

PERFORMANCE & ACCOUNTABILITY MEETING – 15.12.2017

DATE: 15 December 2017

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

PRESENT: Police & Crime Commissioner – Katy Bourne (KB)
Chief Executive Officer – Mark Streater (MS)
Chief Constable – Giles York (GY)
Assistant Chief Constable – Steve Barry (SB)
Executive Assistant – Gina Wheatley
Head of Performance – Graham Kane (minutes)

OPERATION ALBION – BRIGHTON & HOVE ALBION .V. CRYSTAL PALACE

Further to the Brighton & Hove Albion .v. Crystal Palace match last month and some inaccuracies reported in the media in relation to the possession of weapons, I recognise that both clubs and supporters are upset and would like to ask you for an explanation about the events that took place and seek assurances about the planning of future matches.

- A. For the benefit of the viewers, can you clarify how the policing of football matches is funded?**
- B. Who has responsibility for security in and outside the ground?**
- C. Policing of football is now Sussex Police's second largest public event after Brighton Pride. How has planning and resourcing of policing matches been altered to take account of bigger clubs attracting larger crowds after last season's promotion to the Premier League and is Sussex Police ready for the next FA Cup match in January?**
- D. How is the Force rebuilding relationships and trust with the two clubs and supporters ahead of the repeat fixture next month?**

SB explained that section 25 of the Police Act 1996 sets out the provision for 'special services' in any locality in the police area for which the force is maintained. This is the agreement that is used by Sussex Police to charge for the policing of football matches in Sussex. It was highlighted that Brighton & Hove Albion (BHA) is responsible for funding the policing both inside the stadium and within the footprint of the ground. The Force is responsible for providing the policing for anywhere outside of this area.

Operation Albion is the joint operation between Sussex Police and BHA. The club has the primacy for the safety of all supporters inside the ground, both 'home' and 'away', whilst the Force has overall responsibility for public safety through a command structure that utilises the National Decision Model (NDM).

SB was confident that Sussex Police is ready for the greater fanbases that other football clubs attract now that BHA is in the Premier League. It was emphasised that from a public order perspective, the risk-profile of the supporters has not changed, but logistically it is recognised that 'away' clubs may now bring up to 3,000 supporters (for which they are limited to as far as ticket availability is concerned) which will naturally have implications from a public safety perspective.

It was also made clear that Sussex Police is already actively planning and working with both clubs ahead of the repeat FA Cup fixture next month. The policing arrangements in place have not changed following the previous meeting with Crystal Palace on 28 November 2017 and dedicated Football Liaison Officers will again support a Match Commander and public safety command structure to police this fixture.

It was recognised that Sussex Police misjudged their social media reporting in relation to the possession of weapons on the night and reiterated that apologies have been made to both clubs and their supporters. The process of rebuilding the relationships and trust between all parties remains an ongoing one and will continue on a day-to-day basis through social media.

SB stated that he has every confidence in the Match Commanders in place for the BHA matches, each of whom has achieved the Authorised Professional Practice accreditation for policing football from the College of Policing. These same Commanders are also used to police Brighton Pride, Lewes bonfire night celebrations, and the policing of hunts throughout Sussex.

GY concluded by stating that this was a particularly challenging fixture because of the long-held rivalry between the two football clubs. He reiterated that Sussex Police is committed to ensuring that BHA matches remain a safe place for families to go and stated that the Force would continue to target the small minority of supporters who want to cause trouble at these fixtures. The inaccuracies in the information reported in the media in relation to the possession of weapons were again acknowledged. GY apologised for the affect that this had and any harm that was caused. It was highlighted that whilst this experience will not stop Sussex Police from using social media in the future it was recognised that the Force must learn from this particular mistake.

ACTION: KB to attend the pre-match briefing ahead of the Brighton & Hove Albion .v. Crystal Palace match on Monday, 8 January 2018 to understand the planning involved and the policing operation itself.

OPERATION DRAGONFLY – CHRISTMAS DRINK-AND-DRUG-DRIVE CAMPAIGN 2017

'Operation Dragonfly', the dedicated Sussex Police drink-and-drug-drive campaign, began on 1 December 2017 and will run across the month in the lead up to Christmas and New Year celebrations.

A. How has the campaign progressed to date?

B. Special Constables were used to support the summer drink-and-drive campaign. Are they being used in a similar capacity this Christmas?

SB explained that Operation Dragonfly is part of rolling programme of campaigns that are implemented by the Force to tackle drink-and-drug-driving in Sussex. The campaign began on Friday, 1 December 2017 and will run until Monday, 1 January 2018.

Sussex Police is using a combination of high-visibility policing to carry out vehicle stops and checks, together with a more targeted approach, using unmarked police cars, based on intelligence received from reports made to Operation Crackdown, in an attempt to stop drink-and-drug-driving in Sussex.

It was highlighted that the campaign has started really well and that between 1 and 14 December 2017, Sussex Police arrested 79 individuals after they either provided positive samples or refused to give samples. It was emphasised that this was slightly fewer than the 82 individuals arrested during the same period in last year's campaign but that it was not statistically significant.

SB expressed his shock and disappointment at the number of drivers who have provided positive drink-and-drug-driving samples so far. It was also emphasised that as part of the campaign to date, the Force had seen a different profile in respect of both the offences being committed and the nature of these offences. This is because a significant number of the arrests in December 2017 have been for drug-driving, instead of the pattern of drink-driving in 2016. A full evaluation will take place following the conclusion of the campaign to summarise and evaluate the overall effectiveness of Operation Dragonfly.

It was confirmed that a dedicated 'Strike' team consisting of Special Constables is again supporting the work of the Road Policing Unit and the Sussex Safer Roads Partnership (SSRP) as part of Operation Dragonfly. This highly visible and valuable resource provides the Force with another proactive capability to respond to reports received through Operation Crackdown.

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

OPERATION RIBBON

'Operation Ribbon', the dedicated Sussex Police response to reports of domestic abuse over the Christmas and New Year period commenced on 8 December and will run until 15 January 2018.

- A. What are the aims and objectives of Operation Ribbon this year?**
- B. How will the impact and overall effectiveness of Operation Ribbon be measured?**
- C. Earlier this month, the Office for National Statistics (ONS) published a report detailing how domestic abuse is dealt with at a local level throughout England and Wales. The report highlighted that 39 arrests per 100 domestic abuse related crimes were made in Sussex (for the rolling year period ending 31 March 2017) in comparison to 46 per 100 nationally. What is the Force doing to improve performance in this area?**
- D. The Forcewide training programme of 'Domestic Abuse Matters' is nearing its completion and I was fortunate enough to experience first-hand the powerful messages this training provides. Can you outline what immediate impact this training will have on the Sussex Police approach to responding to victims of domestic abuse, particularly when they make that first important contact with the police?**

Sussex Police has run Operation Ribbon for six consecutive years now because, historically, the number of reported domestic abuse crimes increases over the Christmas and New Year period. A 4% increase was apparent across the same period in 2016.

GY explained that the aim of the awareness campaign is to reduce the number of domestic abuse incidents, provide a timely and professional victim focussed response and to deal robustly with perpetrators. The Force also recognises that domestic abuse continues to be under-reported and would like to increase the level of trust amongst these victims to give them the confidence to report these crimes to the police.

The impact and overall effectiveness of Operation Ribbon will be measured across four distinct areas: increased levels of reporting, reductions in the number of investigations where a suspect is identified but the victim does not support further action (Outcome 16), increased number of perpetrator arrests (where the power to arrest exists), and an increase in the number of positive actions and outcomes, including Domestic Violence Protection Notices (DVPNs) and Domestic Violence Protection Orders (DVPOs).

Sussex Police is recognised by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service (HMICFRS) at being 'good' in respect of crime data integrity. This means that the Force is confident that the 39 arrests per 100 domestic abuse related crimes reported in the ONS publication is accurate.

Sussex Police is working hard to improve performance in this area. As part of this year's Operation Ribbon campaign, the Force is providing a dedicated Detective Constable and/or Detective Sergeant to respond to any report of domestic abuse that is received in an attempt to build and improve public confidence. These officers will also be working closely with the divisional response teams to utilise the power of arrest when the offender is not at the scene – a power that was introduced earlier this year.

GY explained that 80% of the 2,375 police officers and staff who are required to complete the Domestic Abuse Matters training programme have already done so. The Force carried out a survey both 'pre' and 'post' training to understand better the impact that this training is anticipated to have on the Sussex Police approach to responding to victims of domestic abuse. The survey covered a number of areas including: stages of coercive control, understanding of perpetrator tactics, implications for keeping victims in relationships, and the potential manipulation of the police in this process. Improvements to officer and staff knowledge and awareness were demonstrated across each of the areas surveyed, post-training.

It was also reported that there are approximately 200 Domestic Abuse Mentors now available across each of the three policing divisions. These workplace mentors have completed additional training to provide them with an even greater level of knowledge and understanding of the complexities involved in this challenging area of business. The Force has aspirations to increase the number of available mentors to circa. 250 across 2018 which KB was encouraged to hear.

It was emphasised that a follow-up postcard will be sent to all police officers and staff who have completed the training programme to reinforce the key messages and remind them of the training. This should contribute positively towards ensuring the long-term sustainability of the training programme, particularly when new officers and staff join the organisation.

POLICING OF HUNTS

The policing of artificially laid trails remains a difficult balancing act for the police between managing the rights of the hunting community to hunt within the confines of the legislation with the rights of those against hunting to protest.

A. Can you outline the key challenges for the Force in terms of maintaining this balance?

B. What work is Sussex Police doing with both sides in terms of proactive engagement?

C. How often is Operation Rush reviewed and refreshed?

D. How do you ensure that a consistent policing response exists across Sussex and Surrey, given that the hunts regularly cross in and out of the geographical borders?

SB explained that Operation Rush is the dedicated Sussex Police response to the policing of hunts. This Operation has been in place for a number of years now.

A number of challenges exist for Sussex Police to keep the peace in terms of balancing the rights of the hunting community to hunt, within the confines of The Hunting Act 2004, with the rights of those against hunting to protest. These challenges include gaining the trust of the communities (hunts, monitors and protestors) in accepting the role of the police in the planning phases, the varying location of the hunts across public and private land, and obtaining credible evidence to positively support any criminal justice processes. It was also emphasised that two specific challenges for the Force in 2017 were the use of quad bikes and face coverings.

It was highlighted that Sussex Police has improved its overall response through increased and more effective engagement with the hunting communities, monitors and protestors, including proactive engagement with all parties before the hunt season commenced. SB confirmed that two new tactics have been introduced to assist the Force with the policing of hunts, including dedicated Hunt Liaison Officers and Protest Liaison Teams to build and develop relationships and single points of contact with all parties. It was also recognised that the Force has become much more effective in terms of capturing evidence and then assessing this evidence in terms of taking this forward to charges.

It was explained that Sussex Police carry out debriefs after each hunt to look at how the NDM has been utilised in respect of threat assessments. Operation Rush is also reviewed annually, with amendments made to both the planning and policing operation, as appropriate.

SB confirmed that whilst the hunts in Surrey do not seem to attract as much attention as the ones in Sussex, interoperable resources are in place from both police force areas that can be deployed across the two counties. As with the policing of football matches, a command structure is also in place for each of the hunts and the methods and tactics employed by Sussex and Surrey Police are transferable.

POLICING AND CRIME ACT 2017 - MENTAL HEALTH PROVISIONS

The introduction of the Policing and Crime Act 2017 made changes to the mental health provisions to improve the outcomes for people experiencing a mental health crisis by helping to ensure that they get the most appropriate support and care, promptly. These provisions came into force earlier this week.

A. For the benefit of the viewers, can you summarise what the main changes to mental health provisions are and explain how the Force has been preparing for the introduction of these changes?

B. What impact do you expect these changes to have on Sussex Police and how are you going to meet this?

GY explained that the main changes to provisions under the Mental Health Act 1983, introduced by the Policing and Crime Act 2017, are as follows:

- *Eliminating the use of police stations as places of safety for children and vulnerable young people aged under 18 detained under section 135 or section 136;*
- *Ensuring that police stations are only used as a place of safety for adults in genuinely exceptional circumstances, where a detainee is at risk of serious injury or death to themselves or another;*
- *Enabling section 136 to apply anywhere, except a private home;*
- *Ensuring detentions under section 135 and section 136 do not exceed 24 hours unless there are clinical or medical reasons for a delay, so that a person's fundamental rights are not restricted for longer than is absolutely necessary;*
- *Requiring the police to consult a suitable health care professional prior to detaining a person under section 136, provided it is feasible and possible to do so; and*
- *Providing protective search powers for officers to search detainees.*

It was highlighted that Sussex Police has already implemented some of these changes ahead of the provisions coming into force. It was also recognised that, whilst these changes could have a very positive impact in Sussex, the Force does need to improve in this area. For example, Sussex Police detained over 600 individuals under section 136 of the Mental Health Act in 2017 but only 44 of these individuals travelled to places of safety by ambulance. There are also only five places of safety available in Sussex and the accessibility and access to these needs to be considered further.

GY confirmed that monitoring arrangements are in place to look at the impact the changes to mental health provisions are having. The provisions came into force on 11 December 2017 and it was highlighted that of the seven individuals detained under section 136 to date, none of these individuals used police stations as places of safety. This will continue to be monitored on a daily basis whilst the changes embed.

ACTION: KB agreed to revisit mental health provisions again at a future PAM.

101 – NON-EMERGENCY CALL HANDLING TIMES

In the last rolling year period to 7 December 2017, 74% of all non-emergency calls to the 101 number were answered in 5 minutes and 87% were answered in 10 minutes. A total of 19% (and 79,486) of these calls were abandoned across the same period. This continues to remain a concern to me and the residents of Sussex.

- A. Can you provide me with an update regarding performance in this area?**
- B. At last month's PAM, the recorded increase in abandoned calls was attributed to a 'spike' in demand, outside of seasonal trends. Has this increased demand now subsided?**
- C. What is the Force doing to promote the best times of the day for members of the public to contact them as part of the contact campaign?**
- D. It has been brought to my attention that when a report is made through the online form it is not automatically acknowledged by the Contact and Command Centre. This is different to the approach that exists for emails sent to Centre. What is the reason for this?**

SB recognised the current levels of non-emergency call handling performance and emphasised that this was set against the context of a small and incremental increase in demand, nationally, that has not reduced to expected levels. This equates to circa. 6,000 additional calls received in comparison to the same period last year.

It was explained that small improvements are being demonstrated by the Force in the Contact and Command Centre in line with the small increase in demand. However, the Force is still conscious that it needs to have the appropriate resources in place to be in a position to respond to this increased demand. It was highlighted that the Contact is marginally under establishment at present and a further 12 Contact Handlers will be recruited in January 2018 to provide additional strength in this area. The shift patterns and processes are also being looked at and redesigned as part of an ongoing review and evaluation.

It was acknowledged that there is a difference between the types of non-emergency calls received by the Contact and Command Centre in terms of their complexity and the time it takes to respond to these. It was highlighted that whilst there has been a reduction in the number of short calls received through 101, there has been an increase in the number of longer calls taken by the Department.

It was emphasised that the Force has been working hard to understand better what 'good' and 'bad' abandonment looks like. Analysis carried out since April 2016 has tracked the abandonment rate against the online reporting rate and has demonstrated a positive correlation between a reduction in the number of abandoned calls and an increase in the number of online reports. It was recognised that approximately 40% of all abandoned calls occur within the first three minutes and approximately 60% of all abandoned calls occur within the first five, in particular. Significant reductions in the QueueBuster system have also been noted too. The Force is confident that this evidence collectively suggests that appropriate processes are in place to respond to this day-to-day demand.

SB explained that the Force's contact campaign is not about promoting the best times of the day for members of the public to contact them but, instead, about highlighting the most appropriate method of contact to use. A two-phase contact campaign was initiated by Corporate Communications on 1 August 2017 to improve the knowledge of members of the public. The first element focussed on raising awareness of the different channels available to members of the public in respect of making contact with Sussex Police. The second element will be launched early in 2018 and will provide scenarios for the different contact methods with the Force dependent on the specific report being made, highlighting advantages and disadvantages of each. This approach should help individuals make the most appropriate choice.

SB recognised that a different approach exists for emails sent to directly to the Centre in comparison to reports made through the online form. This was attributed to a time delay caused by a national process and the hosting authority (www.police.uk) sitting outside of Sussex. Online reports through this system will still receive an automatic acknowledgement but this will not have the relevant and local reference number for Sussex Police until the report is passed to the Force for action.

KB concluded by stating that she would continue to monitor performance in this area closely.

VEHICLE CRIME

Vehicle crime in Sussex has increased by 19% across the rolling year to date which equates to an additional 1,168 recorded crimes. These increases are also apparent across each of the three policing divisions.

- A. For the benefit of the viewers, what areas does vehicle crime cover?**
- B. What is Sussex Police doing to address this increase in recorded crime?**
- C. In October there was a 'series' of tools being stolen from work vans in the Patcham area of Brighton and local neighbourhood police officers attended a meeting held by concerned residents. What assurances can you provide that this increase in vehicle crime is understood?**
- D. What more can Sussex Police do to raise awareness of this particular crime type and to provide crime prevention advice to residents in Sussex?**

GY acknowledged the 19% increase in recorded vehicle crime and reiterated that these figures are accurate because Sussex Police is recognised by HMICFRS at being 'good' in respect of crime data integrity.

Sussex Police would like to address this increasing trend but it was also emphasised that the risk of experiencing a vehicle crime in Sussex continues to remain low. The Force is positioned 8 out of 43 police forces in England and Wales in terms of risk per 1,000 population. Sussex Police is also top of their Most Similar Group (MSG) of eight police forces for the risk of vehicle crime.

All crime trends are monitored on a daily basis at a district level and are discussed at weekly intelligence meetings. As and when a 'series' of offences is identified the threat, risk and harm is considered through divisional tasking processes to ensure that resources are allocated to gather intelligence, identify offenders and put preventative measures in place.

Technology is used by the Force to tackle vehicle crime, including a combination of fixed and mobile Automatic Number Plate Recognition (ANPR) cameras, to record vehicles using the roads in Sussex. Members of the public with any information about stolen or suspicious vehicles were asked to report these to Sussex Police as soon as possible so that databases can be updated and officers can be tasked with responding in a timely manner.

The Force proactively tackles known and prolific offenders and diverts convicted offenders away from reoffending through Integrated Offender Management processes. A new policy also exists where the Investigations and Resolution Centre is used to look at every recorded vehicle crime for any trends or series, particularly where limited or no lines of enquiry exist.

GY confirmed that there were 21 reports of thefts from vans in the Patcham area between 25 October and 8 November 2017, including 16 committed overnight between 25 and 26 October 2017 and overnight between 28 and 29 October 2017, together with a further five offences between 6 and 7 November 2017. The impact this particular crime type can have on victims, in terms of their ability to work and earn, was understood. Two arrests for this series have been made following intelligence reports received and, since their arrests, there have been no further similar types of offences reported in the area.

*GY reiterated that Sussex Police continue to raise awareness of this particular crime type and encouraged vehicle owners not to leave any items on display and to remove all valuable items (including tools) from vehicles at night. **Crime prevention advice** is also available on the Sussex Police website and is routinely promoted through social media too.*

INVESTMENT AREAS FOLLOWING PRECEPT INCREASE

Last year I was given public support to increase the policing part of the Council Tax for 2017/18. This investment was used to strengthen four areas of local policing: Community Priority Crime Teams, Specialist Firearms Officers, Prevention Youth Officers and Public Protection Investigators.

A. How much of the additional £3m raised as part of the precept increase and the £1.2m reinvestment of efficiencies (total £4.2m) has been spent to date and how many officers and staff have now been recruited into these four areas?

B. What outcomes and outputs have each of these four teams delivered following this investment?

GY provided an update in respect of how the additional funds, raised as part of the 2017/18 precept increase, have been spent to date, as follows:

Community Priority Crime Teams – *This area received funding of £1.03m from the precept increase. Sussex Police has already recruited to these 24 new posts which became operational on 1 April 2017. The teams proactively intervene and disrupt local crime groups and take these offenders off the streets. The new teams will provide additional resources to crack down on the small groups and individuals whose criminal activity contributes to the anti-social behaviour which negatively affects the communities of Sussex. Each policing division is now fully staffed with 1 x Police Sergeant and 7 x Police Constables. Disruption to the lines of drug supply from London, known as 'County Lines', has been an outcome that this team has proactively delivered following this investment.*

Specialist Firearms Officers – *A further £1m was provided to uplift the counter terrorism and firearms capabilities across Sussex and Surrey by 52 posts. This was part of a two-year programme of work to provide a more robust response to frontline colleagues in the event of a terrorist attack. A total of 10 Specialist Firearms Officers have already been recruited and trained to date, and a further 8 are expected to be in post before 31 March 2018. When the Specialist Firearms Officers are not being deployed or in training, these armed officers will continue to support local policing teams. It was also highlighted that three new specialist Armed Response Vehicles are already available in Sussex and Surrey.*

Prevention Youth Officers – *Another £0.92m was invested in Prevention Youth Officers (PYOs) – formally known as Neighbourhood School Officers – consisting of 1 x Police Sergeant and 21 x Police Constables. The PYOs went live when the Prevention strand of the Local Policing Programme commenced on 6 November 2017. There is already anecdotal evidence of success but a comprehensive post-implementation review will take place in 2018. The PYOs will develop and maintain relationships with schools and other educational establishments and be an integral part of the newly formed Local Prevention Teams. These officers will be upskilled to work closely with multi-agency safeguarding and vulnerability teams to tackle any identified problems that arise and ensure that a more consistent and joined-up approach around information sharing and problem solving exists.*

Public Protection Investigators – *This area received £1.25m and the greatest area of investment. Sussex Police is dealing with more cases of rape, serious sexual offences and offences against children as a consequence of the public's increased confidence in how reports are managed. The additional funding is being used to increase the Force's capacity in this area by 24 more officers. This will comprise of 7 x Detective Sergeants, 10 x Detective Constables and 7 x Serious Organised Crime Investigators, all of whom will be in post by 31 March 2018. These officers will be allocated according to need across the three policing divisions in Sussex.*