

PERFORMANCE & ACCOUNTABILITY MEETING – 22.7.2016

DATE: 22 July 2016

LOCATION: Office of the Sussex Police & Crime Commissioner, Sackville House, Lewes

PRESENT: Police & Crime Commissioner – Katy Bourne (KB)
Chief Executive – Mark Streater (MS)
Chief Constable – Giles York (GY)
Deputy Chief Constable – Bernie O'Reilly (BO'R)
Performance & Information Manager – Graham Kane (minutes)
Correspondence & Administration Officer – Micha Dawes

OPERATIONAL CHALLENGES

- A. What have been the recent operational challenges for Sussex Police?**
B. How have you reflected on these?

GY explained that one recent operational highlight for Sussex Police had been the successful conclusion to a complex child sexual abuse and exploitation case.

On 15 July 2016, Mr Marcus Hannon, 35, was sentenced to life imprisonment, with a minimum tariff of 10 years, for the systematic sexual abuse of a 13-year old girl. Mr Hannon was also sentenced for sexual assaults on three other young girls.

After a five-week trial at Lewes Crown Court, Mr Dylan Quantrill, 20, Mr Hannon and a woman who cannot be named for legal reasons, were convicted on 9 May 2016 for a series of offences. Mr Quantrill and Mr Hannon were each found guilty of four offences of rape against the girl. The woman was found guilty of three offences of child cruelty, and attempting to pervert the course of justice by asking a school friend of the victim to get her to change her statement.

After a separate nine-day trial at Lewes Crown Court, Mr Hannon was found guilty on 16 June 2016 of further historic sex attacks on three other young girls from Sussex and Manchester.

Mr Quantrill was sentenced to a total of nine years imprisonment with an extended licence supervision period of five years. The woman was sentenced to a total of five years imprisonment.

Judge Shani Barnes commended the professional and relentless approach taken by each of the Sussex Police officers and investigators involved in prosecuting this case.

REASSURANCE TO SUSSEX COMMUNITIES – NICE ATTACK

Following the terrorist attack in Nice last week which killed at least 84 people after a truck drove into crowds celebrating Bastille Day.

- A. What additional measures, if any, have you put in place in Sussex?
B. How will Sussex Police work with partners to review the safety of our communities and the security of any major events occurring in Sussex in the future be amended to ensure the most appropriate plans are in place?**

GY reiterated that the UK threat from international terrorism remains unchanged (it was most recently increased to Severe on 29 August 2014). Sussex Police has not put in place any specific additional measures and continues to build on an already alert state in Sussex.

Assurances were provided to the public regarding the capabilities and preparedness of Sussex Police and partner agencies to respond to any such an event in Sussex. It was emphasised that the security for other major events being held in Sussex, including the Pride celebrations in August, are also being revised to ensure they remain current and appropriate. KB welcomed this approach.

It was also highlighted that the number of high-visibility patrols at Gatwick Airport (both in the terminals and airside) have been increased, including an enhanced awareness of potential victims of witnesses returning from those areas subject to terrorist attacks.

CRIME & COMMUNITY SAFETY

OPERATION DRAGONFLY – SUMMER DRINK-DRIVE CAMPAIGN 2016

“Operation Dragonfly”, the dedicated Sussex Police drink and drug drive campaign took place last month.

- A. Can you provide me with the total number of drivers who were breathalysed or tested for substances and subsequently arrested for drink or drug driving offences?
B. How have you reflected on this latest campaign?
C. What other initiatives does the Force have planned to tackle drink and drug driving throughout the rest of the year prior to the commencement of the Christmas drink-drive campaign?**

GY confirmed that Operation Dragonfly, the Sussex Police summer drink and drug driving campaign, again took place across the month of June. This involved a heightened and targeted policing response in Sussex.

It was highlighted that throughout the month, circa 800 motorists were breathalysed and circa 50 motorists tested for substance misuse at the roadside, of which 204 individuals were arrested on suspicion of drink or drug driving offences. In comparison, the same campaigns across the month of June 2015 and June 2014 resulted in 170 and 143 arrests, respectively.

Sussex Police again published the names and addresses of those drivers charged with drink and drug driving offences. This consistent approach to reporting ensured that the media remained interested and continued to publicise the campaign throughout the entire month. This tactic also enabled members of the public to receive positive feedback about their individual reports.

Members of the public with specific concerns about individuals they suspect of drink or drug driving were again asked to report these to Sussex Police by text to 65999 or through Operation Crackdown (www.operationcrackdown.co.uk). Individuals were also informed that they can contact the independent charity Crimestoppers anonymously on 0800 555111. If it is known that someone is driving while over the limit or after taking drugs, members of the public should always call 999 immediately.

It was reiterated that whilst Operation Dragonfly focusses specifically on drink and drug driving in the summer and lead up to the Christmas and New Year celebrations, proactive campaigns and activities are run throughout the calendar year by Sussex Police. GY concluded by stating that targeting drink and drug driving remains business as usual for Sussex Police as one of the 'fatal four', together with speed, seatbelts and using mobile phones while at the wheel.

NON-EMERGENCY CALL HANDLING TIMES

45% of non-emergency calls were answered within 60 seconds across the month of June 2016 which is 30% under the Force target of 75%. More worryingly, the Force has now not exceeded the target for an individual month for twelve months (since June 2015). 999 calls answered within 10 seconds have also reduced to less than 90% for each of the past four months. This continues to remain a concern to me and the trends being demonstrated in July suggest that this is not going to improve anytime soon.

A. Can you provide me with an update regarding performance in this area?

B. At May's PAM, this poor performance was attributed to three factors: staffing, equipment and processes. When do you expect changes to these aspects to have an impact on performance?

GY stated that the current percentage of non-emergency calls answered within 60 seconds is unacceptable and requires improvement. He also apologised for this unacceptable level of service and to each of those individuals who had been kept waiting on the telephone.

BO'R explained that following his recent transfer to Sussex Police he has now had the opportunity to spend some time in the Contact and Command Centre. It was highlighted that circa 2,500 calls are received every day, of which circa 600 are made to the emergency number (999) and circa 1,900 are made to the non-emergency number (101).

Detailed analysis into current performance levels has been commissioned to understand better the demand management in the Contact and Command Centre and the causes behind these delays to non-emergency call handling times.

This poor performance was attributed to three factors: staffing, sickness and processes.

- **Staffing** – The Contact and Command Centre is subject to high attrition rates with approximately 3-4 call handlers leaving each month. This has resulted in the department running under strength at circa 361 Full Time Equivalent (FTE) posts against an establishment of circa 382 FTE posts. A workforce plan has been developed to manage this shortfall which includes bringing forward the planned recruitment intakes of 12 individuals to both August (from September) and November (from December) and through the creation of an additional intake of 12 individuals in October 2016.
- **Sickness** – There has been a sharp rise in police staff sickness levels in the Contact and Command Centre which have increased from 10.68 days person, as at February 2016, to 12.73 days per person, as at July 2016, based on average strength over the rolling year periods. This performance is against a Force target of 8 days per person. The Health and Wellbeing team have been engaged in this process to ensure that these individuals are able to return to work as soon as possible.

- **Processes** – Different triaging processes in the Contact and Command Centre mean that call handlers are spending longer on the telephone to try and resolve calls at the first attempt. This approach has seen the average length of call increasing to circa 20 minutes.

Sussex Police is also considering another technical solution – 'queue buster'. Instead of holding the line, members of the public will be offered a call back service. This approach is expected to reduce waiting times, the number of repeat calls and improve user satisfaction.

Members of the public were again reminded that they are able to report crimes and incidents through the Sussex Police website (www.sussex.police.uk/contact-us/report-online/) and/or find answers to generic questions through the 'Ask the Police' website (www.askthe.police.uk/content/@1.htm).

KB confirmed that she would continue to monitor this area closely and that non-emergency call handling times would be revisited at September's PAM.

ACTION: KB agreed to revisit non-emergency call handling times at September's PAM.

VICTIM FOCUS

HATE CRIME – EU REFERENDUM

It is has been widely reported that in areas of the country some people have been subjected to abuse following the EU Referendum last month.

A. Has there been an increase in reports of hate crime in Sussex since the Referendum result?

B. If so, what has the Force done to tackle this?

C. What assurances can you provide that the Force is working with communities across Sussex to ensure tolerance and prevent any further hate crime or abuse?

BO'R confirmed that there had been a 20% increase in reports of hate crime in Sussex since the EU Referendum result in June. Between the specific period 24 June to 19 July 2016, 236 hate crimes were recorded in Sussex (of which 185 were race related). This equated to an additional 39 hate crimes in comparison to the 197 recorded across the same period in 2015 (of which 117 were race related). However, assurances were provided that these additional reports related to hostility and prejudice based crimes and not violent crimes.

It is anticipated that awareness of the hate crime reporting app (Self-Evident App) is prevalent amongst police officers and staff within Sussex Police. The app supports victims to report hate crimes and access help. Sussex Police use the information received through the app to generate intelligence which can then be used to plan, target and deploy police resources. This information can also be shared with partners to enable a coordinated community response to be developed. Victims can also chose to remain anonymous when reporting any information through the app.

The Force is working with communities across Sussex to encourage reporting and raise awareness of hate crime. This includes the use of Independent Advisory Groups to assist with this engagement and dialogue. Sussex Police also has a network of police officers who have received enhanced training across the following protected characteristics; age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

The National Police Chiefs' Council (NPCC) has also requested weekly returns relating to recorded hate crime numbers from each police force area for the foreseeable future to monitor any ongoing community tensions.

ACTION: BO'R to ensure that awareness of the Self Evident App is prevalent amongst ALL police officers and staff within Sussex Police.

PUBLIC CONFIDENCE

LOCAL POLICING PROGRAMME (LPP) – Police Community Support Officers (PCSOs)

A new PCSO model was introduced in Sussex on 4 July 2016 as part of the LPP. Members of the public will now have access to a team of PCSOs, with additional powers, from either the local district or the wider Sussex area, instead of an individually named PCSO.

A. How does the new PCSO model compare to the previous one in respect of numbers, powers and responsibilities?

B. How will the impact of these changes be measured?

GY confirmed that the LPP will deliver three levels of policing in Sussex (prevention, response and investigation) to reduce crime, keep people safe and make better use of available resources.

As part of the new role, PCSOs have now been given access to a greater set of powers to allow them to proactively solve problems and tackle local issues, including the ability to take statements.

It was emphasised that the communities of Sussex will now have access to a team of PCSOs rather than one named individual. PCSOs will be an integral part of larger teams solving local problems, carrying out basic investigations, working alongside partners and directly with witnesses and victims to respond to community issues. These teams can be contacted either by telephone, email or via the Sussex Police website. KB challenged GY regarding the potential for a reduction in local knowledge without a named PCSO. However, assurances were provided that this approach will provide the Force with increased flexibility, resilience and greater collective knowledge. This will also enable confidence to be developed in the police service as a whole, instead of specific individuals.

The introduction of a new model will also enable PCSOs to continue to conduct patrols. However, these will be targeted to areas which need policing and at the appropriate times. PCSOs will maximise the use of mobile technology and be able to access information whilst out in the community. The flexible nature of this new role means that PCSOs can work when and where they are needed, logging on remotely, as well as working from police and shared premises, as required.

The impact of these changes will be measured through a Post-Implementation Review and will consider feedback from members of the public, monitoring of workloads and the ability of PCSOs to problem solve through the availability of increased powers. It was also highlighted that 88% of the initial feedback received has been positive.

In addition, GY explained that he is currently looking into developing a PCSO accreditation scheme in partnership with the College of Policing and would like Sussex Police to be one of the first police force areas to adopt this.

ACTION: KB agreed to revisit the Local Policing Programme again at September's PAM.

SCAMS AWARENESS MONTH 2016

“Scams are fraud and fraud is crime”. This is the message that Sussex Police has been promoting as part of this year’s ‘Scams Awareness Month’ which is taking place this month (July 2016). I was pleased to be able to support the Force with this campaign.

- A. What do the key issues around scams and fraud look like for Sussex Police?**
- B. Operation Signature is well established as the Force’s response to criminals targeting elderly and vulnerable members of the community through scams and fraud. What support and preventative measures have Sussex Police offered to the elderly and vulnerable communities to protect them from further targeting?**
- C. How is the Force proactively working with partners to raise awareness of scams and fraud which impact residents in Sussex?**

GY explained that the issues around this area are growing for Sussex Police with more and more instances of scams and frauds being reported. The Force is also taking a more proactive stance in terms of identifying and preventing scams and fraud. This also extends to supporting vulnerable victims and giving them the confidence to report.

The significant contribution of the Sussex Elders’ Commission in this work was also praised in terms of assisting Sussex Police in developing their understanding of scams and fraud taking place in Sussex.

Sussex Police is proactively working with partners to raise awareness of scams and fraud which impact residents in Sussex. This includes providing briefings to banks and travel agents which raise awareness of different types of scams and frauds and discourage them from letting elderly and vulnerable members of the community from making large and sudden withdrawals.

It was also emphasised that Sussex Police are helping protect those most vulnerable to telephone scams by issuing 100 True Call devices. These units work by automatically ensuring that only trusted callers already known to the user can get through. Unrecognised callers are asked for their identity before they are put through to the recipient, meaning that unknown or 'cold' callers can be refused. With the owner's permission, data from the devices can also be used to assist with investigations of fraud.

In the past two months, Sussex Police has installed 36 of these devices into homes which have successfully blocked over 95% of unwanted calls, which equated to over 3,330 calls. Recipients these devices are selected based on their level of vulnerability as part of Operation Signature. However, GY encouraged anyone who is either concerned or might know of someone who would benefit from one of these devices to contact Sussex Police to request one. The devices are also available to purchase for any residents wishing to block unwanted callers.

In addition, Sussex Police launched a new video at a Safer West Sussex Partnership event in Horsham on 12 July 2016. The video is designed for professionals, relatives and visitors to the elderly and vulnerable, alerting them to the warning signs that they could be a victim of scams and fraud. The video introduces individuals to the wide-range of fraudulent activity for which Sussex residents are targeted, including scam letters and rogue doorstep callers doing work which is unrequired, substandard or overpriced,. The video can be viewed through the following link:

www.youtube.com/watch?v=tLP9XOfaCk&feature=youtu.be

POLICE GRANT SETTLEMENT 2016/17

The announcement by the previous Chancellor in January 2016 set out an improved Police Grant Settlement for 2016/17.

A. What plans are in place for this new investment?

GY emphasised that whilst an improved Police Grant Settlement was set out for 2016/17 this still represents a savings requirement of £35m over the next 3-4 years. This position reflects a reduction of nearly £1m in core grant funding and also includes the planned increases to pension and national insurance contributions. There is no indicative indication of funding levels for 2017/18 or future years but these core grant reductions are expected to be at a similar level each year.

In order to keep Sussex even safer and to respond to changing demand, GY explained that if Sussex Police is able to generate any additional income the proposed investment of this would be in the following four areas; cyber crime, local policing, public protection (including sexual offences) and an uplift in armed policing capability and capacity to respond more quickly and effectively to a (terrorist) firearms attack.