

## **PERFORMANCE & ACCOUNTABILITY MEETING**

**DATE:** 16 October 2015

**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 Olivia Pinkney (OP)  
Performance & Information Manager Graham Kane – minutes  
Communications & Engagement Assistant Sammi Hide

### **OPERATIONAL CHALLENGES**

**A. What have been the recent operational challenges for Sussex Police?**

**B. How have you reflected on these?**

*GY confirmed that it had been a busy month for Sussex Police since the last PAM.*

*On 7 October 2015, Mr Peter Ball, 83, was sentenced to 32 months for misconduct in a public office and 15 months for indecent assaults, to run concurrently. The offences related to historic sexual abuse carried out between the 1970s and 1990s. Mr Ball will also be placed on the Sex Offenders Register for 10 years. GY commended Chief Superintendent Nev Kemp and Detective Chief Inspector Carwyn Hughes for their work on this case which contributed towards a positive result.*

*Another challenge included charging two men in connection with a series of 24 sexual offences against 13 local teenage girls at locations in Littlehampton as part of an investigation into alleged child sexual exploitation (CSE). Osmon Koroma, 30, was charged with eight offences against six girls and Max N'Gasa, 24, was charged with 16 offences against nine girls. The charges followed an intelligence-led CSE investigation by detectives from the Safeguarding Investigation Unit, working with agency partners including West Sussex Children's Services. It is hoped that this case may give courage to other victims and witnesses to come forward.*

*A further success for Sussex Police was the policing of the Labour Party Conference through Operation Otter. The Force was complimented on the style of their policing response which achieved an appropriate balance between ensuring public safety and providing autonomy to event organisers.*

*Exceptional acts of bravery were also acknowledged by GY, including three officers who were involved in rescuing a woman from the sea in Brighton & Hove and off-duty police officer, Inspector Clare McKnight, 46, who rescued one individual from a fatal fire on Harwood Road, Littlehampton.*

*GY concluded by expressing his condolences to the family and friends of Kyle Careford, 20, and Michael Owen, 21, who were killed following a high speed crash in Jarvis Brook, East Sussex on 12 October 2015. The courage of the families of the two young men was praised, in particular, after they supported the release of the impactful footage of the moment the pair died in an attempt to save lives and influence driver behaviour. It was highlighted that the footage was viewed over 3 million times across social media platforms in the first 24 hours after it was released.*

## **RETAIL CRIME PARTNERSHIP**

**Funding was secured from the Home Office's Innovation Fund for a Retail Crime Partnership project in Sussex.**

- A. What progress has been made in terms of delivering this project?**
- B. What have been the greatest challenges for Sussex Police and partners?**
- C. How will these projects be monitored and governed?**
- D. What progress has been made in terms of the other two projects (Minerva and Unmanned Aerial Vehicles) also supported through this Fund?**

*GY explained that the Retail Crime Partnership (RCP) is a two year project which aims to create a sustainable and strategic partnership between Sussex Police, the business community and existing Business Crime Reduction Partnerships.*

*Five Business Wardens (BWs) have been deployed to two pilot sites across Eastbourne and Arun districts to help prevent and detect crimes. The BWs are independent of Sussex Police and have the capabilities to provide crime prevention advice, take statements, gather evidence and upload intelligence and CCTV footage directly to Sussex Police, on behalf of businesses through Facewatch, a third-party reporting system.*

*The RCP project is funded until 31 March 2017 and in order for this approach to be sustainable it requires businesses to sign up to the scheme in their local areas. One of the greatest challenges for Sussex Police and partners between now and then will be to promote the benefits of BWs to businesses. Assurances were provided that formal governance and monitoring arrangements exist as part of the Local Policing Programme. An obligation to report the financial spend back to the Home Office is also a requirement as part of the Innovation Fund.*

*Progress against the two other projects supported by the Innovation Fund was described as follows:*

- Minerva – a programme of work to develop a consistent approach to managing and sharing data. Niche is currently used by 20 police force areas but different versions and capabilities exist across the country. This project is required to make national representations and collectively align business processes. KB was reassured to note that Sussex Police and Surrey Police use the same version of Niche and all information can be shared and accessed across both systems which enhances interoperability.*
- UAVs – a pilot programme is currently running out of Gatwick Airport. The UAVs can be used for locating missing or wanted individuals, managing of public order operations and gathering evidence following road traffic collisions. Police officers and staff are being trained in the use of the equipment and the Management of Police Information (MoPI) principles relating to the data management and storage of information captured through UAVs. A formal procurement process is also underway to purchase five UAVs for approximately £250,000, based on a prerequisite specification It was explained that the difference between these UAVs and the ones available to purchase within the retail market include the distances you can fly them, the length of time they can fly for and the severity of the weather conditions they can fly in. It is anticipated that these UAVs will be procured ready for deployment in March 2016.*

**ACTION: KB to raise the Management of Police Information at a future PAM.**

## **USE OF COMMUNITY REMEDY**

**The Anti-Social Behaviour, Crime & Policing Act 2014 introduced new powers to ensure that the most vulnerable victims of low level anti-social behaviour and hate crimes are better protected and to provide victims with a say in how offenders should make amends for their actions through Community Remedy.**

**A. For the benefit of the viewers, can you explain what Community Remedy is and what options are available in Sussex?**

**B. How many times has Community Remedy been used as part of a community resolution or conditional caution route in Sussex and which of the five options has been used the most frequently?**

**C. What examples can you provide from the Neighbourhood Policing Teams which illustrate the effectiveness of this early intervention approach in terms of low-level crimes and incidents of anti-social behaviour?**

**D. How will you evaluate the overall success of each of the CR options and how do you think these options should be developed moving forward?**

*GY confirmed that Community Remedy (CR) enhances existing and successful Community Resolution and Conditional Caution routes by way of out-of-court disposals. It was explained that a solid basis for CR exists in Sussex which is part of an existing culture and is understood by all officers and staff. CR represents an alternative to a criminal conviction or Conditional Caution which gives victims a voice and ensures that offenders take immediate responsibility for their actions.*

*It was highlighted that between 2 March and 30 September 2015 CR was used 2,145 times across all divisions in Sussex. The third option, "receiving a written or oral apology", was the most commonly used of the five available. Examples illustrating the effectiveness of this early intervention approach included a written letter of apology to Boots which contained an enclosed cheque for the value of the items taken and two men who paid for and repaired a fence they had damaged.*

*A multi-agency Community Resolution Scrutiny Panel independently assesses and monitors the use of CR in Sussex. The Panel consists of representatives from Sussex Police, Magistrates' Courts, Defence Solicitors, Probation Service, Youth Offending Service and Victim Support. The Panel has access to all of the CR files and seek assurances regarding processes, quality and satisfaction and identify potential areas for development. The findings of this Panel are reported into the Force's Organisational Reassurance Board.*

*Improving the access and availability of diversionary schemes across Sussex was identified as an area of development moving forward. This is because some activities are currently only available locally and could be expanded to cover the whole of the county.*

## **PLANNING FOR THE POLICING OF THE BONFIRE CELEBRATIONS**

**The UK's biggest bonfire night celebrations will again take place in Lewes on Thursday 5 November 2015. Operation Peel is the Sussex Police response to supporting the bonfire societies to ensure public safety.**

### **A. How is the planning progressing for this event?**

*OP explained that Sussex Police are looking to build on the success of last year's bonfire celebrations in Lewes as the planning continues to progress ahead of the forthcoming event in November 2015. It was reported that minor changes have been made to last year's plan to ensure that an appropriate policing response exists once again.*

*Each of the Bonfire Societies has submitted their individual plans to the Force which are in the process of being approved and signed-off. Contingency plans will be tested on 27 October 2015 as part of a table-top exercise involving East and West Sussex Fire & Rescue Services and the South East Coast Ambulance Service. Walking through anticipated scenarios and checking the response plans in place will assist the interoperability of the partner agencies.*

*OP concluded by stating that Sussex Police will endeavour to ensure that a consistent approach to the policing bonfire of the celebrations exists across Sussex.*

## **VICTIM FOCUS**

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### **HATE CRIME REPORTING APP**

**Since April 2015, Police & Crime Commissioners have been responsible for delivering services which support victims of crime. One significant requirement that OPCCs must implement includes making support services available to victims, irrespective of crime type, and whether or not they report the crime to the police or not. Earlier this week an enhanced hate crime reporting app was launched which will assist in terms of meeting both of these requirements.**

**A. How will Sussex Police use the information to identify where the hate crime 'hotspots' are in the county?**

**B. How will Sussex Police then use this information to work with partners to create a coordinated community response, so that the most appropriate agency is deployed and can react accordingly?**

**C. How will the impact of the hate crime reporting app be measured by the Force in terms identifying efficiencies?**

*OP acknowledged that hate crimes are under-reported and explained that the enhanced hate crime reporting app, Self-Evident App, will support victims to report hate crimes and access help.*

*Sussex Police will use the information received through the app to generate intelligence which can then be used to plan, target and deploy police resources. It was explained that this information will also be shared with partners to enable a coordinated community response to be developed. In addition, assurances were provided that the source of any information received through the app would remain anonymous.*

*It is anticipated that the app will contribute towards increased reporting which will provide the Force with an improved understanding of the actual levels of hate crimes taking place in Sussex. Increased levels of reporting can be attributed to victims having greater confidence in the police and wider criminal justice system.*

## **INDEPENDENT POLICE COMPLAINTS COMMISSION – COMPLAINTS**

**The IPCC Police Complaints Statistics for England & Wales 2014/2015 were published last week. The number of complaint cases recorded by Sussex Police increased by 5% in 2014/2015, in comparison to 2013/2014.**

**A. How have you reflected on this report?**

**B. What do you attribute the increased number of complaints in Sussex to?**

*OP acknowledged that the number of complaint cases recorded by Sussex Police increased by 5% in 2014/2015, in comparison to 2013/2014. Complaints increased by 6% across England and Wales which confirmed that the performance in Sussex was in line with national trends.*

*It was highlighted that the number of complaints received in Sussex (943) was still low in comparison to the number of interactions police officers and staff have with members of the public. It was also explained that a complaint may have more than one allegation attached to it, and in Sussex 1,286 allegations were recorded in 2014/2015 which represented an increase of 3% from the same period a year earlier. 73% of the allegations finalised (870 out of 1,192) were dealt with through Local Resolution, outside of the more formal and bureaucratic complaint process.*

*The increased number of complaints in Sussex is attributed to members of the public having a greater confidence to provide feedback to the police. The Force endeavour to deal with any allegations received in a timely and appropriate manner whilst monitoring satisfaction levels.*

*GY highlighted that Sussex Police are an enforcement organisation and despite always endeavouring to provide a proportionate, lawful and legitimate policing response, complaints will still be received and this is something which needs to be both expected and accepted. KB also confirmed that she meets quarterly with the Head of the Professional Standards Department within Sussex Police to review performance and dip-sample internal investigations.*

## **CONTINUITY OF CASE MANAGEMENT**

**I have received correspondence from local residents outlining their concerns at the inconsistent approach to case management in Sussex, and the more complex and historical cases, in particular?**

**A. For the benefit of the viewers, how are individual cases managed and reviewed in Sussex to ensure continuity and consistency?**

**B. What impact will the Local Policing Programme have on continuity of case management in Sussex?**

*OP explained that individual cases are managed and reviewed in Sussex in a number of ways to ensure continuity and consistency. This includes automated systems which record names, addresses and telephone numbers if the same route into the Force is used. Triggers can also be placed against each of these characteristics if the individual is thought to be high-risk.*

*The aforementioned information is recorded by Sussex Police on Niche, an integrated computer system, which provides the full historical context for individual cases. A certain amount of this information is also made available to partners through the Empowering-Communities Inclusion and Neighbourhood management System (ECINS).*

*Officers in attendance rely on the relevant knowledge from Niche and ECINS being verbally transferred to them by those with access. However, not all officers and staff have access to this system and it is acknowledged that the potential for inconsistencies in service levels is increased when this information is not routinely shared.*

*OP recognised that reducing the number of 'handoffs' will contribute towards improved continuity and knowledge of individual cases. In terms of case management it was highlighted that the impact of the Local Policing Programme should be minimal because, wherever appropriate, the initial responding officer will remain with the case through to a conclusion.*

## VALUE FOR MONEY

### **INVESTMENT AREAS FOLLOWING PRECEPT INCREASE**

**Last year the precept was raised in Sussex to invest in those areas of operational policing which required additional funding, including serious sexual offending and protecting the most vulnerable victims.**

**A. Can you provide me with a progress update on how the additional funds have been used and whether the resources being invested are adequate to respond to this threat?**

**B. With considerations now turning towards the government's comprehensive spending review and grant funding formula announcement expected in November and the setting of the policing budget, can you identify where the key priority areas for investment in policing services are moving forward?**

*GY confirmed that the demand for serious sexual offending and protecting the most vulnerable victims has increased dramatically. In particular, it was highlighted that an increase in the reporting of serious sexual offences (+42%), domestic abuse (+38%), child protection crimes (+18%) and child protection referrals (+60%) was demonstrated across 2014/2015, in comparison to 2013/2014.*

*It was highlighted that the funds raised last year have been invested to deliver a number of additional capabilities. This has included the launch of a new Public Protection Unit (PPU) which enables Sussex Police to manage criminality and safeguarding within the same place. This approach and uplift has also included the recruitment of 14 dedicated Sexual Offences Liaison Officers (SOLOs) to support victims as part of the PPU. A further 22 vacancies are still being recruited to and will have investigative functions built into their SOLO roles.*

*In addition, three Multi-Agency Safeguarding Hubs (MASHs) have been created and embedded in co-locations with local authority partners across Brighton & Hove, Crawley and Eastbourne. Six additional safeguarding sergeants have been recruited to further support victims through the MASHs. The creation of a Specialist Investigation Unit, which is centrally managed by the Force, has increased resilience and strengthened the specialist and criminal investigative functions available on each policing division.*

*A joint Cyber Crime Unit for Sussex Police and Surrey Police was also launched in November 2014 and enhanced cyber crime training has been provided to improve the skills and abilities of officers and staff in their recognition and detection of denial of service, defacement and hacking crimes.*

*GY explained that Sussex Police is funded as follows: government grant (58%), policing precept (30%) and 12% from additional sources. Key priority areas for investment in policing services in Sussex were identified as increased public protection capabilities and improved digital forensics. The insufficiencies of the current arrangements in place for dealing with the complexities of historic cases and the ability to capture, store and make evidence available to the courts in a digital format were provided as the justifications for this additional investment.*