relationships across charities, local authorities, education, health, local communities and local businesses to create a proactive forum to raise awareness, gather intelligence and work together to protect the most vulnerable within society.

13 FORCE UPDATE – INFORMATION COMPLIANCE PERFORMANCE

- 13.1 In 2019 the information Compliance Team of Humberside Police, who handle Freedom of Information (FOI) requests from members of the public, academia, media etc. were in breach of statutory requirements by failing to meet the 20 working days of dealing with requests, with a compliance rate of 26%, the minimum standard required by the Information Commissioners Office being 90% by April 2020.
- 13.2 In October 2019 with support and direction from the Senior Leadership in the Corporate Development Department, the Information Compliance Team reviewed their working practices and implemented a new system, including improved reporting to senior management. This resulted in an immediate improvement in compliance to 64% in November 2019. The backlog at that time stood at approximately 500 requests. To assist in the monitoring of performance improvements, a report was provided on a weekly basis to the ICU Manager and any breaches of compliance were investigated and addressed.
- 13.3 As a result of the ongoing improvements to processes and systems, by February 2020, the backlog had been successfully cleared and compliance rates continued to steadily rise to 92% in April and to 100% in May 2020. This 100% compliance rate was maintained and has only reduced to 99% in the last month due to a national requirement to hold off on one FOI request. Monitoring by the ICU Manager still takes place, but due to the significant improvements in the compliance rates, this is now on a monthly rather than a weekly basis. The monitoring data also shows that the average completion of requests has decreased from day 19 to day 15.

For general tracking of the Force Accountability Board, the forum that the Chief Constable is held to account by the PCC visit <https://www.humberside-pcc.gov.uk/Your-Police/Governance-of-Humberside-Police.aspx>

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Office of the Police and Crime Commissioner for Humberside