

ANNUAL REPORT FROM THE POLICE AND CRIME COMMISSIONER

Annual Report

2017 - 2018



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Annual report from Michael Lane, Police and Crime Commissioner for Hampshire, the Isle of Wight, Portsmouth and Southampton

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**DRAFT Annual report for Police and Crime Panel
April 2017 to March 2018**

**From Michael Lane, Police and Crime Commissioner for Hampshire, the Isle of Wight,
Portsmouth and Southampton**

EXECUTIVE SUMMARY

1. My objective remains to keep us all SAFER, maintaining and improving confidence in times of continued financial challenge and uncertainty that we see with the ever nearer advent of BREXIT and the very worrying increase in serious violence across the Country. Now two years into office as Police and Crime Commissioner, I am more determined than ever to ensure that my work and that of my team, in previous years called my office, continues to build on the successful work of previous years and go further in establishing the value of the role of a Police and Crime Commissioner to the community.
2. Over the past year I have sought to continue to improve a number of strands of work begun in my first year, as well as progressing new priorities reflecting the overarching need to keep people SAFER. This outcome is underpinned by the policing needs of today and the opportunities that we can take advantage of into the future. This continues to call for some significant and sometimes complex decisions, always focussed on modern operationally effective outcomes, fit for and sustainable into the future.
3. In 2018/19 98.3% of the £315M that I manage, on behalf of the people I serve, appropriately went directly to policing to enable the Chief Constable's operational responsibilities. But my job is not just about policing and includes responsibilities for protecting the vulnerable, supporting victims and diversionary efforts that keep people out of contact with the criminal justice system. These Beyond Policing activities add significant value and sit alongside independent statutory requirements.
4. At the start of this report I would like to bring to your attention a few of the highlights of my second year:
 - a. **Fairer funding:** From day one and throughout this my second year, I have continued to lobby hard for fairer funding from the National Funding Formula for policing, which remains a strategic priority for effort and my time. Currently my area is disadvantaged by the existing formula, which adds extra pressure on the financial settlement and does have consequences for delivery within policing. With more money, my Constabulary could and would do more. But the national agreement to resolve this issue will potentially continue for some time yet.
 - b. **Budget Setting:** During the year I have conducted consultations leading to a specific outcome to support my thinking concerning the budget. These consultations and the views of the public informed my decision and budget setting for 2018/19. I welcomed the opportunity to raise the policing precept by £12 per year taking advantage of the easement given to me by Government. This did not go without debate in public and amongst those scrutinising my work. But my focus was and remains on both delivering for policing, and beyond policing to support victims and the vulnerable, as well as

reduce demand on policing, Despite initial concern to the panel, this approach went on to meet with their approval. Further costs for the statutory work I am required to do to meet current legislation were also necessary this year alongside small enhancements to our evidence base for testing what adds the greatest added-value in terms of budget commitment.

- c. Local community projects:** Again this year I was able to invest over £1.7million in 70 local community projects that are working to reduce demand on our policing service whilst helping keep people living and working in Hampshire, the Isle of Wight, Portsmouth, and Southampton SAFER. My Safer Communities Fund is invested in areas of work that help to prevent offending, reduce reoffending and support victims, assisting people to realise their life potential without being drawn into the Criminal Justice System. The local impact of this work has been reflected in that the vulnerable are protected, victims are supported and on occasion lives are saved.
- d. Community Safety Partnerships:** To ensure my Police and Crime Plan continues to reflect and support the 13 Community Safety Partnerships (nine District and Borough, three Unitaries and one County Strategy Group across the Hampshire County Council area), I again this year considered the priorities identified through their strategic assessments and associated partnership plans. These assessments continue to identify a number of shared priorities including vulnerability and anti-social behaviour across the Hampshire area. This helped to define my priorities and areas for commissioning.
- e. Supporting victims:** Supporting victims of crime is an essential focus for me. In April this year a new Victim Care Service went live providing support for victims of crime to cope with, and recover from, the harmful effects of the crime they have experienced. Since its initial inception this service has offered support to over 200,000 victims of crime in Hampshire, the Isle of Wight, Portsmouth and Southampton, with over 30,000 of those having a needs assessment completed for them.
- f. Restorative Justice:** This year has also seen the start of a new Restorative Justice Service contract providing interventions for both victims and offenders which has, during the course of the year, seen significant increases in the use of these services. The evidence base for Restorative Justice is clear that it reduces re-offending and meets the needs of victims in a way that the traditional justice system cannot. The service has 100% victim satisfaction locally.
- g. Hate Crime:** With an increase in Hate Crime being seen in previous years, my focus this year has been to continue with the implementation of Third Party Reporting Centres across our policing area. This has been delivered in partnership with the Citizens Advice Bureau. My aim is to have a centre in every Council facility and this has already seen some success with greater profile and visibility of this initiative being supported by the Police and Crime Panel following its 'deep dive' review.
- h. Domestic Abuse:** In this past year I funded Domestic Abuse and Sexual Crime services through grants totalling over £640,000, as well as working in partnership to deliver some core services through contracts. This also saw the further extension to my innovative Frankie Workers programme which was jointly funded by NHS England and

the Clinical Commissioning Groups and is delivered in partnership across Hampshire and the Isle of Wight.

- i. Criminal Justice:** I continued to play an active role with the Hampshire and Isle of Wight Criminal Justice Board. My work across our policing area, commissioning services for victims, witnesses and supporting the judiciary with options for wider sentencing helped to deliver more effectively across the whole criminal justice sector. My wider role also enables me to scrutinise and challenge where I see problems developing. Additionally this year, I started to work more broadly with philanthropists looking at ways to change service delivery across the criminal justice sector to reduce the impact on families and children in particular those who suffer adverse childhood experiences (ACE) as a consequence of, for example, a parent going into prison.
- j. Emergency Services Collaboration:** Hampshire already does well and is a leader in collaboration. In my review of the governance of the Fire Service I was looking to see if there were opportunities to further improve this. Over the coming year critical milestones in consultation, the first Inspection from the newly created Inspectorate for Constabularies and Fire and Rescue Services (HMICFRS) and further Blue Light collaboration are planned and I will be reviewing further the outcomes of these to ensure that the wider Emergency Services, my role requires me to engage in, remain effective in their service delivery.
- k. Estates Strategy:** I continue to deliver my Estates Strategy which is aligned with my priorities and to ensure the police estate provides flexible, modern and fit-for-purpose premises that deliver effective policing in our communities.

 - In February 2017, the pioneering Northern Police Investigation Centre (PIC) was completed this subsequently went live and is now supporting effective and efficient operational policing for people living in, working in and travelling through the Hampshire Constabulary policing area. We were very pleased to have the then Home Secretary Amber Rudd visit us to open this state of the art policing facility which now leads the way for policing building across the country.
 - October 2016 was a key direction for my Estate Strategy, when I successfully secured land in Portsmouth to enable the construction of a new Police Investigation Centre to serve the East of the Hampshire Constabulary Policing area, to be completed in spring 2019. I am pleased to report that the project is now on site and has made significant progress with a programmed completion of late spring 2019. This continues to deliver on my early promise to give this project my focus and be treated as a priority and will support my vision to keep us all SAFER.
- l. Contact Management Programme:** Last year I agreed additional financial support to facilitate the provision of the new Contact Management Programme (CMP) for Hampshire Constabulary to provide a better interface with the public. Whilst this has made progress with the successful development of the software solution needed the team have encountered a number of issues integrating the many different live policing systems needed to provide a cutting edge future proof solution. I made the difficult decision to not go live with this until I was convinced that the system would ensure we were all kept SAFER this has led to delay whilst the team work through the issues that

need to be resolved. The programme is delivering national technology combining Emergency Service Contact Management and Command and Control technology in a single platform. This innovative programme will improve contact services for the community and deliver operational improvements. Policing colleagues who have visited the system advocate the improved support to functionality. But no one will wish it to go live until it is proven to be a robust operating system.

- m. **Business Crime:** I recognised a need to engage more with our business communities and so this year I ran a business crime survey to enable me to be better informed both to support and to challenge the Chief Constable in her work across our area in this key community that sustains our economic life.
- 5. My structured Delivery Plan, that ensures the whole focus of my activity is aligned with the four priorities in my Police and Crime Plan, continues to guide me and the work of my staff. Overall progress against my Delivery Plan shows 34 finished projects in this second year, 40 were started and 23 were added to the pipeline.
- 6. From these highlights you can see I am working hard to continue to deliver on my promise to keep us all SAFER. And that as you read the rest of this report, which gives significant further detail, you will see the depth and breadth of my engaging with our communities that I have the privilege to represent, and that you get a sense of huge progress that has been delivered again this year. This is a journey that is not finished and I am conscious that there is still much to do in challenging financial times and with a continuing need to change and modernise for the future – necessary to sustain operational effectiveness in delivering SAFER for us all.

1. BEYOND POLICING

1.1 As Police and Crime Commissioner I am responsible for representing the voice of the public on policing matters and have a statutory responsibility to challenge the Chief Constable on police force performance. Beyond policing, I commission sustainable projects with partners and the community to help to prevent crime, reduce offending, protect the vulnerable and support victims of crime, all of which reduce demand on frontline policing.

1.2 Last year I awarded 70 grants totalling £1,727,623 to support community organisations that are working to help keep people living in Hampshire, Isle of Wight, Portsmouth, and Southampton safer.

1.3 The purpose of my Safer Communities Fund is to support victims and help prevent offending. It contributes to releasing police officers back to the frontline and supporting policing to be more effective in certain parts of our communities.

1.4 I have been listening carefully to public and institutional questions about the priorities I have placed on the balance between funding policing efforts directly, alongside my activities beyond policing. It is clear to me that there is strong support for the value in the work we will do together, and similarly across the whole Safer Communities Fund for what I will do with other colleagues and partners.

1.5 Supporting victims, protecting the vulnerable and reducing offending are an absolute priority and sit appropriately alongside enabling effective operational policing. I will continue to do everything possible to support the projects that protect those who are most vulnerable within our community.

1.6 Prevention

This year I have invested £635,168, of my Community Safety Fund in initiatives, projects and organisations across the Hampshire Constabulary Policing area that focus on caring and supporting others to help to prevent crime and reduce offending. It is important that a focus be on prevention, because this helps to reduce the demand on frontline policing. Examples of the projects I have funded in this area are shown below:

- Basingstoke Street Pastors and Safe Hub, Isle of Wight Street Pastors and Southampton Street Pastors, all of which provide care, support and practical help in town centres at night to young people to reduce anti-social behaviour
- Reading FC Community Trust - Reading FC Kicks Programme – this programme works in deprived areas to act as a diversionary activity to reduce crime and ASB. This is via weekly sports sessions.(Basingstoke)
- Churches Together in Fleet and Crookham - Fleet Angels - Provide support on the streets late at night to anyone in need, building relationships between all members of the community. (Hart and Rushmoor)
- The Source Young People's Charity - Rushmoor Detached and Mentoring Service for At Risk Young People - Detached outreach for vulnerable and at risk young people in Aldershot and Farnborough paired with Intensive Mentoring to prevent and reduce offending. (Hart and Rushmoor)
- Revive Newport - Newport Youth Café - Provides a youth cafe for young people aged 13-19 (up to 25 if they have additional needs) with a range of social activities and support services.
- Gosport Community Safety Partnership - Gosport Cycle Safe - this is a partnership scheme which focuses on engaging with Gosport communities in relation to all aspects of cycle safety.
- Street Reach - Friday Football Project - A weekly drop-in football session on Friday nights, specifically for disadvantaged and vulnerable young people age 11-17, from low income families.
- Crimestoppers Hampshire - Core and delivery funding for Crimestoppers Hampshire - To support our local force in the reduction and prevention of crime and the promotion of the anonymous reporting mechanisms we have in place.
- The Prince's Trust - Positive Progression in Prison and the Community - Get Started uses inspiring themes (sport, cooking) to help offenders and young people "at risk" to engage in work or education instead of offending.
- Gosport Community Safety Partnership - Fareham and Gosport Taxi Marshals - The aim of the Taxi Marshal scheme is to prevent Crime and anti-social behaviour within the two Town Centres and to improve the public's safety and perception of safety.

1.7 Youth Offending

You have told me that reducing anti-social behaviour is important and should be a priority for local policing. This year I have invested £406,252 in diversionary work and early intervention initiatives to help prevent young people becoming involved in anti-social behaviour and reduce offending through positive and engaging activities. The following are examples of the projects I have funded that focus on supporting young people:

- IOW Youth Offending Team (IOW YOT) - IOW YOT Youth Crime Prevention Service (IOW YCP) - Work with children (age 10-17) who are at risk of offending or who have offended and require preventative support.
- Portsmouth Youth Offending Team - Various YOT Projects - Referral Order and Volunteer Co-ordinator and Parenting Practitioner.
- Gosport Community Safety Partnership - Gosport Summer Passport - three weeks of open access diversionary activities during the summer for secondary school aged young people attending school/living in Gosport/borders.
- Motiv8 (Portsmouth) - Motiv8 Portsmouth Youth Intensive 1:1 Support - Preventing Youth offending, anti-social behaviour and hate crime through; Intensive 1:1 support and educational workshops.
- Motiv8 (Gosport) - Motiv8 Gosport Youth Targeted 1:1 Support - Targeted 1:1 support interventions to prevent youth related offending/ASB.
- Motiv8 (Fareham) - Motiv8 Gosport and Fareham - Fareham Targeted 1:1 - Targeted 1:1 support for 9-19 year olds to prevent youth related offending/anti-social behaviour
- Motiv8 (Havant) - Motiv8 Havant Youth Targeted 1:1 Support - Targeted 1:1 support interventions to prevent youth related offending/ASB.
- Active Communities Network - Leigh Park Project - Diversionary interventions using positive activities and targeted interventions for young people at risk or involved in YJS through a referral process.
- Active Communities Network - Charles Dickens Ward, Portsmouth Project - Diversionary interventions using positive activities and targeted interventions for young people at risk or involved in YJS through a referral process.
- Test Valley Borough Council – 'ICE' - Intervention, Communication, Education - ICE provides a multi-agency focus on early intervention with at-risk young children, prior to reaching the threshold for formal action.
- Youth Options - Eastleigh Detached - A flexible and mobile detached youth project responding to hotspot areas of anti-social behaviour across the area.
- Youth Options - Southampton Detached - A flexible and mobile detached youth project responding to hotspot areas of anti-social behaviour, child sexual exploitation (CSE), missing and criminal exploitation across the city.
- Southampton Youth Offending Service - Southampton Priority Young People Scheme (PYP) - Various YOT Projects
- Solent Youth Action – ReThink - A personal development programme for 11-19 year olds at risk or with a history of offending, using social action projects, training and 1:1 support.

- KeepOut - The Crime Diversion Scheme - provides programmes of intervention/prevention for young people, within Hampshire and Isle of Wight, aged 13-18 delivered by trained prisoners in three prisons, HMP Brixton, HMP Coldingley and HMP Send, across the south east.
- Hampshire Youth Offending Team (HYOT) - Hampshire Youth Crime Prevention Service (YCP) - Provision of youth crime prevention work for children and young people (age 10-16) at risk of offending and entering the Criminal Justice System.

1.8 Supporting victims

In addition to the grant I provide to Victim Support to deliver the Victim Care Service, I have also invested £19,923 to support victims in the local area, including £65,000 for the Hampshire Stalking Clinic. The following are examples of projects which support victims:

- Heart of Portsmouth Boxing Club - Fighting Back - The project will use the power of sport to engage and support victims of crime to help them better cope and recover from their experiences.
- NFS Mediation - Test Valley Pilot Community Safety anti-social behaviour mediation service - To provide a pilot specialist referral Mediation service for 30 cases to Test Valley residents via Police/CSP for Neighbour, anti-social behaviour and community disputes.
- Hampshire Stalking Clinic (c/o Hampshire Constabulary) – The Hampshire Stalking Consultancy Clinic - This is a unique partnership to risk-assess and problem-solve the most complicated cases of stalking and support victims of this traumatic crime.

1.9 Restorative practices

Mediation at a local level helps to build healthy and safer communities and helps to stop a situation escalating to something bigger that may need police intervention. The investment in these mediation services importantly helps to reduce the demand on local policing. This year I invested £85,633 in this area, including:

- Mediationfirst - Provision of mediation services - Trained mediators visit the disputants, then arrange joint meetings for them to find solutions, under the guidance of the mediators.
- Portsmouth Mediation Service - Police Partnership and Service for Unresolved Conflict - The project enables our Police to refer low level neighbourhood disputes to our professional, seamless assessment and restorative approach service.
- NFS Mediation Limited - Pilot Safer North Hampshire Community Safety anti-social behaviour mediation Service - To provide a specialist referral Mediation service of 45 cases to Safer North Hants Strategic Community Safety Partnership for ASB/Neighbour disputes.
- Winchester Mediation Service - Mediation/Restorative Justice Services - We provide a free-of-charge mediation/restorative service to neighbours in dispute, often with a potential to escalate if left unresolved.

1.10 Hate Crime

My office has developed a strategy for hate crime and has worked closely with partners, including Hampshire Constabulary to tackle this increasing issue. Importantly, through my funding of £80,761, Third Party reporting centres have been established in Citizen Advice centres, providing an accessible and safe place for people to report hate crime. This includes:

- Citizens Advice Hampshire - Establishing Independent Third Party Hate Crime Reporting Centres in Hampshire - Third Party Hate Crime Reporting Centres hosted at Local Citizens Advice (LCA) centres providing a universal service accessible to all communities.

1.11 Managing offenders

Reducing offending is one of the four priorities set out in my Police and Crime Plan. I invested £326,888 to support partners in tackling the root cause of offending and offer early interventions for younger and more vulnerable members of the community. These projects include:

- Safer Portsmouth Partnership - Drug intervention programme - The Drug Intervention Programme works with drug using offenders to engage them with treatment, access recovery support and reduce and cease offending.
- Southampton City Council - Drug and Alcohol Support and Health (DASH) - The service is designed to offer early substance misuse interventions to children and young adults aged 11 - 24 years, in order to prevent addiction.
- Southampton City Council - Integrated Offender Management (substance misuse) - Integrated Offender Management is a multi-agency approach to managing offenders with the aim of reducing offending.
- SSAFA Hampshire - Supporting Veterans in the Criminal Justice System - To prevent re-offending through the provision of material support, e.g. secure housing, debt advice, to applicants, and their families.
- Wheatsheaf Trust - BIG Mentoring Project - Intensive mentoring for 16-24 young offenders/at risk with complex needs, focussing on behavioural development, employability skills and emotional support.
- Solent NHS Trust (Hampshire Liaison and Diversion Service) - Hampshire Liaison and Diversion, Post Sentencing Service - This service will provide post disposal therapeutic interventions for vulnerable people who do not engage with traditional services.
- The Footprints Project - Reducing Offending: In Custody and In the Community - To sustain an oversubscribed mentoring service, working in partnership, supporting ex-offenders with proven pathways that reduce re-offending.

1.12 Vulnerable and at risk

Protecting the vulnerable and most at risk can take many forms and this year I have supported a range of partners, including those that tackle Child Sexual Exploitation, support the elderly and focus on missing people. This year I invested £89,189 to protect the vulnerable. These projects include:

- IW Council Trading Standards Service - IW Against Scams Partnership - The project aims to use a charter against scams. The aim is provide a united front against scams and make itself a hostile county to scammers.
- Isle of Wight Safeguarding Children Board - Tackling Child Sexual Exploitation – Offering Primary and Secondary School aged children access to plays about CSE and on line safety to promote discussion and awareness raising.
- Test Valley Borough Council - Big Band Buffet 2018 - Multi-agency crime prevention and safety information event for older, socially isolated and vulnerable residents at higher risk of crime/ASB.
- Southampton City Council - Child Sexual Exploitation Hub - A dedicated CSE Hub integrated with key partners to strengthen the city's response to CSE providing targeted resources/interventions to children.
- Hampshire Search and Rescue Dogs - Missing person search improvement project - We need to update some of our ageing equipment to continue providing the life-saving service to Hampshire Police free of charge.

1.13 Harmful cultural practices

Supporting the seldom heard and diverse communities living in the Hampshire Constabulary policing area is important. My office has worked in partnership to help to raise awareness of this issue and I have provided funding of £14,407 to provide support for victims in this area:

- Southern Domestic Abuse Service - Female Genital Mutilation (FGM) Community Development - Work with affected diaspora communities to prevent, support victims/survivors and increase professionals' knowledge of FGM in Portsmouth and surrounding areas.

1.14 Domestic abuse

Since taking up office I have given a clear lead that tackling domestic abuse will be a focus for me and is a priority in my Police and Crime Plan. During this year, I have invested £261,014 of my commissioning budget to support victims and tackle perpetrators of domestic abuse. These projects include:

- Wight DASH - Children's Play Therapy - Delivery of play therapy and protective behaviours sessions to children who have experienced / witnessed domestic abuse. Parenting advice to carers.

- Wight DASH - Freedom Programme - A 12 week rolling programme, aimed at helping victims to understand the dynamics of an abusive relationship.
- Wight DASH – Outreach - The outreach service provides support in the community to people in abusive relationships. Support is both practical and emotional.
- Age UK Isle of Wight - Older Person's LGBTQI Hate Crime and Domestic Abuse Project - Raising awareness and develop practical solutions to enable victims of homophobic hate crime/domestic abuse feel protected and supported.
- Aurora New Dawn - Aurora Helpline, Portsmouth - To provide an out of hours domestic abuse helpline for Portsmouth residents.
- Aurora New Dawn - Specialist Domestic Abuse Court (SDAC) IDVA, Portsmouth - A specialist IDVA service linked to the Portsmouth Specialist Domestic Abuse Court, focusing on supporting victims and reducing the attrition rate.
- Southern Domestic Abuse Service - Freedom Programme, Portsmouth - Freedom Programme, group work for women to learn about domestic abuse so that they can break the cycle of abuse for themselves and their children.
- Early Intervention Project - Early Intervention Project (EIP) IDVA - Increased IDVA provision for those experiencing DA; developing safety plans for victims and children to reduce risk of significant harm or murder.
- Portsmouth City Council - Up2U: Creating Healthy Relationships - Up2U is an intervention programme to work with people who use abusive and/or violent behaviours in their relationships, with (ex) Partner Support.
- Southampton Women's Aid - Safer Futures - Early intervention limits the impact of domestic abuse. Safer Futures is a specific community based project for children under 12 living with DVA.
- Trinity Winchester - Win-DAC (Winchester Domestic Abuse Counselling) - 1:1 Domestic Abuse Counselling between 6 – 12 sessions per individual. Helping women to overcome the often long-lasting effects of domestic abuse.
- Aurora New Dawn – Armed Forces Advocate - A multi-advocacy project supporting current / ex naval personnel or their families experiencing domestic abuse, sexual violence and or stalking.
- North East Hampshire Domestic Abuse Forum - Improving understand of 'hard to reach' communities through multi-agency training - Delivery of training events to increase understanding and agency responses to victims of crime facing barriers to accessing generic services.
- Southern Domestic Abuse Service - It's a RAPP (Relationship Abuse Prevention Project) - Group work and 1:1 support with young people to prevent domestic abuse and child sexual exploitation.
- Portsmouth Abuse and Rape Counselling - Emotional Telephone Support (ETS) for victims/survivors of Domestic Abuse (DA) - providing up to eight sessions of telephone counselling aimed at building resilience and recovery.

1.15 Domestic abuse and sexual crime

Funding of £138,888 to Yellow Door has enabled the delivery of a number of specific counselling and support services to adults and families affected by domestic abuse and sexual crime. The support provided by Yellow Door through the projects I fund is shown below:

- Yellow Door (Formerly Southampton Rape Crisis) - Yellow Door Isle of Wight (IOW) Counselling Service (19+) - To provide emotional support and counselling to adults (19+) and families affected by DSA.
- Yellow Door - Yellow Door Counselling Service (19+) - To provide emotional support and counselling to adults (19+) and families affected by the psychological impact of DSA.
- Yellow Door - STAR Project - an award winning project delivering education and prevention sessions on domestic and sexual assault in schools and youth settings. Particularly targets those most at risk.

1.16 Sexual crime

I have provided funding to support victims of sexual crime in a sustainable way through Independent Sexual Violence Advisors and services that empower female survivors. This year I have invested £129,990 in the following projects:

- The Hampton Trust - Independent Sexual Violence Advisor (ISVA) - This ISVA service is for IOW residents aged 18+ who are victims/survivors of a current or historic sexual assault. It takes agency and self-referrals.
- CIS'ters: surviving rape and sexual abuse - Empowerment of Female Survivors of Familial Childhood Sexual Abuse - Provide female survivors with opportunity to improve emotional wellbeing through meeting other survivors within a safe setting; move forward from past.
- Yellow Door - Southampton Independent Sexual Violence Advisors (11+) - Advocacy/support that networks with agencies to ensure appropriate advice, information and practical support is provided following rape/sexual assault.

1.17 Contracts

In addition to the grants, I have also invested just under £2.35m in a number of contracts and funding agreements for 2018/19. These are as follows:

- Victim Care Service for Hampshire, Isle of Wight, Portsmouth and Southampton
- Restorative Justice Services across Hampshire, Isle of Wight, Portsmouth and Southampton
- Support to victims of Domestic Abuse across Hampshire, Isle of Wight, Portsmouth and Southampton
- Support to victims of Sexual Crime across Hampshire, the Isle of Wight and Portsmouth.
- Frankie Workers who provide therapeutic counselling to young victims of child sexual abuse, child sexual exploitation or Female Genital Mutilation (FGM)
- Crisis Support Worker at the Sexual Abuse Referral Centre
- Working with perpetrators of domestic abuse in Hampshire, Isle of Wight and Southampton.
- Arrest Referral/Pre-Sentence Assessment Service in Hampshire

1.17.1 The Victim Care Service

In April I awarded a contract to Victim Support to provide the Victim Care Service to work with victims and those affected by crime to help them cope and recover from the crime they

have experienced. **I will be investing £850,000 in the service every year for up to five years to help further enhance the support provided to victims.**

This investment will provide support to anyone impacted by crime, whether it was reported to the police or not and whether it is recent or non-recent. Increased investment provides a focus on delivering support via specialist case workers working with children aged four and over, young people, repeat victims, the vulnerable and intimidated, those persistently targeted and victims of the more serious crime such as domestic abuse and sexual violence.

Having a dedicated service provided by trained specialists where anyone affected by crime can go for help and support is vitally important. It addresses the needs of victims and those affected by crime beyond the immediate policing of crime and reduces the burden on police officers, contributing to freeing up more of officers' time for front line policing.

The service provides support based on-need, including:

- Practical support such as alarms, signposting or referrals to other organisations, advice on a range of self-help techniques such as keeping safe, wellbeing and resilience, and information about the Criminal Injuries Compensation Authority
- Emotional support where people can talk about experiences with a trained supporter and work in partnership to develop ways to increase confidence or self-esteem and build resilience, helping to cope and recover from the impact of the crime
- Intensive support for victims who may be vulnerable, intimidated, persistently targeted or victims of more serious crimes, such as sexual violence and domestic abuse, children and young people aged four and over

In 2014-15, the 12 months before the commissioned Victim Care Service only 28,231 victims were offered support but the newly commissioned Victim Care Service significantly increased this. **More than 200,000 victims of crime were offered support by the new Victim Care Service during the first 3 year 2015-18 contract and 51,213 victims have been offered support in the first five months of this new five year Victim Care Service contract including children and young people, victims of domestic abuse and sexual offences. An average of 10,000 victims a month are now being offered support.**

2015-18:

- 203,408 victims of crime offered support
- 64,927 entitled to receive enhanced support
- 34,355 needs assessments completed
- 9,631 victims supported to cope and recover

Since commissioning the Victim Care Service:

- 176,568 victims of crime offered support
- 58,042 entitled to receive enhanced support
- 30,477 needs assessments completed

**Victim Care Service Performance
Y1 to Y3 (April 2015 to March 2018)**

| | 2014-15 Pre- Contract | Year 1 2015-16 | Year 2 2016-17 | Year 3 2017-18 | Year 1-3 Total Y1 to Y3 |
|--|-----------------------------|-------------------|-------------------|-------------------|-------------------------------|
| Priority victims offered support | 12,290 | 20,399 | 22,656 | 21,872 | 64,927 |
| Standard victims offered support | 15,941 | 29,626 | 52,454 | 56,401 | 138,481 |
| Total number of victims offered support | 28,231 | 50,025 | 75,110 | 78,273 | 203,408 |
| Priority needs assessments completed | 3,988 | 5,551 | 5,397 | 10,046 | 20,994 |
| Standard needs assessments completed | 3,696 | 3,980 | 6,896 | 2,485 | 13,361 |
| Total number of needs assessments completed | 7,684 | 9,531 | 12,293 | 12,531 | 34,355 |
| Priority victim supported | 2,692 | 1,856 | 2,036 | 2,330 | 6,222 |
| Standard victim supported | 2,430 | 1,175 | 1,262 | 972 | 3,409 |
| Total number of victims supported | 5,122 | 3,031 | 3,298 | 3,302 | 9,631 |

1.17.2 Restorative Justice

Restorative Justice (RJ) offers victims an opportunity to be heard, to ask questions of the offender, and to have their say in what they want to happen next. For some people who have been affected by crime it can help them to explore why the crime happened. It can also help people to move forward and to feel less fearful of crime in the future.

Evidence shows that most people who take part in a RJ process come away feeling satisfied because it has allowed them to have their say. RJ has a proven, significant impact in supporting victims and allowing them to move forward with their lives. 85% of victims who have participated in RJ would recommend it to others.

For offenders, RJ provides an opportunity to face the consequences of their actions, recognising the impact that their offending behaviour has had upon others and, where possible, make amends.

In this way, RJ has the potential to help rehabilitate offenders and support them in addressing their offending behaviour. It has the potential to motivate them to change and become responsible, law-abiding, productive members of society.

Throughout the last 12 months, I have procured a new 3-5 year RJ Service Contract. The specification for the new contract is built on my strategy which aims to ensure that high quality RJ is accessible to every victim of crime and anti-social behaviour, irrespective of their individual circumstances. The nature of the offence or the time that has elapsed since the offence was committed will not affect a victim's ability to access the service. The service will also accept offender initiated referrals and in accordance with my priorities, as set out in

my Police and Crime Plan, the service will also accept referrals from Hampshire Constabulary for low level disorder between individuals or groups of individuals, where they feel that a restorative approach may prevent the escalation of a situation, a crime being committed and most importantly a victim being created.

From 1 April 2017 to 31 March 2018, the service received 397 enquiries, which is a 45% increase on the previous year. The enquiries resulted in 161 victims being contacted and offered the opportunity to engage in the Restorative process. I am pleased that awareness of the service has increased and that more victims are being offered the opportunity to make an informed decision about whether RJ would be of value to them.

The final referrals resulted in 27 Restorative Interventions between victims and those who caused them harm. This is a 92.8% increase on the previous year. 31 victims took part in a facilitated process and the practitioners involved in these cases spent 350 hours supporting the participants in person. This does not include the time spent travelling, making contact by telephone/email/letter or time researching the case and undertaking suitability assessments with partner agencies.

This year I have invested £290,000 in the restorative justice service and re-commissioned Restorative Solutions CIC to deliver the contract from the 1 April 2018. In the last 12 months they have delivered over **80 awareness raising sessions**, training events and partnership meetings with over **1000 professionals, volunteers and community members**. In addition, my Restorative Justice County Coordinator has facilitated over **30 partnership engagement events**, including multi-agency communication and engagement forums, a seminar involving personal testimonies from two victims of sexual crime and three task and finish groups to engage with partners over the safe facilitation of RJ for victims of domestic abuse and sexual crime.

In March 2018, my Restorative Justice County Coordinator presented at the Restorative Justice Council (RJC) event in Brighton, 'Commissioning safe and effective Restorative Justice Services'. The follow up report published by the RJC recognised our work locally as an example of good practice, particularly around the scope and length of the contract.

Two of the cases facilitated this year were for cases of historic sexual abuse. The sensitive and complex nature of these referrals requires skilled and experienced practitioners to ensure victim's needs are met and that they are not re-victimised as a result of their contact with the person who caused them harm. One of these cases took over a year of preparation and these two cases alone resulted in **60** face to face practitioner hours supporting participants. Following the restorative meeting, the victim told us:

"The offender has shrunk in my eyes, I feel I have reclaimed the power back. I no longer feel like a victim since the meeting because it no longer has a hold on me". "Thank you so much for going on this process with me, I couldn't have chosen more compassionate, humanistic and professional people".

The number of people contacting or being referred to the service has been rising incrementally, with more victims being supported, irrespective of whether they choose to participate in an RJ process. In order to raise awareness of the service available, I also commissioned the production of some films to provide victims and our partners with more information, which can be viewed www.hampshire-pcc.gov.uk/restorative-justice.

Restorative Justice Week

In November I formally announced the new service provider and reinvestment in Restorative Justice. To raise awareness of Restorative Justice (RJ) and the service I commissioned, we ran and attended a number of events during RJ Week in November. This included Her Majesty's Prison and Young Offenders Institute Winchester day with residents and staff; Northern Police Investigation Centre drop-in session for Constabulary teams and partners; Portsmouth Civic Centre event for partners and the public and IoW supermarket event for the public.

1.17.3 Support to victims of Domestic Abuse

Integrated Domestic Abuse Service Hampshire (IDASH). £294,500 invested to support people living in: Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester.

- Improve outcomes for adult victims, their children and their families affected by domestic abuse
- Improve the access to services and referral pathways for those requiring advice, guidance and support relating to domestic abuse
- Improve outcomes for adult victims, their children and their families affected by domestic abuse

Domestic Abuse Service. £65,000 invested to support people in Southampton. This funding contributes to Southampton City Council's commissioned integrated domestic and sexual abuse service.

1.17.4 Support to perpetrators of Domestic Abuse

Domestic Abuse Prevention Partnership (DAPP). £70,000 invested to support perpetrators of domestic abuse. This service is offered in Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Southampton, Test Valley and Winchester.

The service helps perpetrators to recognise and adopt healthy, non-abusive relationships. It also includes a wider focus on identification and risk assessment.

Between 2017 and 2018 the service received 365 referrals relating to domestic abuse perpetrators. 126 perpetrators were assessed as being high risk. 272 perpetrators were referred into the RADAR programme which offers weekly group support to challenge domestic abuse and help clients adopt healthy and non-abusive behaviours. 21 perpetrators received intensive 1:1 support due to having chaotic lifestyles and not being considered suitable for group work. Housing, mental health and financial problems were identified as being the most prevalent complex needs.

1.17.5 Support to victims of Sexual Crime

Independent Sexual Violence Adviser (ISVA) Service. £92,108 invested to support people living in Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester. This fund provides a trained specialist, who can offer practical and emotional support to victims and survivors of sexual crime.

Frankie Workers. £87,099 invested to support people living in Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester and the Isle of Wight.

The Frankie Worker scheme was officially launched on 6 July 2017. The service offers therapeutic counselling to children and young people aged up to 18 years who have been traumatised as a result of child sexual abuse, child sexual exploitation or are a victim of FGM. Frankie Workers provide support for children and young people to prevent trauma turning into poor mental health.

Through my commissioning budget I jointly fund the Frankie Worker service with NHS England and the Clinical Commissioning Groups, in partnership with Hampshire County Council's Willow Team, the Isle of Wight Local Authority, YPI Counselling and Barnardos. The service operates across the Hampshire County Council area and on the Isle of Wight.

From July to December 2017 Frankie Workers supported 108 cases in Hampshire and Isle of Wight. The referrals are predicted to continue in the future and over the next three years it is expected that 600 people will be supported and helped by this service.

SARC Crisis Support Worker. £30,000 to support people living across Hampshire Constabulary policing area. The funding for a Crisis Support Worker will help to ensure the victims of a serious sexual offence is supported within the Sexual Assault Referral Centre (SARC).

1.17.6 Integrated Offender Management (IOM)

This year I invested a £270,000 contribution to the Society of St James who provide the Integrated Offender Management Service and three IOM Houses across Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester. IOM funding helps ensure that offenders whose crimes cause most damage and harm locally are managed in a co-ordinated way, with an aim of reducing offending behaviour and addressing drug and alcohol dependency. 167 offenders were supported through the IOM scheme between 2017 and 2018. During this time IOM clients showed a 40% reduction in custody entrants, a 30% reduction in offences arrested, and a reduction of 25% in positive disposals. At the end of quarter 4 (Jan to March 2018) there were 90 open IOM cases, and 73% had self-disclosed mental health issues, with 43% experiencing domestic abuse either as a perpetrator or a victim.

Between 2017 and 2018 the IOM houses supported 62 offenders leaving prison and those living in the community with a substance misuse issue by offering accommodation and a programme of meaningful activities. Of those offenders, 16 took part in training, 23 were involved with voluntary work, and eight found paid employment.

Data showed residents of the IOM Houses have a 50% reduction in re-offending, increasing to 75% when they stay in the IOM houses for three months or more.

1.17.7 Arrest referral and Pre-Sentence Assessment Service

This year I invested a £42,000 contribution to the Society of St James to provide the Arrest Referral and Pre-Sentence Assessment Service for people living in Basingstoke and Deane, East Hampshire, Eastleigh, Fareham, Gosport, Havant, Hart, New Forest, Rushmoor, Test Valley, Winchester.

The arrest referral service supports those who have been arrested and taken into police custody with substance misuse issues. Between 2017 and 2018 the service met and advised 251 prisoners. Support ranged from offering brief drug and alcohol interventions, to signposting offenders into other relevant services such as wider community based drug and alcohol treatment services. The service also carried out 162 pre-sentence assessments on behalf of the courts and the National Probation Service to determine suitability of an offender to be offered a Drug Rehabilitation Requirement Order (DRR) as an alternative to prison.

1.18 The Criminal Justice System

Under the Police Reform and Social Responsibility Act 2011 PCCs have dual local duties, to ensure an efficient and effective police service and to also work with criminal justice agencies to ensure an efficient and effective criminal justice system.

Through the services I have commissioned, that are not the remit of the constabulary, show how I have improved the efficiency of the local system. For example a criminal trial needs victims and witnesses to attend and give evidence, otherwise the likelihood is the trial will collapse without a determination of guilt or innocence. All the efforts of the police to investigate the case, apprehend the suspect and collect evidence is wasted. Similarly the time and resources required to prepare a case by the Crown Prosecution Service comes to nothing and or course the valuable court time set aside to hear the case is lost. The support services I commission for victims ensures victims feel supported and able to give evidence in court to the best of their abilities, which in turn enables the different parts of the criminal justice system to function as designed.

One of the main avenues for me to influence the operation of the criminal justice system across Hampshire and the Isle of Wight is through my attendance at the Local Criminal Justice Board. This is partnership drawn from all the senior leaders from the agencies which make up the different parts of our justice system. At the LCJB I am able to discuss issues with the head of the Crown Prosecution Service, lead official from the court service, representative of the local judiciary, Probation service lead, Prison Governor and the Chief Constable.

My priorities within my plan are reflected in the priorities of the Board with particular emphasis on reducing reoffending, which reduces the number of new victims and so supports my pledge to keep local people safer.

At the Board and its subgroups I and those from within my office challenge and scrutinise the service being provided by the criminal justice agencies. For example do they comply with their obligations under the Victim Code? Are the agencies performing to the best practice standards for managing cases of domestic abuse? In essence holding the criminal justice agencies that work for us to account for the delivery of their local service.

I have a broader remit and view of the criminal justice landscape. The other agencies, quite rightly, are focused on their part of the process, and because of my broader view I am able to see where gaps in service provision are and engage with partners to fill those gaps. For example some 45% of acquisitive crime (burglary, robbery, vehicle crime) are committed by individuals addicted to drugs and around 40% of violent crime is alcohol related. It therefore seems sensible for us as a criminal justice board to draw into our work on reducing reoffending a health dimension. Working in partnership with local health providers to address the underlying reasons for the type of repeat offending we all wish to see reduced. This is an ongoing and current plan within the board and I and those within my office are committed to supporting this so we seek to make changes for those caught in a reoffending cycle.

2. PROTECTING DIVERSE AND SELDOM HEARD COMMUNITIES

2.1 In May 2017 I held my first diverse communities workshop to understand issues faced by those communities that are seldom heard. This workshop helps to build on existing relationships and provides an opportunity to also build new ones. This gave these communities to have a collective voice on policing and community issues that are important to them.

2.2 Hate Crime has increased, yet hate crimes are chronically underreported. Increasing awareness of hate crime can help contribute towards higher levels of confidence amongst victims and result in increased reporting. **Because of this I invested £50,000 in enabling Hampshire Citizens Advice offices to become Third Party Reporting Centres (TPRCs) for Hate Crime.**

2.3 Launched during the National Hate Crime Awareness Week I introduced the new initiative to develop TPRCs at all Citizens Advice offices across Hampshire, the Isle of Wight, Portsmouth and Southampton. **As a direct result of my investment the number of TPRCs across the Hampshire Constabulary Policing area has grown from 3 in March 2017 to 57 by the end of July 2018**

2.4 The investment is part of my new Hate Crime Strategy, which aims to support victims of hate crime to feel more confident and safer, raise awareness of hate crime within our society, and challenge attitudes and prejudices.

2.5 Heartstone Odyssey Schools Project

Aimed at 9 -12 years olds as they transition from junior to secondary school - the core message of the project story is “live and let live” and allows children to explore how they would deal with racism / incidents of intolerance and confronting other uncomfortable ideas in a safe and sensitive way. This is an important project that I have funded that helps to:

- Increase awareness and reporting of Hate Crime amongst young people
- Support victims
- Challenge prejudices, intolerance and long-held negative views
- Build stronger, cohesive and integrated communities

2.6 New Play Brings Focus to Hate Crime

It was a pleasure to join the cast of a new radio drama at the Unity 101 Community Studies in May to celebrate the launch of their new play on Hate Crime that I funded through the Hampshire and Isle of Wight Community Foundation. We were also joined by Superintendent Alison Heydari from Hampshire Constabulary, with guests from Football Beyond Borders, NST, and the YMCA Newtown Youth Centre.

It was a privilege to be one of the first to listen to the play, which will help to raise awareness of this important and sensitive issue and to meet the team behind it. I hope that people listening to the play will feel confident to report hate crime as the perpetrators of this serious crime must not get away with it.

2.7 Stalking clinic recognised as best practice

A report released in July from Her Majesty's Inspectorate of Constabulary (HMICFRS) and Her Majesty's Crown Prosecution Service Inspectorate (HMCPPI) about the police and CPS response to stalking and harassment, highlighted Hampshire Constabulary's Stalking Clinic, which I fund, as best practice. Whilst this recognition is greatly valued, the recognition also importantly helped to raise the profile of the service and the impact on victims.

2.8 Understanding FGM and Harmful Practices landscape across Hampshire policing area

My office has been working with partners to understand what they have in place to respond to female genital mutilation (FGM) and other harmful cultural practices in order to create a county-wide strategy for FGM. We are also chairing the Portsmouth Operational Group with support of all partners, including community representatives

In February we played an important role in a multi-agency campaign to raise awareness and 'Call time' on FGM. As part of International Day of Zero Tolerance for FGM, my officers facilitated an event and I funded support for victims of FGM within the charity Southern Domestic Abuse Service.

In a bid to raise awareness of FGM, community groups and representatives from the NHS and support charities in Portsmouth distributed a number of foam board clocks within shops and encouraged residents and shoppers to find the clocks, take a picture of them and post it on social media with the hashtag #CallTimeOnFGM.

Through this initiative, my team successfully engaged with affected community groups in Portsmouth, developing a joint approach to tackling FGM. The community groups and statutory organisations are now planning further activities together.

2.9 Modern Slavery Partnership

On 20 June I collaborated with PCCs from Sussex, Surrey and Thames Valley for a ground-breaking conference to fight modern slavery. The event examined how we can work together to tackle the issue of human trafficking.

To mark National Anti-Slavery Day, the Modern Slavery Partnership, which I set up and continue to lead, ran a specialist training event. Over 60 people from local businesses and organisations came together to hear speakers from Hampshire Constabulary, The Medaille Trust, Barnardo's, Crying Sons and professionals from my office.

The event focussed on raising awareness and an understanding of what is happening in Hampshire and the Isle of Wight and included training on the Independent Child Trafficking Advocacy (ICTA) Service and awareness raising on County Lines, peer on peer and urban people trafficking. Hampshire is one of three national pilot areas to fund ICTAs, supporting young victims up to the age of 18. I also fund the Hampshire Trafficking Service which manages the transition into adulthood for young people up to the age of 24.

3. ENGAGING WITH THE COMMUNITIES I REPRESENT

3.1 Hampshire Pride

I enjoyed attending Hampshire Pride; taking part in the parade along with Hampshire County Council Leader Roy Perry and addressing the hundreds of people who took part in the celebration of the LGBTQI community on the steps of Elizabeth II Court. The day featured speeches and market stalls before the march set off with revellers waving Pride rainbow flags, singing and chanting. My team engaged with hundreds of people on the stand.

3.2 Big band buffet

I was invited to attend the Big Band Buffett 2018 hosted by Test Valley Borough Council Community Safety Partnership and addressed 150 people who attended. The event was a Multi-agency crime prevention and safety information event for older, socially isolated and vulnerable residents at higher risk of crime/anti-social behaviour.

The event was also supported by local scouts and cadets to incorporate an intergenerational understanding aspect to help older people understand youth issues, and for young people to better appreciate the impact of behaviours upon more vulnerable members of the community.

3.3 Beaulieu 999 Day

The High Sheriff of Hampshire Mary Montagu-Scott hosted a special Spring Bank Holiday 999 show celebrating the work of the emergency services in May. I was pleased to join with the police, fire and rescue, ambulance, judiciary, coastguard, National Health Service (NHS) and the prison and probation services in the grounds of the National Motor Museum. Almost 6,000 visitors attended and we asked those who visited our stand what helped them to feel safe in their neighbourhood. Those who said they felt unsafe said it was because of theft including burglary and vehicle crime happening in their area.

3.4 Families Day

I always enjoy spending time with the policing family and it was a pleasure to see so many members of staff at the Hampshire Constabulary Families day. This provides me with an important opportunity to say thank you to officers and staff both past and present. Staff were also consulted on what they felt should be my priorities as their Police and Crime Commissioner, the majority saying that reducing re-offending was the most important.

3.5 Isle of Wight County Show

At the show this year, for the first time, we hosted a question and answer session with myself and the Deputy Chief Constable, as well as having a stand. Members of the rural community listened to us discuss key themes, issues and concerns of local residents in a question and answer session. Whilst on the stand staff heard from local people on a number of different local issues.

3.6 Mardi Gras, Isle of Wight

It was a pleasure to attend the Ryde Mardi Gras in July, providing opportunities to speak with diverse communities on the Isle of Wight and to form and strengthen exciting community relationships.

3.7 Criminal Justice Open Day

On 14 October 2017, Winchester Law Court opened its doors to the public to go behind the scenes and find out what happens in court on a daily basis and I was pleased to be part of the day. The court opened up the world of criminal justice for all ages, visitors toured the court building and cells, viewed two mock trials and a mock magistrate's court trial. Every visitor to the court were given information on the role of the Police and Crime Commissioner and on initiatives that improve the outcomes for victims and witnesses in the criminal justice system. Media coverage ahead of the open day reached over 100,000 people.

3.8 Safer Together

On 27 June in the Westquay shopping centre in Southampton, I held my first 'Safer Together' event, my biggest public and partner engagement event to demonstrate the achievements of working in partnership. The event was open to the public and was free to attend. Through social media 45,000 impressions were achieved, helping to raise awareness of the role a Commissioner has in commissioning projects that support the vulnerable and help to reduce offending.

Partner organisations involved included:

- Crime Diversions Scheme Keep Out
- The Prince's Trust
- NFS Mediation
- Southampton YOS
- Portsmouth Mediation
- Aurora New Dawn
- Hampshire Youth Offending Team

- Gosport Community Safety
- Active Community Network
- The Source Young People's Charity
- Hampshire Youth Options
- Yellow Door
- Hants Search and Rescue Dogs
- CIS'ters
- PARCS
- Unity 101 FM

3.9 Safer Awards

I was delighted to host my first Safer Awards in early December 2017, on International Volunteers Day. The event celebrated the vital role volunteers play in supporting policing and the local community. It was a pleasure to host representatives from over 10 different volunteer groups on the evening to thank them for their contribution and to personally present my Safer Awards to a number of volunteers:

- Police Support Team of the year: Tina Baun, Karen Minett, Andrew Dance, Dan Thornton, Sara Walker
- Police Support Volunteer of the year: Teresa Binks (Cadet Leader)
- Special Police Officer of the year: Specials Inspector Sam Berry
- Special Police Team of the year: Simon Tavender, Nikki Cobby, Matt Clarke, Adam Hillier, Abby Bagshot and Simon Bagshot
- Neighbourhood Watch volunteer of the year: Brain Rose
- Victim Support Volunteer of the year: Laura Rapetti
- Community Court Volunteer of the year: Jonathan Hambrey
- Independent Custody Visiting volunteers of the year are John Carr and Vanessa Upton.
- Youth Commission Volunteers of the Year: Gaby Day and Casey Taylor

3.10 Working with the business community

As part of my work to promote a safer business community, my office ran the 2017 Business Crime Survey 2017. The survey, run in partnership with Safer Hampshire Business Partnership, provided the business community of Hampshire and the Isle of Wight with the opportunity to share its views on crime and disorder. A highlight of the findings is as follows:

- The majority of respondents who completed the survey were business owners (62.4%) whilst the overall majority of respondents represented micro-sized businesses of up to 9 employees (55.3%).
- The single largest issue to impact the majority of businesses in the last 12 months was anti-social behaviour (34.5%) which led to wasted staff time (50.6%) The majority of businesses stated they had not been a repeat victim of either crime /anti-social behaviour (63.7%) in the last 12 months.

- The majority of businesses which had either been a victim of crime or experienced some form of anti-social behaviour in the last 12 months did *not* report every incident to the police (60.2%). A waste of time, lack of evidence and the police either failing to turn up or failing to investigate were the most common reasons provided by respondents who chose not to report every incident to the police.
- A larger percentage of employees (34.5%) compared to business owners (21.4%) felt that compared with the previous 12 months that there was a lot more crime in their business neighbourhood.
- In the last 12 months the majority of businesses *had* experienced being victims of “phishing” (cyber) attacks (36.7%). The majority of business expected that in the coming 12 months their businesses are *most likely* to be affected by “phishing” (cyber) attacks (37.5%).
- The majority of business felt that business crime was “*not very important*” to Hampshire Constabulary (29.2%). A lack of police presence, response or feedback from the police were some the reasons provided. The majority of respondents felt that Hampshire Constabulary did a “fair” job to tackle retail crime (41.7%).
- Increased staff training (51.0%), added or upgraded CCTV (44.8%) and improved physical security measures (38.6%) were *the top three* measures taken by businesses in the last 12 months to help reduce the likelihood of them becoming victims of crime. Cost was singled out as an issue which prevented a minority of businesses from undertaking any measures to protect themselves.
- Cyber-crime (64.0%), burglary (45.0%) and criminal damage (52.2%) were identified as the *top three risks* facing the majority of respondents however the cyber-crime (38 / 66.6%) and fraud (54.1%) were identified by the majority as being the *two most* significant risks likely to affect their businesses in the coming two years.
- The police were the preferred source of crime prevention advice for the majority of respondents (24.5%). Over a fifth (20.9%) of all respondents had never sought any form of crime prevention advice.

These findings informed my areas of scrutiny of the force and have been incorporated into Hampshire Constabulary Business Crime Strategy. Later in the year I will be hosting a Business Crime Summit to share these findings and explore if progress has been made against the business community’s priorities.

3.11 Engaging with older people

As part of my ongoing engagement with older people I attended events held by Hampshire MPs on Hayling Island and at Fareham College and also an event organised by Gosport Older Persons Forum. There events were attended by around 2,000 people and I was able to share information on staying safe to this audiences, through the distribution of the Little Book of Big Scams.

With an ageing population nationally and a higher than average population of those aged over 65 within Hampshire and Isle of Wight, it is important to me that I hear the voices from

this area of the local community. My office is developing a strategy to engage with older residents, which will understand and address the areas of concern for older people in the areas of policing and champion the needs of older members of society.

3.12 Engaging young people through my Youth Commission

My Youth Commission had its biggest year of intake of new volunteers this year since it began, showing how it is growing in influence and reach, and importantly giving young people a voice on policing and community issues that are important to them.

Each year, the Youth Commission members work on campaigns that address issues identified with young people through their consultation in The Big Conversation. These are based on the priorities that have been identified for the Recommendations Report from the previous year.

During the last 18 months, members of the Youth Commission have been tackling four main issues:



Members have focussed on raising awareness of these issues and engaging and consulting young people on them through a range of activities including events, workshops and training, social media campaigns and a partner campaign that reached across the whole of the Hampshire Constabulary policing area.

During this year, members built on the success of their previous #GOFISH (Go Find Internet Safety Help) campaign and introduced the Cyber Ambassadors scheme, a pilot peer led training programme for primary and secondary school children focussed on key online safety information.

Schools were invited to express an interest in taking part in the pilot via the Constabulary's safe4me newsletter and 12 secondary and 12 primary schools in total expressed an interest in piloting the scheme.

Cyber sea monsters was the theme for primary schools and the cyber ambassadors were trained during October to deliver advice to their peers on topics such as safer searching/watch what you click, talking and sharing online, safer selfies and cyber bullying. The schools that took part were:

- Pilgrims' Cross Church of England Primary School (Aided) Andover
- Bosmere School, Havant
- Vigo Primary School, Andover
- Halterworth Community School, Romsey
- Medstead Primary, Alton
- Portsmouth High School, Portsmouth
- Cowes Primary School, Isle of Wight
- Newchurch Primary School, Isle of Wight

- Nettlestone Primary School, Isle of Wight

The Cyber Ambassadors at senior schools built on the previous GoFISH campaign and focussed on sexting, digital footprint, cyberbullying, harassment, cyberstalking, trolling, malicious communications, grooming, privacy and reporting and safeguarding. The schools took part were:

- Wildern School, Eastleigh
- Sherfield School, Hook
- Portsmouth High School, Portsmouth
- Mill Chase School, East Hants
- Westgate, Winchester
- Purbrook Park, Havant
- John Hanson School, Andover

During Hate Crime Awareness week in October 2017 the youth commission held a number of workshops in secondary schools raising awareness of what a hate crime and a hate incident was, and I was delighted that members joined me at a visit to a primary school who are participating in the Heart Stone Odyssey project that I am funding in a number of local schools.

Through my Youth Commission's research they have found mental health to be the top priority for young people for the past two years. To address this members worked with Hampshire CAMHS to produce a helpful poster for secondary school students and an A-Z of coping strategies for primary school children, which have both been distributed to all schools in Hampshire and were extremely well received.

On 30 January 2018 both Youth Commission members and I addressed over 100 professionals who had gathered at the Police Training HQ in Netley to talk about cyber safety. It was an extremely valuable and insightful day and was shortly followed by a thank you event I held for the schools that had taken part and importantly the pupil ambassadors who had helped to train others in online safety, which took place on Internet Safety Day in February. The scheme was such a success, the Youth Commission will be looking to roll it out more widely from October 2018.

In March 2018 it was a pleasure to join my Youth Commission members, the Deputy Lieutenant of Hampshire, Chief Constable Olivia Pinkney from Hampshire Constabulary and a wide range of organisations and people from across Hampshire and the Isle of Wight to mark the contribution they had made during the year and to encourage our partners to pledge their support in helping the Youth Commission achieve their recommendations. 80 people attended to hear what the members had achieved through campaigning on a range of issues. This included Y Services, Public Health, No Limits, The Blagrove Trust, Hate Crime Reporting Centres, Isle of Wight Youth Trust and many more.

For the first time, the Youth Commission gave young people a national voice on relationships and sex education by submitting findings of its own consultation with over 3,300 young people to Government in a bid to ensure pupils are getting the information they need to thrive in the increasingly complex and digital world. The submission is in response to a call by Government for the views of parents, education professionals, and young

people on how to improve Relationships and Sex Education and Personal Social, Health and Economic (PHSE) education.

3.13 Engaging directly with young people

I enjoyed meeting with Itchen College students during the college's Parliament Week. I gave a talk about the role of Police and Crime Commissioners and the election process, highlighting how PCCs make policing accountable to the public and people a greater voice.

3.14 Cyber crime

I hosted a Cyber Protect and Young People conference with Hampshire Constabulary, which focused on how we keep our young people safer while enabling them to make the most of technology and the digital world. I was joined by Chief Constable who shared her perspective as national lead for Children and Young People, reflecting the leading role Hampshire plays in mitigating this vulnerability.

The event was very well attended, with 100 teachers, social workers, youth workers and other professionals with a role in safeguarding young people present to find out more about the potential risks online and the resources available to help them support young people, and their families, to navigate the digital world safely.

Key speakers included:

- Emma Motherwell from the NSPCC on its campaign to get social media companies to take greater responsibility for protecting young users
- Tanya Goodin shared insights into the impact of technology on mental health. Hampshire Constabulary presented their work in this key digital area, including the impact of sexting.
- Scott McGready, an 'ethical hacker' who showed how technology can be used to fake 'live chat' and coerce young people into creating sexual imagery that can then be used to exploit them.

Members of my Youth Commission presented their pilot Cyber Ambassador Scheme that seeks to embed online safety advice early on and to continue that throughout the school journey.

4. LISTENING TO AND BEING THE VOICE OF LOCAL COMMUNITIES

4.1 From 28 November to 5 December 2017 my office ran a survey with residents of the Hampshire Constabulary policing area to understand their policing and crime concerns and what they feel keeps them safer.

Highlights

- Feeling safe: In asking our cohort of respondents around feeling safe in local neighbourhoods 72% stated they felt safe or very safe
- Of those who didn't feel safe (137 respondents) the top three reasons as to why not are: anti-social behaviour and criminal damage (63%), theft (including burglary and vehicle crime) (64%), violent crimes (55%)

- When presented with a list of options in which the PCC should invest more money to improve/maintain the safety of local communities, the top 3 areas our respondents selected: mental health support 51%, vulnerable people 46%, supporting victims 45%
- The respondents were asked which of the four PCC's priorities is most important, 37% selected reducing offending, followed by enabling effective and efficient operational policing at 30%
- In comparing the May 2017 results to the December 2017 results, feeling safer or very safe in local neighbourhoods has fallen by 7%. Theft and violent crime remain as top reasons why residents do not feel safe, though drug and alcohol problems has been trumped by anti-social behaviour with the December cohort
- Holding the CC to account continues to be the top PCC responsibility selected. As with back in May, responding to police complaints has again been select by 47% of respondents
- Mental health support, supporting victims and vulnerable people have consistently been selected as the top three areas for the PCC to invest more money to improve/maintain local safety
- The results show again both our May and December respondents have both selected reducing offending as the most important PCC priority to them, followed by efficient and operational policing.

4.2 Road Safety

- When asked, when should drivers have refresher driving lessons, the most popular answer was when they reach a particular age (62%) followed by following an accident that was their fault (61%)
- 60% of those taking part state that they always notice flashing advisory signs. A surprising 81% stated that when seeing a flashing advisory sign for speed they check their driving behaviour and change it if required. 41% of drivers, in relation to flashing speed advisory signs, they are more aware of their speed for some of the journey after it, not all, followed by 26% saying they were more aware for the remained of their journey.

4.3 Consulting and informing the council tax precept

To gauge the views of members of the public on the council tax precept, I ran two independently facilitated consultation events in January 2018. At the end of the event, eight in 10 people agreed they would pay an extra £12 in council tax. 119 people took part in the face to face consultation events, 3,981 completed the survey, 334 You Tube views, over 15,000 people reached on Facebook.

The online survey asked whether individuals would support precept increases at differing levels from the 'up to £5 per annum' to 'up to £75 per annum' – 70% saying they were willing to pay more. There was a 68% increase in survey respondents compared with the previous year.

To raise awareness and explain how the policing budget is spent, a council tax leaflet was designed for distribution in every council tax bill and e-bill across the Hampshire Constabulary policing area. For the first time, in April 2018, every household across the Hampshire Constabulary policing area (800,000) was informed about the budget and the

role of the PCC, including the work with partners to support victims and reduce offending. This resulted in an almost 200% increase in visits to the council tax pages on my website, compared to the same period last year, helping to inform members of the local community how their council tax contributions were being invested.

4.4 University research

In January 2018 my office embarked on a collaboration with Winchester University to align Masters Students with areas of work that required new or developed evidence to support decision making and future projects.

This was a pilot project and enabled four university students to pitch dissertation proposals against a programme of work supplied by the performance and information team. Four areas of research were successfully negotiated and were as follows:

- How do we successfully support female prison leavers to reintegrate them with their children and families?
- The Voice of Children and Young victims: Methods of Gaining feedback of services
- By investigating the change in volume of trial receipts at a single Crown Court is it possible to draw robust conclusions as to why a change has occurred since 2015?
- Analysing risk and benefit where restorative practices are used in cases of Domestic Abuse

Dissertations included literature reviews on current relevant research, interviews with relevant professionals and primary survey work and analysis. Students have presented to their research to me, Hampshire Constabulary and senior managers within my office.

The successful completion of the pilot project and the immediate value added to existing projects, has led to a decision to develop this approach over the financial year 2018/19.

4.5 Working nationally and regionally, to keep us SAFER locally

There is an increasing need to engage with those delivering at regional, national and international levels to ensure the local impact is included in their thinking, and plans are driven by today's realities for threats and risk of harm.

I am always keen to ensure that the Secretary of State and Ministers are in touch with the priorities and challenges for the people I represent, and hear what will enable the best operationally effective policing and interventions, beyond policing, which reduce demand and support those with vulnerabilities and victims of crime.

I have been regularly present at meetings and events where the Secretary of State and Ministers brief PCCs collectively and in small focus groups. In addition to this, I take every opportunity to have one on one conversations. These are good professional conversations where I am able to hear of government priorities and Home Office initiatives to inform me as I press for the appropriate funding for my area to keep our communities safer.

It is important that PCCs are a strong voice for their local policing area but also that they work collectively to address strategic policing issues. It is by coming together that PCCs are best able to influence change. Being part of the national body, The Association of Police

and Crime Commissioners (APCC), helps PCCs make the most of their ability to influence at a national level. It is key that I am at the table for these APCC meetings to actively be a part of important conversations that identify and share best practice and opportunities to work together to enable more effective and efficient policing.

It is vital that everyone involved in policing understands the increasing demand on the service, changing patterns of crime and public expectations; and perhaps more importantly that we seek to make changes now that transform policing to better tackle new threats and improve the service for the public. I have the privilege to have a national voice on the Police Reform and Transformation Board, which I sit on, and I plan to continue to use my voice to fight for appropriate transformation and change to ensure policing is operationally effective, modern and fit for the future.

It is also important that your Members of Parliament can speak out for Hampshire Constabulary and the communities it serves. I work hard to keep them briefed on the Constabulary's successes and challenges and the work that I am doing beyond policing to support victims and reduce offending.

I also work with your MPs and councillors to respond to the issues and concerns that the community. Indeed as a democratically elected representative a good deal of my time is spent in dealing with local casework – seeking answers and solutions to the queries raised. This often involves bringing together partners, as often it is areas where responsibility is not clear cut, like fly-tipping or road safety that can cause the most angst.

With funding constrained, working together to respond to concerns and events has become more important both within policing and across the public sector. This year the Constabulary has helped colleagues in Wiltshire as they dealt with the Novichok incident and worked with colleagues to plan the security for the Royal wedding. I have also been part of the creation of a fly-tipping partnership and sought to renew contracts with council colleagues to provide essential support for victims of domestic abuse.

4.6 Being a local voice on national issues

It is important that the view of local residents are represented on national issues and throughout the year I have commented publically on national issues or campaigned behind the scenes with Ministers at Westminster. Some of the comments I have made publically are shown below:

2017 Drug Strategy

“Drugs and psychoactive substances affect your behaviour, health, and are potentially lethal; they present very real danger to all, but particularly some of our most vulnerable groups such young people, the homeless and prisoners. My priority is to keep residents safe and this new strategy from the government is welcomed.”

The stretch on resources during summer months

“Recent events, whether terror attacks, significant criminal activity designed to inflict harm or the tragedy of fire, all make the headlines – as do some of the commentaries on how more must be done to protect us.

“Less often in the news in a joined up way is the busyness behind the scenes of those with the responsibility – every day – to work on these issues.

“Tomorrow all the Police and Crime Commissioners will be meeting with their Chief Constable colleagues in a Joint Meeting that will consider topics relevant to keeping us all safer through delivery of modern, operationally effective policing that is fit to defeat criminals and those who wish us harm. This understandably will debate what resourcing will deliver this and the necessary updating of skills and technologies to sustain this into the future.”

Emergency Services Drivers

“We ask police and our other emergency services to do this on our behalf, exercising these expert, trained and rehearsed skills. They have every right to expect that they, in their turn, will be supported in their efforts to protect us. This should include protecting them from prosecution where they have executed their duties professionally and without negligence, but the risk they take has been realised through no fault of their own.

“I believe this should be encapsulated in law, carefully crafted to match the responsibility we place on our protectors and defenders alongside their right to be recognised for exercising their duty on our behalf. This is no simple task, but should be addressed urgently.”

Responding to the Queen’s Speech

“The Queen’s Speech today has helpfully and appropriately identified priorities of the new Government that impact on the remit of a Police and Crime Commissioner, including Counter Terrorism, Policing Powers, Regulation of Cyber Space, Countering Extremism, Domestic Violence and Abuse and Mental Health. I support these as priorities.

“But I am clear that these areas need also to sit alongside the volume of broader policing that keeps us all safer through local policing, specialist capabilities and national programmes that enable most effective and efficient delivery, consistently across the nation and where these are best led with a national perspective.

“The Prime Minister today repeated her determination to ‘protect Police budgets’. This is very welcome.”

I work, and act as your voice, nationally, regionally and locally to keep you SAFER.

5. POLICING

5.1 Since my election as Police and Crime Commissioner, I have lobbied hard on behalf of the people I represent for fairer and sufficient funding for policing in our area and this has been a large focus for me during this last year. I recognise that there are other pressures on Government, but I do believe that addressing the national funding formula is essential for long-term sustainability.

5.2 In addition to the annual budget setting in April 2017/18 when funding is allocated to policing as informed by the Chief Constable’s outlined needs, I agreed new funding for a range of projects totalling **£2,691,823**, as follows:

- The purchase of new scientific equipment for Drug Analysis from the Hampshire Scientific Partnership Reserve - £50,000
- Request for funding to support force development activities - £1,106,000
- Funding to Hythe and Dibden Parish council for provision of two fully funded Police and Community Support Officers for Hythe and Dibden – £61,000
- ‘Domestic Abuse Matters’ training by SafeLives to frontline staff in Hampshire Constabulary - £179,823
- Contact Management Programme Budget Uplift – Nov 2017 - £1,356,000 (as part of £3m uplift shared between TVP and HC)

5.3 Despite lobbying for a change to funding, our policing area continues to be underfunded by the National Funding Formula, which provides two thirds of the overall funding available. I would like to thank local residents in the Hampshire Constabulary policing area for agreeing to support the local precept increase of £12 through local council tax for the financial year 2018/19, which provides the remaining third of funding. I consulted on this increase from December 2017 to January 2018. This council tax precept will protect policing services from additional cuts that would otherwise have been necessary to stay within budget during 2018/19. This increase has also allowed a balanced budget to be set for next year 2019/20 to mitigate a shortfall that would otherwise have applied.

5.4 I am doing everything within my power to support victims, protect the vulnerable, and empower operationally effective policing. From April 2018 to 2019 I will be investing 98.3% of my total annual budget in policing and, despite tight budgets, I have:

- **Sustained frontline policing: Protected 160 police officer posts from being cut** in 2018/19. This was possible directly from this year’s precept increase.
- **Enhanced safety against greatest risks: Increase in the number of armed response officers at an additional cost of £800,000 per annum.**
- **Recognised the risks to frontline officers: Approved a commitment from reserves (up to £800,000 with further yearly costs of £160,000) to increase the numbers of Tasers** in response to frontline officers’ requests and delivering improved effectiveness.
- **Recognised the risks to front line officers: Approved the provision of spit hoods at a cost of over £9,000** to enhance their protection from assault in the course of their duty.
- **Improved operational effectiveness through technology: Funded the ongoing roll out of mobile technology at a cost of £1,600,000** to all Response and Patrol teams, and encouraged the Chief Constable to consider further opportunities for other police teams (further funds available from reserves allocated this year).
- **Improved operational effectiveness through technology: Provided strategic funding for a new Contact Management Platform (approx. £30m in partnership with TVP, Hampshire’s contribution in the region of almost £14m including Police Innovation Fund bid)** to provide a more efficient service for the public, but also for all officers and staff, estimated to save 20% of a police officer’s time.
- **Responded to Community Priorities: Insisted on the protection of the marine unit at a cost of £557,000** until a more cost effective partnered solution can be developed.
- **Released Additional Police to the front line and Enhanced Police Support: Invested in the police estate returning £2,000,000 per annum to the budget for 2020**, whilst improving public, partner and policing support.

5.5 Firearms licensing review

In January I requested the Firearms Licensing Department undergo a process improvement review to manage and eradicate backlog of firearms licence renewal requests in order to meet public demand and ensure public and officer safety.

Improvement in processing applications at the end of 2017 were as follows:

- 42 days - average to process shotgun grants (156 days in Oct 2015)
- 36 days - average to process Firearms grants (81 days in Oct 2015)
- Firearms licenses renewed before expiry 12% improvement
- Shotgun certificates renewed before expiry 9% improvement
- After review: project status improved (now green)

5.6 Estate Change Programme

My Estate Change Programme team have continue to deliver a high quality estate, saving money, benefitting policing and all in the local community. In April 2018 my Estate Change Programme Strategy was updated. The Programme continues to support my Police and Crime Plan and the operational need of the Constabulary. I am pleased that we have continued to keep the programme cost neutral in terms of the policing budget.

5.6.1 Eastern Police Investigation Centre

In November 2017, the Chief Constable and I attended a ground breaking ceremony to mark the start of the construction of the new Eastern Police Investigation Centre in Portsmouth. This new Police Investigation will integrate an investigation hub and custody suite and will enable more effective and efficient policing in the East of Hampshire. It is the remaining cornerstone of the Eastern Police Estate Strategy. Located on the Merlin Park Development off Airport Service Road in Copnor, construction is anticipated to start late this year and the site is due to open in spring 2019. This new centre will keep policing within the boundaries of Portsmouth. Along with the retention of the Neighbourhood and Response and Patrol teams on Portsea Island, this keeps policing in the heart of the city.

Progress has continued with the Estate Change Programme across the Hampshire Constabulary policing area, with a range of projects being completed:

- Northern Police Investigation Centre (PIC) fully handed over to the force
- Cosham Prevention and Neighbourhood base opened on 26 April 2017
- The Gosport Police front counter opened to the public on 2 May 2017
- Alton Police Response and Patrol and Prevention and Neighbourhood base was opened on 2 May 2017
- Aldershot refurbishment
- Electric Car Sharing points installed at the Northern PIC and provision is being made at the Eastern PIC
- Southampton Custody roof pipework
- Memorial garden, Netley

A number of projects have also been started this year, including:

- Shakespeare Close - Eastleigh Prevention and Neighbourhoods Teams (P&N)

- Portsmouth Dockyard – Portsmouth Response and Patrol and P&N
- NMIC
- Fareham Reach 2
- Southern Road Southampton
- Lymington – Lymington P&N

5.7 Campaigning together

To keep our communities safer ahead of Black Friday and when buying online at Christmas, I joined forces with Hampshire Constabulary to share important advice to help prevent online fraud. Between October 2016 and March 2017 Hampshire Constabulary received 541 reports of fraud relating to online shopping and auctions. The national picture reveals the wider extent of the problem with Action Fraud estimating that in 2015 around £10 million was lost to fraudsters across the UK while people were shopping online for Christmas presents.

6. SCRUTINY

6.1 As Police and Crime Commissioner I have a statutory responsibility to hold the Chief Constable to account for the performance of the police force.

6.2 COMPASS

In addition to the weekly one to one private scrutiny meetings I undertake with the Chief Constable, I also run public Commissioner’s Performance, Accountability, Scrutiny and Strategy (COMPASS) meetings.

Last year I ran three sessions starting in Aldershot in April 2017, in Newport in June and Winchester in December. During the COMPASS session I challenged the Chief Constable on Hampshire Constabulary’s strategy for addressing the issues that require police attention on the Isle of Wight and the wider Hampshire Constabulary policing area. Members of the public are invited to submit questions on local policing matters that are important to them ahead of the meeting, which I can then put to the Chief Constable. All of my COMPASS meetings are filmed and publically available on my website at www.hampshire-pcc.gov.uk/commissioner/my-role.

6.4 Responding to police complaints

The Professional Standards Department of Hampshire Constabulary is responsible for responding to complaints made against all police officers and staff, with the exception of the Chief Constable. As Commissioner I have a statutory responsibility to respond to complaints against the Chief Constable. During the 2017/18 year, there were 11 complaints received against the Chief Constable, consisting of 13 allegations. After thorough review, no complaint resulted in action being taken against the Chief Constable.

6.5 HMICFRS Annual report for Hampshire Constabulary

Listening and responding to the assessments and reports undertaken by the HMICFRS is important. They give me an added measure and gauge of performance of the force. In the HMICFRS annual report, Hampshire Constabulary were rated good in many areas. The areas identified as requiring improvement give a helpful indicator for focus for the Hampshire Constabulary Chief Constable and for me, on behalf of the community, in what will keep residents even safer and protect them from the greatest threats and risk of harm.

6.6 Independent Custody Visitors

The work of Independent Custody Visitors (ICVs) offers protections to detainees and transparency of the detention processes. Custody visitors are the eyes and ears of the public providing reassurance that all is as it should be.

The work of custody visitors provides a valuable contribution to my Police and Crime Plan by providing accessibility, visibility and accountability of Hampshire Constabulary. Their contribution to the scheme helps me to fulfil my statutory duty to hold the Chief Constable to account and I am grateful for their commitment to their roles and the scheme.

I currently have 45 ICVs supporting across the Hampshire Constabulary policing area. They require a sound knowledge of custody processes and skill is required to engage effectively with both detainees and custody staff.



During the last year, detainee numbers increased by 16.3%¹, the first increase in the past three years. The number of children and young people (10-17) increased by 11.5%. The number of detainees requiring an Appropriate Adult fell by one percentage point compared to the previous financial year.

The number of visits carried out during this period was 166, compared 254 in 2016-17 and 283 in FY 2015-16. The Basingstoke Police Investigation Centre (PIC) opened in 17 which reduced the number of custody suites to visit. The number of visits during 2017-18 equates to 3.2 visits per week. The average duration of visits was 1hr 8 minutes. This is a higher

¹ Figure taken from Business Objects

average duration than the last FY, however reflective of the number of detainees interviewed. Fully operational custody suites were Aldershot, Basingstoke, Newport, Portsmouth and Southampton. Figure 2 shows the breakdown of visits by panel.

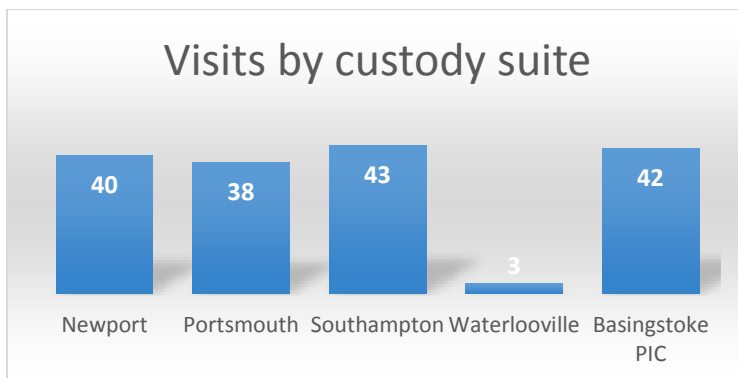


Figure 1: Number of visits by custody suite

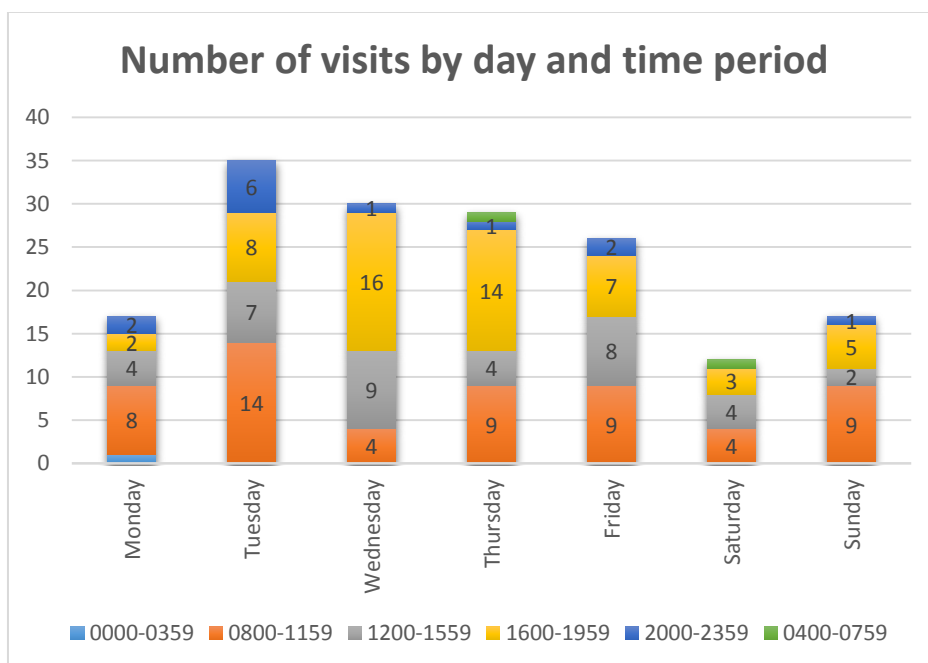


Figure 3: Number of visits by day and time period

One visit took place during the hours of midnight to 07:59. Figure 4 shows that there has been an increase in Friday and Saturday night visits which were highlighted in the report for FY 2016/17 for having only one Friday and four Saturday visits. This is of importance as it could be argued that those under the influence of alcohol or drugs may be more vulnerable and therefore observing how the Constabulary are dealing with high volumes of vulnerable detainees could be beneficial. If detainees are unable to be interviewed, visitors are able to observe other processes (with the consent of the detainee) as well as spend more time checking custody logs.

In 2017, Dame Elish Angiolini DBE QC carried out an independent review of deaths in custody, which highlighted 110 recommendations for a number of agencies, including Police and Crime Commissioners. One recommendation was that PCCs should report the number of deaths and serious incidents in the custody environment in their force area.

This is a new requirement and there is no nationally agreed definition of what is deemed a 'serious incident'. Caution should therefore be exercised by those making comparisons between PCC/force areas. In the absence of an agreed definition, I have chosen to report the number of serious incidents in the custody environment that are recorded on the Accident Management System. Incidents of this nature are injuries to a detained person by self-harm or by a police officer/staff that could have resulted or did result in death, broken bones or requiring hospital treatment.

In the 2017-18 year, there were no deaths and five serious incidents in custody reported on the Accident Management System. While this is a relatively small number compared to the number of detainees held in custody during the year, there is no complacency when it comes to the safety of all those in this high risk environment. The Independent Custody Visiting scheme is one example of how I carry out oversight and scrutiny of this operational policing activity on behalf of the public.

7. EMERGENCY SERVICES COLLABORATION

During 2017 I commissioned a review into the options presented to me by the Policing and Crime Act 2017 for governance of fire services within my area. This review for collaboration was undertaken with the support of the Hampshire and Isle of Wight Fire Authorities and a shared focus on achieving the best outcome for the people of Hampshire, the Isle of Wight, Portsmouth and Southampton.

I am proud that police and fire are often evidenced as the best in class when it comes to the improved effectiveness and efficiency through collaborative working, but the review set out to challenge our thinking and working to explore any further opportunities for greater joint working.

The review I commissioned identified four options including the potential for me as Police and Crime Commissioner to join both authorities and the benefits of a change in governance. I however believe that teams can continue to work together through existing partnership and cooperative arrangements and concluded that we could continue with the status quo for the time being.

I continue to look for developments including the successful coming together of the fire authorities, the new inspection regime with HMICFRS and confirmation of ongoing excellent performance of our fire services, and the bringing together of further significant savings through the existing collaboration which has delivered so well in the past.

8. FINANCIAL INFORMATION

Budget for 2017/18

A key part of my first year in office was to set the overall council tax (precept) increase for the 2017/18 financial year. Following a public survey and face to face consultation, I gained support for an increase in the precept by the maximum allowable of £5 (or 3.12%) for a Band D property, to give a revised Band D precept of £165.46 for 2017/18. The increase generated an extra £3.3 million for Hampshire Constabulary and increased the overall budget for 2017/18 to £306m.

Hampshire Constabulary element

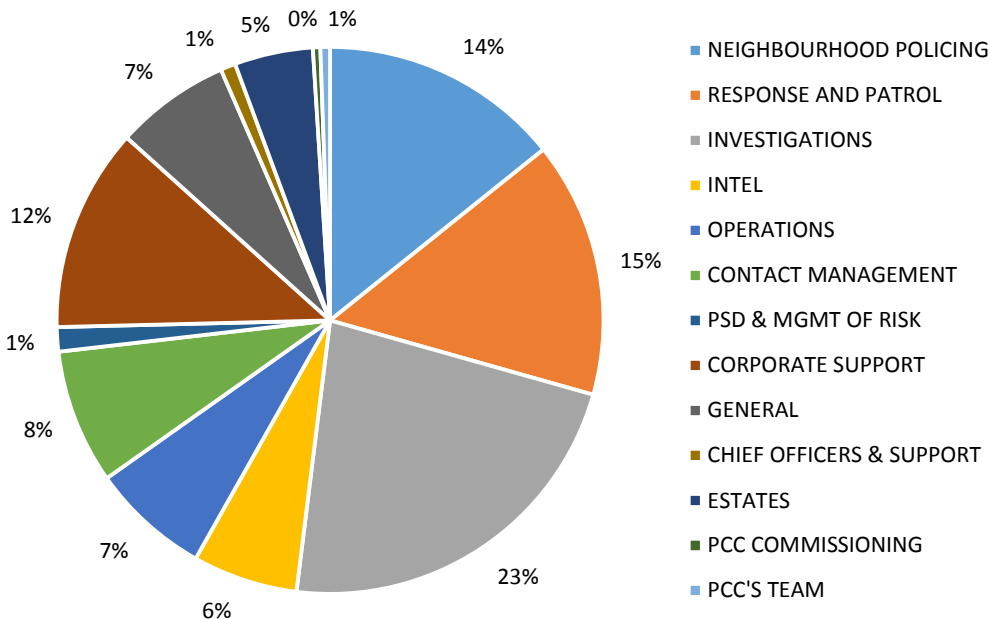
The larger part of the overall budget (£294.02m) I delegated to the Chief Constable to deliver policing across Hampshire and the Isle of Wight.

PCC element

The overall PCC budget (£11.99m) includes:

- management of the police estate (£14.3m)
- financing of the Hampshire Constabulary's capital programme (£2.5m) and
- contributions from reserves of £7.9m
- the costs of delivering the commissioning of projects that protect the vulnerable and reduce offending (£3.6m offset by £2.3m Ministry of Justice grant funding)
- the costs of the teams that support policing working on behalf of the Police and Crime Commissioner (£1.8m including administration of Ministry of Justice funding)

At the end of 2017/18, the overall budget was underspent by £2.313m. Budget allocation and what it supported in 2017/18 is shown below:



Looking forward - 2018/19

Through my campaigning for fairer funding I was able to influence the flexibility Commissioners were given by the Government in setting the local precept for the financial year 2018/19. This allowed me to consult on raising the policing precept in Hampshire and the Isle of Wight by £12 per household per year. Following two public consultation events, in excess of 80% of those in attendance were supportive of a precept increase of £12. In addition, in my online budget consultation survey, 75.3% of respondents would pay £10 or more, and nearly half (46%) would pay between £10 to £75. As a result of this support I raised the precept in Hampshire and the Isle of Wight by £12 per year (7.25%) for a Band D property, to give a revised Band D precept of £177.46 for 2018/19. The impact on each Council Tax band is shown in the table below:

| Council Tax Band | A | B | C | D | E | F | G | H |
|-------------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| 17/18 £ | 110.31 | 128.69 | 147.08 | 165.46 | 202.23 | 239.00 | 275.77 | 330.92 |
| 18/19 £ | 118.31 | 138.02 | 157.74 | 177.46 | 216.90 | 256.33 | 295.77 | 354.92 |
| Increase £ | 8.00 | 9.33 | 10.66 | 12.00 | 14.67 | 17.33 | 20.00 | 24.00 |

Without this flexibility and my decision to raise the precept, we would have been in a far worse position financially, which would have had a significant impact on front line and local policing. My decision took into account both the immediate and medium term resourcing requirements that enable residents of Hampshire, the Isle of Wight, Southampton and Portsmouth to be safer now and in the future.

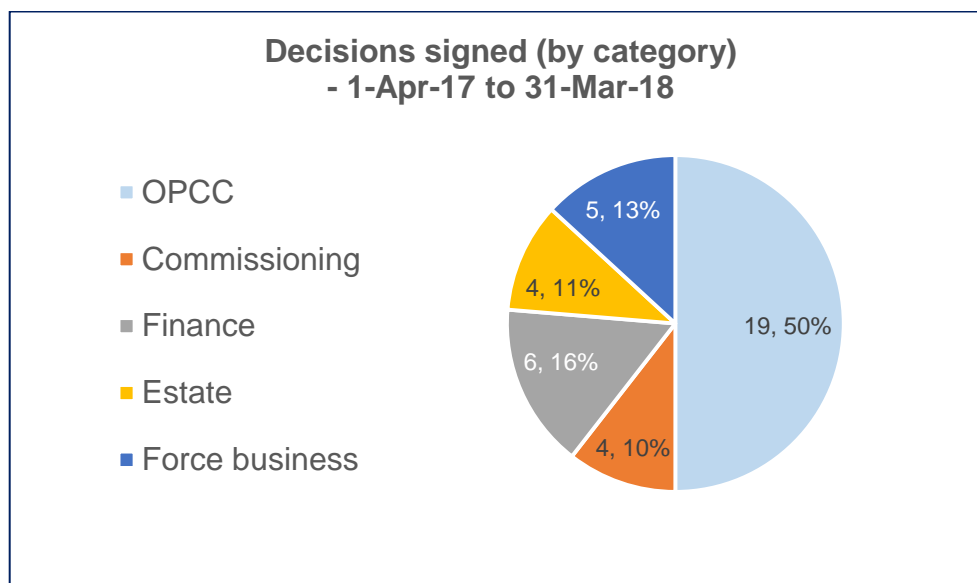
This increase generated an extra £8.2 million for 2018/19. It allows the current level of neighbourhood policing to be maintained and will enable some further enhancements and modernisation to police services.

Appendix 1

Decision notices

Decisions signed during period 1-Apr-17 to 31-Mar-18

Number of Decisions signed: 38



Note: From Jan-18, decisions relating to commissioning grants and contracts were categorised separately

| ID | Title | Category | Date signed |
|--------------------------|---|----------------|-------------|
| PCCML/000350/2017 | The purchase of new scientific equipment for Drug Analysis from the Hampshire Scientific Partnership Reserve | Force business | 12-Apr-17 |
| PCCML/000351/2017 | Treasury Management Strategy and Investment Strategy 2017/18 to 2019/20 | Finance | 3-Apr-17 |
| PCCML/000352/2017 | Future commissioning arrangements across Hampshire, Isle of Wight, Portsmouth and Southampton for Restorative Justice | OPCC | 26-Apr-17 |
| PCCML/000353/2017 | Request for funding to support force development activities | Force business | 26-Apr-17 |
| PCCML/000358/2017 | The Heartstone Odyssey Project – Challenging Hate Crime and Building Community Cohesion | OPCC | 31-May-17 |
| PCCML/000359/2017 | Community Safety Partnership Grants Fund | OPCC | 20-Jul-17 |

| ID | Title | Category | Date signed |
|---------------------------|---|-----------------|--------------------|
| PCCML/000360 /2017 | Supporting Communities Grant Fund | OPCC | 20-Jul-17 |
| PCCML/000361 /2017 | Renewal of the SafetyNet Application Software Licence | OPCC | 13-Jul-17 |
| PCCML/000362 /2017 | Domestic Abuse Service Portsmouth from April 2018 | OPCC | 29-Aug-17 |
| PCCML/000363 /2017 | Domestic Abuse and Sexual Crime Services Isle of Wight from April 2018 | OPCC | 29-Aug-17 |
| PCCML/000364 /2017 | Domestic Abuse Perpetrators' Service (Hampshire and Southampton areas only) and Domestic Abuse Victims' Service (Hampshire area only) | OPCC | 29-Aug-17 |
| PCCML/000367 /2017 | Outturn 2016/17 | Finance | 29-Jun-17 |
| PCCML/000369 /2017 | Funding from Hythe and Dibden Parish Council for provision of two fully funded Police and Community Support Officers for Hythe and Dibden | Force business | 3-Oct-17 |
| PCCML/000370 /2017 | Single Tender Agreement for Arrest Referral / Pre-sentence Assessment Service (Apr-18 to Mar-19) | OPCC | 29-Aug-17 |
| PCCML/000371 /2017 | Arrest Referral and Pre-sentence Assessment Needs Assessment | OPCC | 29-Aug-17 |
| PCCML/000372 /2017 | Re-Commissioning the Victim Care Service | OPCC | 29-Aug-17 |
| PCCML/000375 /2017 | Funding allocation for Southampton Street Pastors | OPCC | 2-Oct-17 |
| PCCML/000376 /2017 | Approval to the implementation of the 2017 updated Estate Strategy 2.6 | Estate | 30-Aug-17 |
| PCCML/000377 /2017 | "Domestic Abuse Matters" training by SafeLives to frontline staff in Hampshire Constabulary | Force business | 28-Sep-17 |
| PCCML/000378 /2017 | Scheme of Corporate Governance | Finance | 5-Dec-17 |

| ID | Title | Category | Date signed |
|---------------------------|---|-----------------|--------------------|
| PCCML/000379 /2017 | Commitment to extend funding towards the Crisis Worker element of the SARC (Sexual Assault Referral Centre) in partnership with NHS England | OPCC | 5-Dec-17 |
| PCCML/000380 /2017 | Integrated Offender Management Houses (IOM) from 1-Apr-18 to 31-Mar-21 | OPCC | 5-Dec-17 |
| PCCML/000381 /2017 | Approval for funding for provision of estate facilities for operational policing team | Estate | 28-Sep-17 |
| PCCML/000382 /2017 | PCC funding towards Hampshire Constabulary Memorial Garden | Estate | 5-Dec-17 |
| PCCML/000383 /2017 | Combatting Modern Slavery in Hampshire | OPCC | 5-Dec-17 |
| PCCML/000384 /2017 | MiFID II | Finance | 26-Oct-17 |
| PCCML/000385 /2017 | Sale of police houses | Estate | 5-Dec-17 |
| PCCML/000388 /2017 | Allocations under the Supporting Communities Grant Fund – Hampshire and IOW Neighbourhood Watch Association | OPCC | 4-Dec-17 |
| PCCML/000389 /2017 | 6 month extension to grant funded sexual crime and domestic abuse support services on the Isle of Wight from 1-Apr-18 until 30-Sep-18 | OPCC | 25-Jan-18 |
| PCCML/000391 /2017 | Allocations under the Supporting Communities Grant Fund – Headway Portsmouth and South East Hampshire for brain injury awareness programmes | OPCC | 19-Mar-18 |
| PCCML/000394 /2017 | Contact Management Programme Budget Uplift – Nov 2017 | Force business | 19-Dec-17 |
| PCCML/000395 /2018 | Allocations under the Supporting Communities Grant Fund – The Bridge's Support Project, Support to Children Experiencing Domestic Abuse | Commissioning | 19-Mar-18 |
| PCCML/000396 /2018 | Allocations under the Supporting Communities Grant Fund – Chrysalis, Chrysalis Counselling | Commissioning | 19-Mar-18 |

| ID | Title | Category | Date signed |
|--------------------------|--|-----------------|--------------------|
| PCCML/000397/2018 | Proposed funding allocations under the Safer Communities Grant Fund for 2018/19 | Commissioning | 7-Feb-18 |
| PCCML/000399/2018 | Allocations under the Supporting Communities Grant Fund – Gosport Borough Council, Community Speed Watch | Commissioning | 19-Mar-18 |
| PCCML/000402/2018 | Tableau (data self-service) collaboration | OPCC | 14-Feb-18 |
| PCCML/000403/2018 | Budget 2018/19 | Finance | 23-Feb-18 |
| PCCML/000404/2018 | Treasury Management Strategy and Investment Strategy 2018/19 to 2020/21 | Finance | 22-Mar-18 |

Appendix 2

Delivery Plan Projects from 1 April 2017 to 31 March 2018

No of projects delivered **34**

Note: Figure above extracted from closed (completed) projects and excludes projects 'cancelled', 'on hold' or 'other'

No of projects at start and end of period:

(Note: Following figures extracted from current projects 'delivery' / 'doing' and those 'to do')

| | 01-Apr-17 | 31-Mar-18 |
|--------------------------------|-----------|-----------|
| BIG CONVERSATIONS | 1 | 2 |
| BIG ISSUES | 17 | 13 |
| PARTNERSHIPS and COMMISSIONING | 33 | 18 |
| COMMUNITY | 7 | 7 |
| POLICING | 8 | 10 |
| | 66 | 50 |

No of projects initiated:

Note: Following figures extracted from current and closed (completed only) projects with a start date in the reporting period required

| | |
|-----------------------------------|-----------|
| BIG CONVERSATIONS | 2 |
| BIG ISSUES | 13 |
| PARTNERSHIPS and COMMISSIONING | 16 |
| COMMUNITY | 1 |
| POLICING | 8 |
| | 40 |

No of new candidate projects identified:

| | |
|-----------------------------------|-----------|
| BIG CONVERSATIONS | 4 |
| BIG ISSUES | 0 |
| PARTNERSHIPS and COMMISSIONING | 11 |
| COMMUNITY | 1 |
| POLICING | 7 |
| | 23 |

Note: Figure above extracted from current projects (i.e. those added to DP during that period – includes both projects in 'discovery' and those added and subsequently transferred 'delivery' during the same period).

Also, figure above includes those projects closed (for whatever reason) which had been added to the DP during the reporting period.

Figures do not include any projects added to the plan in Apr-17 because this date assumes they were already present at the start of the reporting period and should not be counted as new.



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