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HAMPSHIRE, THE ISLE OF WIGHT,
PORTSMOUTH AND SOUTHAMPTON



CHAMPION COMMUNITY NEEDS

Support victims and those affected by crime and disorder

Supporting victims and those affected by crime and disorder is at the heart of my Police and Crime Plan and the whole criminal justice system. During the last year, with the impact of the pandemic hitting the local criminal justice system it has never been more important to ensure that services and support have been available for victims and the vulnerable when they have needed it most.

VICTIM CARE SERVICE

I provide funding of £850,000 per annum for the Victim Care Service to provide free, confidential, independent emotional and practical support to victims of crime and those impacted by crime. The service supports residents across the combined area of Hampshire, the Isle of Wight, Portsmouth and Southampton, aged four years and above, regardless of crime type or whether the police have been involved. For the first three quarters of this financial year, the Victim Care Service received **47,565** referrals into the service.

Contact is made with all referrals to offer support, and if support is taken up, the service follows a Single Point of Contact Model. The service features several specialist teams including a SafeLives Leading Lights accredited Domestic Abuse service, a Children and Young People Team, and a Priority Victim Team provide wraparound support to victims of the most serious crimes. The support provided is tailored and based on an individual's needs, and can be delivered face-to-face, over the telephone, or via video-call. The assigned caseworker will complete a thorough needs and risk assessment at the earliest opportunity and work with the victim to construct and deliver a support plan.

The support adopts a holistic approach and covers well-being, perception of safety, re-integration into the community, support networks and experience of the Criminal Justice System. Therefore, the circumstances of the victim will lead the service delivery as the victim is kept at the centre of all decisions made about them. Throughout support, the victim's coping and recovery needs are also measured quantifiably, so there is clear evidence of improvements and help identify where support needs are.

The impact of COVID-19 on the service has been significant this year, as referrals have reduced due to lockdown measures. The method of providing support has needed to adapt in response to the ongoing pandemic situation. The three main concerns have been firstly ensuring people who need the service can access it and receive the support in the way they need, secondly the concerning dip in Children and Young People referrals, particularly during school closures and thirdly the increasing complexity of support needs of those accessing support, particularly in terms of mental health needs. Providing alternative means of accessing support has been extremely important as people have less opportunity to access support during the lockdown and I provided funding to enable this.

The Victim Care Service workforce has successfully shifted from being office-based to home-based with all the associated challenges to technical, operational and organisational aspects this shift brought. Feedback from those accessing the Victim Care Service has been 97% positive over the year. I also provided additional grant funding to increase support to victims of sexual violence with additional caseworkers.

FRANKIE WORKER SERVICE

In 2020-21, I provided total funding of £115,105 for three Frankie Worker Services across Hampshire, the Isle of Wight and Portsmouth. During Q1-Q3 of 2020-21 (April- December 2020), the three Frankie Worker

Services have **supported 183 children and young people who have been victims of sexual abuse, child sexual exploitation or female genital mutilation.** The three services work together and alongside other commissioned services such as the Victim Care Service, to provide support to victims and their families. **This year, I have provided £50,000 funding for a Play Therapy Worker to support very young children, aged six and under, who have been victims of child sexual abuse, child sexual exploitation, or female genital mutilation.** This particular age group requires specialist support to identify and support the very complex issues presented. The Play Therapy Worker will provide support across the combined area of Hampshire, Isle of Wight, Portsmouth and Southampton.

SAFER COMMUNITIES FUND

By working in partnership across Hampshire, the Isle of Wight, Portsmouth and Southampton, we can all gain from commissioning across the whole area where that is most appropriate. We can foster partnerships with local voluntary organisations for smaller locally based services and deal with the whole spectrum of needs of victims and the vulnerable.

In reviewing the applications seeking funding, I consulted with the 14 Community Safety Partnerships (CSPs) across the area, District Commanders from Hampshire Constabulary, Winchester HMP and other partners, such as domestic abuse and sexual crime commissioners. This helps to ensure that I am listening to and responding to the needs of local communities and victims and the most vulnerable.

During 2020-21 I invested £1,465,726 to community projects through my Safer Communities Fund. These projects from 1 April 2020 to March 2021 supported 12,497 local people across Hampshire, the Isle of Wight Portsmouth and Southampton who have experienced the negative and devastating effect of crime, including those who have been affected by domestic abuse, hate crime, hidden harm crimes, sexual crime, and cybercrime. The projects also focussed on prevention and intervention, restorative approaches and reducing reoffending, all of which help to stop people living in fear and reduce demand on frontline policing.

Exploration work with existing providers was undertaken to understand how the pandemic had affected them, what elements of their service they were still able to deliver and what additional resources they might need to respond to the needs of service users at this challenging time. It was encouraging to find that 79% of the grant funded projects were able to continue to support people with some modifications to service delivery. Discussions with existing providers and partners, however, highlighted a number of emerging issues and areas of concern directly linked to the pandemic. I therefore provided an opportunity for organisations to contact my Office to request funding to provide support to the community affected by COVID-19 and to make people safer and as a result invested a further £110,000 to 13 projects that supported vulnerable young people and divert them from offending, as well as supporting victims of crime.

In focus: Y Services for Young People

As part of the Safer Communities Fund, Y Services for Young People were awarded £8,200 for their Safe Spaces Havant project. The purpose of this project is to engage young people in the community and to make sure they are safe, and that their behaviour does not impact negatively on others in the neighbourhood. This is done through providing targeted youth work, additional 1:1 support and group sessions to support young people at risk of isolation and to tackle local emerging issues such as anti-social behaviour and drug and alcohol problems. This service has directly impacted 534 individuals, with an unprecedented demand this year due to COVID-19 and the increase in young people not at school. They were able to deliver over and above the volume originally funded for, in order to meet this demand. The local Neighbourhood Policing Team and community safety teams have identified the service's work as

essential and have been very grateful of the support given to frontline police in helping to keep communities safe.

“L' is a young woman who we have engaged this year as part of our work in a new location identified by the family support service. The area was highlighted due to an increase in anti-social behaviour and groups of younger young people mixing with older ones and the risks that this posed. 'L' was very open and honest with youth workers from the start, and although it was clear that she and her peer group were at some risk, she had influence over the group and was able to say no to people as well as change their behaviour. During sessions, she talked about the fact that she was a young carer and also that she wants to become a social worker which has been a direct result of the interventions that she received.

“What came through strongly during our ongoing work with 'L' is that she has a positive influence on others around her and this has been encouraged. 'L' has challenged negative behaviour, has helped facilitate issue-based pieces of work, and has helped us engage a challenging group. We continue to see this young woman and her risk level has decreased and so has general anti-social behaviour with this group.”

SUPPORTING VICTIMS OF DOMESTIC ABUSE

Working in partnership with the four top tier Local Authorities, I committed to investing a minimum of £615,000 from 1 April 2020 to 31 March 2021 into services that support domestic abuse victims across Hampshire, Isle of Wight, Portsmouth and Southampton. This is in addition to sole funding of the Victim Care Service, which includes a dedicated domestic abuse (DA) team. The DA team provides individual, tailored, and unbiased support to victims and survivors of domestic abuse. The service covers the Hampshire Constabulary policing area and receives all standard risk referrals from the police.

The national lockdown and restrictions to control the COVID-19 pandemic have resulted in those vulnerable to violence and domestic abuse being increasingly isolated from support and safety. As a result, 2020 has been an extremely challenging time for domestic abuse service providers as they have responded to the increased demand and adjusted service delivery models to adhere to Government restrictions.

Locally, all commissioned service providers have reported an increase in demand for services, particularly as lockdown eased. During a review of the reporting period 1 July – 30 September 2020, the service provider in Hampshire evidenced a 16.5% increase in referrals compared to February 2020. The Isle of Wight commissioned service reported their highest referrals since the contract began throughout quarter two, with Southampton and Portsmouth also reporting an increase in demand across all services in comparison to the same reporting period in the previous financial year.

Additional Government funding was made available throughout the pandemic to help services meet the increased demand due to COVID-19 and my Office successfully secured over £570,000 of additional funds to support victims of domestic abuse. I also welcomed applications to the Safer Communities Grant Funding round for domestic projects and services and invested over £70,000 in such services that provide support to:

- People living in rural areas
- Children and young people who suffer emotional and psychological damage due to domestic abuse
- Projects that promote healthy relationships to young people (targeting, for example, young people under 16 years old who display harmful behaviours in their relationships).

In Focus: Service visit to Yellow Door

COVID-19 has changed the world of work, and it was no different for the Commissioner's Office. With lockdowns and social distancing guidelines in place, the Office had to adapt and find new ways to continue

to engage with our partners and continue to support funded projects in these challenging times. Online platforms were the solution for the challenges brought by the pandemic, and our engagement work with partners was able to continue. While before we carry monitoring visits in person, we were able to adapt and carry these visits virtually.

A virtual visit was conducted with Yellow Door at the end of January 2021, where the focus was on their Safer Futures project – funded by our Safer Communities fund. It supports children and their parents who have been exposed to domestic abuse to build resilience, know how to keep safe and increase well-being post-abuse. This offered an opportunity for the OPCC to learn about the impact of this project on those directly impacted. A service user joined for the visit, shared her story, and talked about the impact the programme has had in her and her family's lives – improved parenting skills, a better bond and a new sense of purpose.

It was also an opportunity for Yellow Door to share how they overcome the challenges posed by COVID-19. The project was able to adapt and be implemented as close to schedule as possible. Some sessions are now being virtually delivered, which in fact reduced the number of service users cancelling their attendance to sessions. Weekly check-ins are still being carried out with families, showing positive feedbacks from the service users and the project's objectives are being met.

DOMESTIC ABUSE PERPETRATOR SERVICES

Domestic Abuse Perpetrator Service - I jointly fund this service with Hampshire County Council and Southampton City Council to ensure perpetrator services are available across Hampshire and Southampton. The service accepts referrals from professionals and self-referrals, however, engagement by the perpetrator is voluntary. The service offers a range of interventions, including risk management, victim safety advisors, one-to-one support and group work.

I also jointly fund an **Integrated Domestic Abuse and Sexual Crime Service** on the Isle of Wight, which includes provision for domestic abuse perpetrators. The Isle of Wight provider is also the current commissioned provider for Hampshire and Southampton, which provides some continuity across the areas.

'Up2U' Portsmouth - I also awarded grant funding of £20,000 to Portsmouth City Council to support the delivery of Up2U in 2020-21 to ensure services are also available in this area.

I also funded an Out of Court domestic abuse intervention programme for perpetrators during this year. Hampshire Constabulary was the first police force in the country to receive a dispensation to use Conditional Cautioning for intimate partner violence. Project CARA is an intervention designed for perpetrators of intimate partner violence. It was developed by The Hampton Trust in partnership with Hampshire Constabulary to be piloted as part of the dispensation. CARA is the first completed randomised control trial of a domestic violence policing strategy in the United Kingdom history. Due to the successful pilot and evaluation, CARA was launched across Hampshire and funded by the PCC since April 2019.

Unlike the community-based services outlined above, attendance at this intervention is not voluntary and to be eligible; the perpetrator has to accept responsibility for their actions. The intervention is designed to raise domestic abuse awareness and help the individual reflect on their choices and support healthy, non-abusive relationships.

Despite the increased demand seen throughout the pandemic, referrals from partner agencies (particularly the Police) have historically been low, and providers feel that professionals lack confidence and competence in engaging perpetrators, challenging appropriately and referring to specialist services.

To address some of the above, **my Office coordinated a partnership bid to the Home Office in the autumn that resulted in nearly £250,000 of additional funding being awarded to pilot perpetrator interventions and initiatives locally.** This was a collaboration between my Office, Hampshire Constabulary, all four Local Authorities and perpetrator providers across the pan-Hampshire area. While some pilot elements are area-specific, the learning will be shared, enabling evidence of what works to inform future commissioning of services across the pan-Hampshire area. The funding will see professionals being upskilled in using a domestic abuse toolkit to enhance their engagement with perpetrators of domestic abuse; a repeat and serial perpetrator (in a family setting) pilot and the testing of a domestic abuse perpetrator risk prediction tool.

TACKLING MODERN SLAVERY IN PARTNERSHIP

Modern slavery crime remains a significant threat within the UK and locally we have seen modern slavery incidents increasing each quarter across the Hampshire Constabulary policing area. With the lockdown restrictions to control the COVID-19 pandemic, concerns grew for the victims of modern slavery crimes.

Traffickers adapted their methods, using private cars rather than public transport as a means to exploit young people in the form of county lines. However, front line services within our statutory and non-statutory partners have worked hard to ensure victims were still able to access support via online means and the sending of assistance packages.

My Office continues to chair the Modern Slavery Partnership (MSP), bringing together those supporting these highly vulnerable people and agencies pursuing those accountable for these crimes. A Partnership Coordinator remains in place that works across my office and Hampshire Constabulary. The Partnership provides the opportunity for me to bring agencies together to impact policy, identify gaps, find solutions to local issues and inform multi-agency decision making to better support victims. An example of this has been the development of a Modern Slavery Victim Pathway. This has been produced by my Office and agreed by all four Local Authorities. The Pathway provides front line staff with a clear process chart to follow current legislation and ensure a swift response to supporting victims identified.

I have supported the identified need for a Modern Slavery Support Worker and will fund a one-year pilot starting in March 2021. This role will specifically supporting those working in the commercial sex industry at risk of exploitation, mainly due to COVID-19 lockdown conditions. For some time, commercial sex workers have been very much hidden within our communities for fear of persecution and reprisals. This role will work alongside specialist partner agencies to support their safeguarding needs and enable a platform to report crime experienced and improve intelligence.

IN FOCUS: Anti-Slavery Day October 2020

Due to COVID-19 restrictions, a public-facing awareness-raising event for Anti-Slavery Day was not going to be possible this year. However, my Office worked with the MSP to deliver four webinars as an online awareness-raising activity to front line child and adult practitioners all over the county. The webinars were widely attended from Police and other law enforcement agencies, Local Authorities, Health and Non-Governmental Organisations who responded with extremely positive feedback on the learning gained.

The main aim was to understand modern slavery and human trafficking, and the ability to identify the types of exploitation, an awareness of current legislation and processes that support victims, and an awareness of where to go for more information on support services. From the evaluations received, 94% of delegates graded the session's overall usefulness as either excellent or very good.

HATE CRIME

Hate crime has no place in our society and everyone has a right to live their life free of discrimination and prejudice, to be proud of their identity and not to live in fear. It remains a key focus of my work and my office continues to be a key partner in the Hate Crime network.

During, hate crime awareness week this year, my Office ran two online training webinars aimed at those organisations wishing to become third party reporting centres and refresher training for existing third party reporting centres. Both sessions attracted a wide cross section of partners. The training packages have been made available on the OPCC website to allow a larger number of partners to access and use. **Since 2017, the number of hate crime third party reporting centres I have funded has risen from only three to 70 across the Hampshire and the Isle of Wight.**

My Office continues to be an active member of the Wessex Crown Prosecutions Services' Hate Crime scrutiny panel. Scrutinising hate crime decision making and processes across the three policing areas, which make up the Wessex region (Hampshire, Dorset and Wiltshire). The scrutiny panel is made up of representatives from each Force as well as community organisations and representatives. We are the only OPCC from the Wessex region that attends these panels.

BUSINESS CRIME

My Office continues to chair the Safer Hampshire Business Partnership as it is important that the views and concerns of businesses are represented and responded to by Hampshire Constabulary. We were pleased to have been joined by the Minister of State (Minister for Crime and Policing) Kit Malthouse MP at a partnership meeting this year to hear about the challenges and progress in Hampshire and the Isle of Wight.

In July, my Office organised and ran an online training seminar for business partners who specifically had employees or staff in front facing public roles. Even before the onset of the COVID-19 pandemic, it was becoming increasingly clear that employees and staff in these roles were experiencing increased levels of threats, aggression and violence for doing their jobs. **The seminar provided an opportunity for businesses and their employees to understand the law around hate crime, their rights and responsibilities as well support mechanisms that are available to them.** Colleagues from the Constabulary and the public / private sector support the delivery of this webinar that was attended by nearly 40 individuals. The webinar was recorded and shared with the business community.

The Hate Crime Guide for businesses has gone from strength to strength. During the year further police forces and community safety partnerships have approached us about, replicated the booklet within their own policing areas.

Part of the £550k funding from the Safer Streets Fund, has been used to protect businesses from business related crime in the heart of Southampton. This includes crime prevention and target hardening measures such as improved lighting, CCTV and the installation of automated gates in an area previously used by criminals.

The work of both the Victim Care Service and Restorative Justice, both contracted services funded by the PCC have been promoted with the business community. To help raise awareness of the services and take up of both from businesses and their employees who can be victims of business crime and require support or as victims need answers from the offenders.

Safer Streets Fund

In July 2020, my Office secured £550,000 through the Government's Safer Streets Fund. This fund is designed to enable Police and Crime Commissioners to invest in proven interventions, to prevent acquisitive crime (robbery and theft). The Home Office outlined a minimum level of these crimes for the fund, and from the data, work was targeted at a location near Hoglands Park and St Mary's Street in the Bargate ward of Southampton, which is experiencing high rates of acquisitive crime. The measures being installed to protect the community include increased CCTV, improved street lighting, additional and replaced fencing and general improvements and maintenance to reduce secluded hiding spots and open up areas for community use.

Throughout this project members of the local community were engaged to hear their thoughts and views around feelings of safety and community sentiment. This was achieved through interviews, online focus groups and online surveys. When participants in one of the focus groups were asked if they would feel safer as a result of the proposed changes, they said that *"if they encourage people to go there more then they will have that sense of security in the area and therefore feelings of safety will build."* This highlights the need to challenge perceptions in this area and to show the community that their green spaces are safe to use and a valuable asset to their neighbourhood. I am confident that the interventions we are funding as part of the Safer Streets Fund are the necessary first steps to preventing crime and allowing the community to come together and use these spaces, whilst feeling safe.

Further to this, the Home Office have announced a second round of the fund, recognising the importance and value that this has for communities being supported, and to help keep our streets and communities safer. My Office will be putting forward applications for funding in other areas across Hampshire and the Isle of Wight following on from the success of the first round of the initiative.

ENGAGING CHILDREN AND YOUNG PEOPLE

Hearing the views of young people on policing and wider community issues continues to be important to me and I have virtually met regularly with my Youth Commission members during the last year and they have delivered another year of innovative work, despite being in lockdown for the majority of the year. This year the Youth Commission have been working with a wider set of partners including the Crown Prosecution Service (CPS) and Independent Office for Police Complaints (IOPC).

In the early part of the pandemic members supported Hampshire County Council with advice on their COVID-19 social media animations targeted at teenagers. Members also shared photos of what they were doing during lockdown to encourage others to stay at home, as well as inspirational quotes and signposting to mental health support. Members also joined with other Youth Commissions and youth organisations across England and Wales, to participate in a large piece of research called Policing the Pandemic. This consultation provided a snapshot of 3,491 young people's views and experiences of policing during the first lockdown. Read the full ['Policing the Pandemic' report on Leaders Unlocked website](#).

Throughout 2020, the Youth Commission undertook its Big Conversation consultation hearing from over 1,000 young people on their three chosen priorities; serious violence, hate crime and exploitation, and young people also had an opportunity to share other policing and crime concerns through the 'something else' option. Members were restricted to views being gathered online, however local organisations were able to hand out some cards when undertaking work outside in the summer. The views collected are considered by organisations through strategic boards, including the pan-Hampshire Child Exploitation Board, where two Youth Commission members regularly attend to give a young person's perspective, the Harmful Practices groups and the Violence Reduction Unit.

Serious Violence

Recognising the harm caused by knife crime, the group decided to develop a project for young people to raise awareness of the consequences of knife crime and promote positive activities for young people. Utilising the arts they worked in partnership with Hampshire Cultural Trust providing workshops for young people at risk of becoming involved in knife crime, who worked on a piece of art that incorporates their personal reflections on knife crime and represents peace. The sculpture was unveiled in November and will form part of a workshop that will be available for schools next year.

The Big Conversation found that young people believe we “need to look at the bigger picture and why they (those that carry knives) act like that”. Recommendations included educating people on practical skills that could enable them to give immediate help to someone who has been stabbed.

Hate Crime

Members of this group have been working with Southampton Hate Crime Network on youth resources that raise awareness of hate crime and signpost to further information and support. Additionally members have run workshops with young people from Gosport Passport Scheme, the Princes Trust and YMCA hostel to look at what a hate crime is, the affects it has and how to report.

Although respondents to the Big Conversation mentioned their personal experiences, there appeared to be a lack of understanding surrounding what constitutes a hate crime. Some respondents noted that they feared reporting hate incidents and crimes, because they were worried that it either wasn't serious enough or that they won't be taken seriously. Recommendations include increased awareness of how victims can report a hate crime and signposting to support services.

Exploitation

The Youth Commission have been focusing on raising awareness of what exploitation is with their peers, holding online workshops with youth groups and sharing posts on social media. The campaign focuses on the different types of exploitation, and where to get help should they spot the signs.

Through the Big Conversation young people have told us that social media helped to facilitate different types of exploitation; in particular some respondents stating that they had been asked, or persuaded, to send intimate images online and highlighted the negative effect of exploitation on victims' mental health. Members shared the young people's views on this topic at a strategic level, joining the Harmful practices group this year and contributing to the [Good Childhood report by the Children's Society](#).

PROTECTING YOUNG PEOPLE ONLINE

My Cyber Ambassador Scheme continuous to grow and reach children and young people across Hampshire, Isle of Wight, Portsmouth and Southampton and now has a dedicated coordinator for primary/junior schools and one for the secondary/college ages.

This peer-to-peer initiative which is '*delivered to young people by young people*' is continuously equipping students in Primary, Secondary, Colleges, SEN schools, Alternative Provisions and Youth Organisations with skills to support their peers to safely navigate the digital landscape.

In February, the Chief Constable and I celebrated Safer Internet Day at an event with seven Cyber Ambassador schools held at Kings School, Winchester where we looked at what their online identity meant through the theme 'together for a better internet'. We were delighted to be joined by the Force Cyber Crime unit and Hidden Harm Education Officer (Portsmouth City Council).

From the beginning of lockdown the scheme was adapted so that it can be delivered online, and widened to those not signed up to the scheme. Virtual training sessions were held, providing top tips, and home learning activity packs were prepared for children and young people to work through, as well as engaging audiences via TikTok and Twitter. In June, ambassadors created video content for the national #StopCyberbullyingDay2020 that were shared on our social media platforms.

40 new schools and colleges have joined the scheme during the last year, resulting in my Cyber Ambassador Scheme Coordinators working with 120 schools and a network of 1,200 Cyber Ambassadors, who support the delivery of cyber education in their education settings. Sessions have also been held with Volunteer Police Cadets and other youth settings.

Through the Cyber Ambassador Scheme, the office has developed joint working with representatives of the Cyber Hub Trust, CISCO, CEOP, Amazon Web Services, the Internet Watch Foundation, our local Children's Safeguarding Partnerships, Hampshire County Council, South East Grid for learning and SEROCU.

[In focus: Knife Crime Sculpture Launch](#)

In July and August 2020, the Youth Commission and Hampshire Cultural Trust worked in partnership to raise awareness of knife crime and promote positive activities for young people.

The Youth Commission identified violence as one of the topics they wanted to tackle in 2020 and were concerned about the number of knife related issues in the area. A Youth Commission volunteer and Serious Violence Project Leader, James Bowman, lead the initiative, as he wanted to start an awareness project with young people so made contact with local organisations, who were supportive of this initiative. He said, " I'm passionate about preventing further knife crime and am delighted that young people working with Ashwood Academy and Basingstoke Youth Offending team have started this sculpture and look forward to showing it to the community" James Bowman, Serious Violence team mentor.

A series of positive, creative sessions with local artist Jono Retallick, gave young people a safe space for discussion, as well as opportunities to learn new skills, and value their voice and contribution within the final artwork. Working with young people, they designed a piece of art that incorporates their personal reflections on knife crime and represents peace. Residents from the Basingstoke YMCA hostel added their tiles, and the launch took place there in November 2020.

Named 'reveal/conceal', the sculpture is made up of 144 tiles created by the young people that reveals the words and marks of their individual thoughts, concerns and their strengths. These were then cast by the artist to create a final sculpture. The sculpture will be placed in a central location in the community, and used as the basis for a workshop on knife crime that will tour schools.

[Working with our university partners](#)

In March 2018, my Office embarked on a collaboration with Winchester University to align Masters Students with areas of work that required new or developing evidence to support decision-making and future projects. This was a pilot project starting with four university students to develop dissertation proposals on a range of topical areas. Due to the success of the research, this partnership has continued into this year with the inclusion of all four local Universities (Winchester, Southampton, Solent and Portsmouth). To date 34 students have come through this university collaboration programme, with a further 10 now researching a range of topics including domestic abuse, youth diversion, county lines and adverse childhood experiences to name a few for this academic year 2020-21. By working with the College of Policing to ensure evidence and best practice is shared, the dissertations are shared via the College of Policing research map, and once graded, they are published in the National Policing Library for professional colleagues to access and learn from the work been undertaken.

My Office has also successfully brought together Student Unions from all of the universities across Hampshire and the Isle of Wight, and a number of Further Education colleges to identify common concerns and ensure their voices are heard on policing matters and what they feel will keep them safer. This partnership will ensure the voices of student communities are heard.

In focus: Laura's OPCC journey

Laura Barclay joined the OPCC as part of the University Collaboration Scheme in 2019. In her research placement, she supported the office by developing her dissertation with the title 'Children and Domestic Abuse: is Operation Encompass an effective early intervention safeguarding measure in Hampshire?' which was awarded with a high grade.

"During my placement, I learned a lot about how to undertake research. Through university, you learn a lot about the basics and you learn it in theory – but you don't really get to learn it in practice. The University Collaboration Scheme at the OPCC allowed me to do first hand research with the support of professional researchers. I was given different trainings on data analysis, focus groups and how to conduct interviews. In a part of the link between the placement and my dissertation, I was then able to conduct focus groups with police officers and other professionals."

Laura concluded her Master degree with distinction. Following the end of her research placement, she was successful in gaining a position as an Entry Researcher at the OPCC.

"It allowed me the opportunity to do that step up from graduate to working. I was also really interested in research and I really enjoyed what I did at the placement – I liked the idea of carrying that on and actually continue to develop my knowledge and skills."

During her time in the office, Laura produced a lot of work both on primary and secondary research and supported many projects, as the VRU and the Safer Streets Fund. She also took a specific interest in the crime of domestic abuse and lead on a lot of research work around this topic.

"Both of my undergraduate and masters' dissertations focused around Domestic Abuse. That sparked of the work of domestic abuse for me. When I then came over as an entry researcher, I started running DA workshops. All feedback was always good and they provided the opportunity for information sharing between different partners and professionals, which then sparked discussions to create further plans of action for the future. There was also a big piece of work around Adolescent to Parent Violence and its increase during lockdown. That APV work included writing a big report with all the services that could support people and which was the used in a leaflet distributed to the public – it made a difference and it allowed that information to be shared with Hampshire residents"

In February 2021, Laura left the OPCC to progress her career with one of our partners, Restorative Solutions. *"The skills that I have learnt from working at the office allowed me to take the next steps to work elsewhere and I am now moving on to work at Restorative Solutions as a lead practitioner – which is a role I never would have thought I would get being just one year out of university. I also don't think I would have got there without the opportunities, the experiences and the support I was given at the OPCC".*

ENGAGING WITH OUR LOCAL COMMUNITIES

Due to the COVID-19 pandemic the planned programme of engagement events, when I am able to see the public in person, did not happen this year. However, it was more important than ever that I was able to hear from local residents on their concerns and policing priorities. A new programme of virtual and online

engagement was therefore developed very quickly and managed to reach and engage more people than ever before.

Budget and priority consultation

At a time when local residents were facing significant uncertainty and financial strain resulting from the pandemic, I had to be strongly convinced that it is the right thing to do to increase the police precept at all this year. The Chief Constable set out a compelling operational case to me for an increase in the police precept of the council tax that would enable the continued policing effort to enforce the restrictions, and to look ahead to the rest of the year and beyond to investigate more crimes and make more arrests. Through my consultation, I heard from over 8,000 local residents who supported an increase to support policing. This is the largest number of local residents I have reached through my budget consultation and helped to inform my view on the precept increase. The public consultation included:

- Online surveys, which saw 7,816 people submit responses across multiple platforms. These included:
 - 2,294 responses to my budget question in Policing the Pandemic Survey
 - 5,427 responses to my online survey
 - 127 responses to my online survey from the OPCC Consultation and Focus Group Panel members
- A YouGov survey of 500 demographically weighted respondents across Hampshire and the Isle of Wight
- Two virtual focus groups conducted by my Office with members of the OPCC Consultation and Research Group

The outcome from each individual element of the consultation, and the overall collective outcome showed me that there was significant support for a precept increase of £15 to enable Hampshire Constabulary to take its fight to criminals and reduce crime.

Focus groups

It is important to me that residents of Hampshire, Isle of Wight, Portsmouth and Southampton have the opportunity to voice their thoughts, views and experiences on local policing, community safety and solutions to improving the quality of daily life for all our residents.

My Office provides focus groups and consultation opportunities on a range of themes and topics, all of which feed directly into wider work. A group of participants are brought together to share and reflect views on a specific theme, topic or questions. This research tool helps to explore different experiences and views, as well as ideas and solutions through qualitative approaches to develop the narrative and evidence base on specific research areas. Focus groups can help to develop campaign materials, explore public perceptions, identify community needs/wants and increase knowledge and understanding.

This year there was only one opportunity for a face-to-face focus group. This was in September 2020 where restrictions allowed us to meet with residents around the theme around BAME and community views, and confidence in policing. These were targeted sessions held in Southampton and Basingstoke to explore how those from our BAME communities feel around trust and confidence in policing.

I also have a focus group and consultation panel, which is a voluntary scheme whereby members of the public sign up¹ to take part in surveys, consultations and engagement opportunities. Members are contacted throughout the year to share their thoughts and views.

[Engaging and supporting communities through new funding](#)

Early into the pandemic and first lockdown I introduced my COVID-19 Keeping Communities Safer Fund to provide funding quickly to help to support communities as they worked together to be safer.

Local community grants of up to £500 were made available to existing voluntary groups, informal community groups established in direct response to COVID-19, Parish and Town councils and schools.

I held three COVID-19 Keeping Communities Safer grants rounds during 2020 and awarded almost £28,000 to 75 local organisations across Hampshire, Isle of Wight Portsmouth and Southampton.

The types of projects supported ranged from purchasing digital equipment e.g. Teams and Zoom licenses, tablets/ laptops and mobile phones to enable organisations the ability to continue with support services for the most vulnerable people in our communities to purchasing security equipment e.g. CCTV, security lighting and alarms to keep community properties safe during lockdown.

[Safer Together](#)

Every year I host a Safer Together Event in busy public areas, like shopping centres. The event brings together partners who help us reduce crime and support the vulnerable through services I fund and support. Due to the pandemic, it was not possible to run an event like this but instead my Office organised a virtual Safer Together Apart.

Instead of one day of activity, my Office ran a month of activity online to share a range of advice and information on community safety issues and focussed on challenges and crimes people are experiencing during the pandemic.

From mid-June to mid-July, the virtual event [#SaferTogetherApart](#) brought together a number of commissioned services that help to reduce crime and support the vulnerable, partners including Neighbourhood Watch and crime prevention police officers to provide support in a range of areas including fraud and scams, online cyber safety, domestic abuse, hate crime and crime prevention. **During this time the week had over 2 million social media impressions, just under 150,000 people were reached on social media and 3,000 people engaged with us in social media.**

[SAFER Awards 2020](#)

I was pleased to be able to host my annual Safer Awards ceremony virtually in December to recognise and thank volunteers for the vital contribution they make to policing, the criminal justice system and the local community. Volunteers played such a vital role during the last year, so I also introduced a special category to commend the exceptional contribution of volunteers and staff during the COVID-19 pandemic.

Outstanding volunteers from across Hampshire, the Isle of Wight, Portsmouth and Southampton came together virtually to celebrate and were recognised across 19 award categories. I was delighted that we were joined by 120 people for the online broadcast of the ceremony including Iain Henderson, Vice Lord Lieutenant for Nigel Atkinson, Hampshire High Sheriff Sue Colman, Minister of State (Minister for Crime and Policing) and MP for North West Hampshire, Kit Malthouse and local councillors.

¹ [Focus Group and Consultation participant registration \(surveygizmo.eu\)](#)

Volunteer roles recognised included Police Specials, Police Cadets, Independent Custody Visitors, Neighbourhood Watch members and volunteers supporting in offender management and victims support. Members of the public were also invited to nominate volunteers for the Community Volunteer of the Year and Safer Superhero Award for young people which were awarded to Mohammad Alzetani from Awaaz FM Community Radio (Southampton) and Wellstead Primary School Cyber Ambassadors (Hedge End) respectively. The Youth Commission Volunteer of the Year was a posthumous award to James Bowman who led the serious violence project with the Youth Commission and a posthumous special recognition award was given to Colin Joyce for his exceptional volunteer support with the Youth Offending Team in Southampton.

The Police and Crime Commissioner Commendation for an Exceptional Contribution during the Coronavirus Pandemic was awarded to:

- Mr Ali Beg from AWAAZ FM Community Radio
- Tim McIlroy, a Volunteer Chaplain HMP Winchester
- Offender Management Charity Spurgeons
- Rachel Lewis and Phylcia Andre for setting up a COVID-19-19-19 Support Group
- Natasha Thurlby-Woolford and Angie Westbrook from Winchester Crown Court. Fiona Sullivan and Jen Culver from the Local Criminal Justice
- Circles South East Team of Jessica Parkes, Sandrine Mcklocklin, Michaela Jarratt, Nin Williams.

Big Band Buffet

At the end of January 2020 and before the pandemic hit, I was pleased to be able to attend the Big Band Buffet 2020 hosted by Test Valley Borough Council Community Safety Partnership. The Big Band Buffet is a multi-agency partnership event aimed to providing targeted crime and safety advice to older, vulnerable and socially isolated residents in the district.

The event was attended by 150 residents from across Test Valley. It incorporated a 'Big Band' music session and participants also heard from key agencies on a range of topics including crime and anti-social behaviour prevention advice as well as information on issues such as how to minimise risks of being victim of crime or ASB such as distraction burglary, rogue traders, scams, financial and online safety advice. My Office engaged directly with attendees who gave their views on policing priorities and they took away my Safer Packs, designed to inform and to provide access to support for those affected by fraud.

Safer Internet Day

The network of Cyber Ambassadors (aged 7-16 years), trained through a peer to peer programme developed by my Youth Commission, came together to celebrate their successes in helping keep their peers safe online as part of Safer Internet Day in February in 2020 and 2021.

In 2020, the day celebrated and acknowledged the hard work of the Cyber Ambassadors in promoting good digital citizenship in their schools. In addition, the Ambassadors showcased how to be safer on Tik Tok in response to concerns raised about safety of children and young people using this increasingly popular video based social media platform.

The Cyber Ambassadors also shared their successes and achievements, gained insight into the future in cyber from Hampshire Constabulary cyber experts, launched a movement from FOMO (fear of missing out) to JOMO (joy of missing out) and found out about new GoFISH (Go Find Internet Safety Help) mysteries that are coming to Cyber Ambassador schools.

In 2021 Safer Internet Day was even bigger with more than 2,000 primary and secondary students across Hampshire and the Isle of Wight taking part in a number of free sessions designed to help children and

young people learn how to spot fake news online. The sessions were organised by members of my Cyber Ambassador Scheme.

Primary/Junior school students took part in a live online escape room where they were tasked with unlocking codes to fight against fake news, and secondary/college students took part in a virtual webinar with interactive polls and quizzes. At both events, students will be able to get expert insights and advice from colleagues from the University of Portsmouth Cyber Crime Clinic.

The Cyber Ambassador Scheme provides free peer-to-peer cyber safety education and support to thousands of young people across the Hampshire and Isle of Wight policing area.

STRENGTHENING PARTNERSHIPS

To work together to reduce crime, promote public safety, and create vibrant and inclusive communities

Reducing crime and promoting public safety cannot be delivered by police alone. My Office has the expertise, influence and reach to bring together a wide range of local, regional and national partners to bring about real change that will impact on the quality of life of vulnerable people.

SUPPORTING VICTIMS OF DOMESTIC ABUSE

I work in partnership with the four top tier Local Authorities across Hampshire, the Isle of Wight, Portsmouth and Southampton to fund specialist domestic abuse services for victims, those vulnerable to abuse and those who use abusive and unhealthy behaviours.

Hampshire Domestic Abuse Service - This service supports victims of domestic abuse whether or not there is police involvement. This includes support from an Independent Domestic Violence Advocate (IDVA), refuge accommodation, community outreach support, group and one to one support and support for children and young people. IDVAs work with victims who are at high risk of harm. They offer more intensive support and aim to reduce the risk of harm. Community outreach workers offer support to victims in a safe and convenient place.

The service accepts referrals from the police, partner agencies, and self-referrals from victims and family members. Help for victims is provided by Stop Domestic Abuse (previously known as Southern Domestic Abuse Service or SDAS), and the service focuses on early intervention and prevention to prevent escalation and repeat incidents of abuse. An important part of the integrated approach is the support on offer, by the Hampton Trust, to adults and young people in Hampshire and Southampton using abusive behaviour. The innovative work helps perpetrators of abuse address the root cause of their behaviour to make positive changes.

Integrated Domestic Abuse and Sexual Crime Service on the Isle of Wight - The Isle of Wight arrangements differ slightly from Hampshire, as it is a joint Domestic and Sexual Abuse contract. It is an integrated service with provision for Domestic/Sexual Abuse victims and perpetrators of domestic abuse. The service includes refuge provision, Independent Sexual Violence Advisors (ISVA), IDVAs, group support, support for children, a domestic abuse perpetrators service, counselling and outreach support.

Adolescent to parent violence

Adolescent to Parent Violence (APV) or Child to Parent Violence (CPV) can be defined as 'abusive behaviour perpetrated by a son or daughter against a parent, who is legally recognised as a child and is most likely still living in the family home. Abusive behaviours which are recognised to be involved in APV include but are not limited to, threats, name-calling, humiliation, threats to harm themselves or others, property

damage, physical violence and theft" (Holt, 2015). APV is not restricted to violence by an adolescent against a parent; it extends to violence against a family member acting as a parent, i.e., common-laws, foster family, grandparents, aunt or uncle. It must be acknowledged that APV can occur even when the adolescent does not live in the same property as their parents.

I have provided funding of just over £50,000 to work with and support families who may be affected by APV over the last year. My communications and engagement team produced an information leaflet for partners highlighting this issue and the services available across Hampshire, Isle of Wight, Portsmouth and Southampton.

Restorative Justice

Annually I fund, and my Office manages, a contracted Restorative Justice (RJ) service through Restorative Solutions. RJ supports victims of crime, those who have been impacted by the offence and those who caused the harm. RJ empowers victims and communities by allowing them to communicate with the person/s responsible for the offence and explain how the crime has affected them and asks questions. It also holds offenders to account for what they have done, by helping them understand the real impact of their behaviour directly from those harmed by their actions.

Referrals to the RJ Service (1st April 2020 – 31st December 2020) have only decreased by -1.9% from the previous reporting period (1st April 2019 – 31st March 2020) despite the COVID-19-19-19 pandemic. There have been 153 referrals made in the first nine months of this reporting period, compared with 215 over the previous 12 months. From 1st October – 31st December 2020, the service recorded its highest number of referrals in three months since the contract started in 2018.

- The RJ Service attempted to contact 860 victims as part of the pro-active contact process from the 1st April – 31st December 2020, an increase of 307 from the same reporting period in 2019-20.
- The number of victims who agreed to a meeting to discuss the RJ process has increased by 57.4%.
- There was a 67.3% increase in restorative processes that were facilitated in this reporting period.
- Victims who expressed satisfaction in the process has increased from last year by 73.1%.
- Of those who engaged in the RJ process between April 2019 and January 2020 – 76.2% of the offenders who took part in the RJ Process have not re-offended.
- Over 330 practitioner hours were spent in direct communication with participants.
- Despite the COVID-19 pandemic, the RJ Service delivered 30 engagements, briefings and training events and engaged with over 260 people.

Hampshire Constabulary is a key referring partner to the RJ service. Last year, it made 88.2% of all of the referrals received. The service continues to engage and work closely with Hampshire Constabulary, and during the last year, the RJ service has:

- Delivered training to officers
- Delivered training to Family Liaison Officers, Gateway Team and Custody & Diversion Team

The RJ service has also continued to raise awareness of the service to other referring partners, and:

- Presented an online briefing to Stop Domestic Abuse Service, RASAC and Hampton Trust
- Presented to the Victim Support Champions
- Provided an update at the Hate Crime & Third Party Reporting Centre virtual training session

During RJ Week in November 2020, the service focused on online engagements. The service hosted a virtual Q&A session with a survivor of sexual abuse who has been through the RJ process and agreed to share her experience. The session was attended by 55 people from local partner organisations who were

given the opportunity to listen and then ask any questions. Local partners in attendance included professionals from CAMHS, District Councils, Footprints, Hampshire Constabulary, Hampshire County Council, Portsmouth Mediation Service, Southampton City Council, National Probation Service, Spurgeons, Stop Domestic Abuse, Victim Care Service, Victim Support and Youth Offending Teams.

In focus Restorative Justice

A referral was received from a Family Liaison Officer who was working with the victim's family. The offence was a murder where the offender was sentenced to a minimum of 17 years imprisonment. The harmer was under 18 at the time of the offence and therefore was sentenced as a youth. The harmed person, in this case, was a member of the victim's extended family.

The harmer wrote a short letter to the harmed person and requested to share with her before the meeting. The harmed person and harmer met and discussed what happened, and the impact this has had. The harmer apologised for the harm caused by his actions. He said that he knew it was just a word but that he wanted to apologise to her. The harmed person advised that she did not understand the motivation for the offence and was confused by this but said that she had 'finally got the truth' about what happened and felt better.

The harmer said he respected the harmed person for attending, as it was not easy. She responded to say 'thank you for accepting to see me'. Both parties reported positive views about the meeting and said they were pleased with the outcome and to have participated; they thanked each other for attending.

SUPPORTING VICTIMS OF SEXUAL CRIME

I work in partnership with the four top tier Local Authorities across Hampshire, the Isle of Wight, Portsmouth and Southampton to fund specialist support services for victims of sexual crime (rape, sexual abuse, assault, violence, exploitation or female genital mutilation) of any age and gender whose experience occurred at any time in their lives. Sexual Crime support is funded by a mix of contracts and year-on-year grants.

Sexual Assault Referral Centre

The Sexual Assault Referral Centre (SARC) is jointly funded by NHS England and Hampshire Constabulary and covers Hampshire, Isle of Wight, Portsmouth and Southampton. Victims of sexual assault aged 13+ years attend the Sexual Assault Referral Centre to be medically assessed, forensically examined, interviewed by Police Officers and supported by a Crisis Worker who can provide immediate and long term emotional and practical support. I fund the Crisis Worker with the Centre to provide immediate and 24/7 accessible crisis support during this challenging and emotional time. This includes health and well-being guidance; assessing vulnerability, accompanying the victim through all initial steps of the process at the Centre, including forensic medical examination. The Crisis Worker can also refer to the Independent Sexual Violence Advocate Service (ISVA) service, which I have also commissioned, so they may receive longer-term support.

Sexual Crime Therapeutic Support

Following a successful bid, the combined area of Hampshire, Isle of Wight, Portsmouth and Southampton was one of five areas nationally, awarded £474,807 for 2020-21 to test the devolution of funds from the Ministry of Justice to Police and Crime Commissioners for the provision of sexual violence support. Therapeutic trauma-informed counselling is provided across the pan-Hampshire area for victims and survivors of sexual violence. The counselling provision offers one-to-one counselling, group support and a telephone helpline. Following a successful application, the Ministry of Justice awarded funding to Hampshire as one of five successful areas nationally to be allocated funds to test the devolution of funding

to PCCs to commission support for victims of sexual violence. This provision is now available across Hampshire, the Isle of Wight, Portsmouth and Southampton for victims of sexual violence to access support. During Q1-Q3 of 2020-21 (April- December 2020), there have been **486 referrals**, into the provision for counselling, broken down as **428 adults and 58 children and young people**.

In focus: Stop Domestic Abuse

Stop Domestic Abuse's project Female Genital Mutilation (FGM) and Harmful Cultural Practices (HCP) Community Development (funding granted April 2020) works with affected diaspora communities to prevent incidents, support victims/survivors and increase professionals' knowledge of FGM and HCP throughout Hampshire (excluding Southampton).

Commencing in April 2020, the project has provided FGM training to 90 professionals, 7 community members, and 14 clients assessed as at risk received 1:1 support. Feedback from Community Champions Support Group shows 100% expressed an increase in their knowledge of FGM due to sessions on the topic. Feedback also shows 100% of women have reported increased confidence to ask for help themselves from services. Clients who attend Community Champions Support Group return to the group due to "*the support received, the feeling of being included, listened and respected*". COVID-19 has impacted services which are now being delivered online.

Independent Sexual Violence Advocate Service

The Independent Sexual Violence Advisor Services (ISVA) offers emotional and practical support and advice to those in the combined area of Hampshire, Isle of Wight, Portsmouth and Southampton who have experienced rape, sexual abuse, assault, violence or sexual exploitation at any point in their lives. This includes supporting people to report a crime and throughout the criminal justice process if they choose to do this. **I provide £177,108 funding for the ISVA Services, which are funded in partnership with the Local Authorities. In addition, I also provide grant funding of £90,073 for children and young people to access ISVA support.** During Q1-Q3 of 2020-21 (April- December 2020). This year my commissioning team were able to apply and secure additional funding from the Ministry of Offence of £106,185 for additional ISVAs. There have been 844 referrals into the combined ISVA Services.

REDUCING SERIOUS VIOLENCE

For the second year running, I bid for and was awarded an £880,000 grant by the government to lead a Violence Reduction Unit (VRU) to tackle the root causes of violence and prevent young people from getting involved in crime. Hampshire is one of 18 areas across the UK tasked with this responsibility. VRU partners continue to research and build their understanding of the drivers of serious violence, creating strong foundations to tackle this issue through a multi-agency and Public Health Approach. Reaching young people early, building their skills and resilience and supporting them to fulfil their potential is essential and has been a significant focus.

The VRU connects communities, young people, businesses, policing, adult and children's social care, education, health and other partners. The VRU work together to develop a problem profile identifying the drivers of serious violence and cohorts of those at risk, and clear response for tackling and tracking those issues.

The year has been spent supporting young people vulnerable to being either victims or perpetrators of serious violence, particularly reaching young people with increased risk due to the COVID-19 pandemic, including isolation, exploitation, and domestic abuse. The VRU has continued to work with partners on raising awareness of the impact of Adverse Childhood Experiences (ACEs) and the benefits of adopting a

trauma-informed approach. The VRU is also successfully continuing to deliver commissioned interventions across Hampshire, Isle of Wight, Portsmouth, and Southampton. Through the work of the VRU, we continue to hear the voice of young people and those who support them.

This year the VRU has further embedded itself in the community, through new and creative ways. Hampshire facilitated an online question and answer session supported by Yellow Brick Road in Andover, which attracted over 100 public members. The VRU worked closely with the Youth Commission and developed surveys, especially for young people to understand their feelings and views on Serious Violence, COVID-19, and how it affected them.

An example of how the VRU understands what may drive someone to commit knife crime is through a project known as '342 Offenders'. This project analysed knife crimes committed by offenders under age 25 or offenders against a victim under the age of 25, within the timeframe of 1st October 2018 to 30th September 2019. It collated information about 342 offenders who fit the criteria for this study.

The following highlights the key findings and at this stage is based on police data only. The VRU is now moving to phase two, where Children's Social Care and Education will overlay data. Having a richer data-set will help the VRU see what more we can learn and put in place to help change the destination for those at increased risk of committing a knife crime in the future.

- 63.5% of offenders had no prior links to a weapon or a knife
- 57.3% of offenders had committed at least one crime prior to offending with a knife
- 89.2% of offenders were male
- 75.4% were victims of crime prior to committing a serious offence
- The most common crime the offenders themselves were a victim of is assault, amounting to 34.2% of the 342 offenders
- The average age of the offender as a first victim of a crime is 14 years old
- 67.6% of all offenders have in some way been linked to domestic violence, either as a witness, victim or perpetrator
- 40.4% of offenders are recorded as having a history of mental health
- 62.3% of all offenders within this study have a history of alcohol/drugs misuse

Each of the four VRUs continues to be locally owned, managed and delivered based upon local need. This model supports a local response with a shared goal of preventing and tackling serious violence. I allocated funding to the four local VRUs to commission interventions until March 2021, which included:

- Improved capacity of the Youth Offending Teams to deliver a strong prevention and diversion service
- Research to track offending history and identify the drivers of serious violence
- Targeted family support
- Training in taking a trauma-informed approach
- Development of a detached youth work programme
- Tackling county lines and criminal exploitation
- Schools based Interventions
- Supporting young people with the impact of COVID-19

In relation to supporting young people with the impact of COVID-19, I bid for and successfully received additional funding to enable small community-based charities to support vulnerable young people and their families.

Examples of organisations that were supported include:

- Pan Newport on the Isle of Wight which ensured every day basic needs were met for families most in need
- Action Against Abduction worked with schools to educate parents and young people about the risks of abduction
- Headroom made counselling sessions available for young people who were struggling

In focus: Hampshire VRU

We worked with a young person who was supported by a St Giles Trust lived experience worker. At first, they were getting into lots of fights and hanging around with other young people who were also a cause for concern. By spending one to one time with the young person and another family member, the St Giles Trust could discuss options including employment and a viable and positive way forward. Fighting began to reduce, and by the end of the support, the young person was happier and reported improved relationships with their mother. They are now looking forward to their future and know that the door is open should they need more support.

In focus: Isle of Wight VRU

Cook Here, Cook Now, Just Eat It – provides skills for young males aged 11 to 16 who are at risk of becoming involved in serious violence. The project seeks to increase employment opportunities, build confidence and increase peer-to-peer interaction and communication. Youth employment on the Island is almost 10%, which is significantly higher than the rest of the UK. The sessions have proved to be as much about social interaction as cooking. The young men have enjoyed working together, eating together, saying thank you regularly and tidying up together. Through the sessions, the young people became more engaged with the community centre and professionals around them and curious about the opportunities these new skills could bring in the future.

In focus: Portsmouth VRU

Early Help Support – focuses on the specific needs of each family. For example, improving self-esteem, or encouraging attendance at the local GP surgery. Early Help gives practical solutions such as how a mother and child can stay better connected whilst out of the home, and suggestions on handling conflict management. This service assists young people in increasing school attendance and helps build future aspirations using motivational tools and utilising other community activities. Positive outcomes include regular school attendance for siblings and a reduction in the risk of serious violence and substance misuse.

In focus: Southampton VRU

Beyond the Behaviour - supported a young person significantly impacted by Adverse Childhood Experiences (ACEs), resulting in behaviour which drew attention to the Probation Service for weapons offences. Through the sessions, they were able to unpick the impact of their childhood trauma and how this connected to current circumstances. A series of tools were provided, including Cognitive Behaviour Therapy (CBT) to manage future emotions and change their self-view. By the end of the sessions, they no longer want to offend.

ENABLE EFFECTIVE AND EFFICIENT POLICING

Which meets the needs of the people it serves, by empowering the Chief Constable

Hampshire Constabulary is a very low cost force for its size and complexity of demand, receiving over £40m less per annum than average.

Last year local support of an increase in the policing element of the council tax helped to make residents safer by funding more call handlers to answer 999 and 101 calls, the recruitment of more police officers

and support of CountryWatch to tackle rural crime. This was all underpinned with an investment in police officer wellbeing, resulting in improved productivity with more officers available to keep our communities safer. This year the Chief Constable set out a compelling operational case to me for an increase in the policing element of your council tax to 'take the fight to criminals and enable better justice for victims'. There was significant local resident and community support for this operational case that will enable the recruitment of more police officers, to investigate more crimes and make more arrests to keep communities safer. The Police and Crime Panel unanimously supported the recommendation to increase the precept, which will raise an additional £10million for Hampshire Constabulary from April 2021.

In addition to the policing budget of £337.3 million in 2020-21, I also provided funding for essential and emerging policing demands including:

- A contribution of £11,000 towards the supply of hot meals for frontline officers in support of Hampshire Constabulary's response to the COVID-19 crisis. Providing our frontline workers with nutritious meals at a time when access to basic essentials was extremely difficult for shift workers, we know that immunity is affected by nutrition so this investment enabled our officers to keep themselves healthy and I am pleased to say that the number of COVID-19 infections amongst officers has remained low
- Funding of £300,000 for the procurement of desk-mounted screening to support compliance with COVID-19 Government social distancing guidelines - enabling officers, staff and public to be safe in police stations, police custody and other operational buildings across Hampshire, Isle of Wight, Portsmouth and Southampton
- Contribution to tackling rural crime by investing £6,000 in improved Intelligence and Analysis of rural criminality, equipping Hampshire Constabulary with more effective tools to keep our rural communities SAFER
- Funding from reserves to the value of £861,737 to improve Equality and Inclusion in Hampshire Constabulary, which equates to £144 per employee over the three year delivery of this programme from 2021-2023. This funding will enable an ambitious and comprehensive programme of Equality and Inclusion education, accreditation and training for all Hampshire Constabulary officers and staff
- Budget to support laptop procurement, to improve organisational resilience and business continuity within Hampshire Constabulary in light of the lessons learned from the impact of COVID-19
- Funding to support Hampshire Constabulary in delivering essential upgrades to the estate security infrastructure, keeping police staff and officers safe in carrying out their duties
- The purchase of two police vehicles (Ford Rangers in accordance with the Country Watch specification) to support Hampshire Constabulary's rural policing strategy and to keep our rural communities SAFER
- A new contract for Hampshire Constabulary for the supply of accident and repair services for police vehicles, ensuring that police officers have access to safe and reliable vehicles to enable them to carry out their duties effectively whilst keeping the public safe across our two counties

DELIVERING A FIT FOR PURPOSE POLICE ESTATE

In consultation with Hampshire Constabulary, my Office develops, manages and delivers the strategy to develop a modern estate for policing. Through the strategy delivered by Estate Change Programme (ECP) team, the police estate has been transformed and has enabled the delivery of state of the art buildings and innovative approaches and partnerships that enable effective and efficient policing.

Supporting a COVID-19 safe police estate

The exceptional year has had a significant impact on the police estate. It was essential that stations and offices were COVID-19-safe for officers and staff and anyone coming into the buildings. My ECP team played an important supporting role in ensuring everyone was kept safer whilst at work and:

- Worked with the Constabulary to arrange the additional cleaning regime for COVID-19. The required regime provides both proactive and reactive cleansing
- Monitored and assisted, where necessary, the rollout of screens and developing a COVID-19 safe environment – this work is now mostly complete
- Responded to COVID-19 related queries; changing the Estate where needed to continue to support COVID-19 social distancing and ensuring the best use of the police estate.

Police officer uplift planning and delivery

During the last year, my ECP team has continued working alongside the Constabulary to plan for the uplift in police officers following additional national funding, ensuring that the policing estate meets their training and operational need. Working with the Constabulary, the focus of my team has been to enable the placement of new police officers in training once they have completed their classroom training and are go out into the police estate.

In July 2020, I allocated funds to refurbish Bitterne Police Station, to allow it to accommodate some of the projected additional 450 officers who are being recruited across the Hampshire Constabulary area over the next three years. Following a detailed appraisal of the options, Bitterne offered the best available location in Southampton to provide the additional capacity required for the Uplift.

Hampshire Constabulary Wellbeing works

The team are continuing to work towards developing a specification for new Catering Contract to PICs, Training HQ and Custody Feeding, with an emphasis on nutrition and sustainability. They are also continuing to support the force's Wellbeing project, making sure the police estate meets the needs of officers and staff.

New Forest District Council offices

In October, officers serving the New Forest West area moved into their new premises at the New Forest District Council offices on Avenue Road. This move provides modern and fit-for-purpose accommodation for officers and staff to continue policing the Lymington area. It sees the police even closer to the centre of Lymington, where they will continue to keep residents safer.

Highview Business Park, Bordon

The dedicated team of Hampshire Constabulary officers serving the Whitehill, Bordon, Headley, Grayshott, Liphook and Liss area moved to their new premises at Highview Business Park, Bordon in November. Until this point, the policing team were based at the Eco Station on Camp Road. After the lease expired, this move brings them much closer to the town centre of Bordon. The modern, fit-for-purpose accommodation

is close to the High Street and provides an up-to-date environment allowing officers to meet the challenges of modern-day policing.

Fareham Reach

The new Fareham Reach base went live in December 2020. This base is currently used for additional officer numbers from the officer uplift, and will house P&N and R&P management team longer term.

New sites in Portsmouth

A new location in Portsmouth Dockyard for R&P will have additional capacity for the officer uplift. Go live for this site is expected to be in March 2021. The officers based here support Portsmouth and the surrounding areas.

A new site in Portsmouth in Alchorne Place will provide the force's Central Archive Facility and Scientific Services Department Laboratory. Works are expected to be complete during February, and are located close to Portsmouth's Eastern PIC.

Parkway, Whiteley

The Summary Justice Unit will be moving to a new site at Parkway in Whiteley near Fareham. Works are expected to be complete during February, and the site is expected to go live by the end of March 2021. Phase one of IOW and Netley feasibility works was completed just before Christmas 2020. Now, the feasibility study for Isle of Wight police estate is looking at options to develop it to be more effective and efficient, and which supports modern policing. The team are liaising with partners and looking at potential options to improve the police estate on the Island. Part of this will be to provide a modern, fit-for-purpose custodial suite, meeting the latest Ministry of Justice guidance published in 2019 and bringing facilities in line with those recently developed on the mainland. Engagement with staff and officers has already been undertaken, with the next phase concentrating on external communications and options appraisal for next steps.

Improving custody on the Isle of Wight

Isle of Wight custody works are underway to improve the facilities, ahead of the next phase of work to upgrade facilities on the Island. These works are expected to be complete by the end of 2021.

SCRUNTINISING THE PERFORMANCE OF HAMPSHIRE CONSTABULARY

It is my statutory duty to hold the Chief Constable to account for the performance of Hampshire Constabulary. I do this through my weekly one to one private meetings with the Chief Constable and publicly through my COMPASS meetings during the year.

COMPASS (Commissioner's Performance, Accountability, Scrutiny and Strategy) are meetings where I am to put forward the concerns of local residents to the Chief Constable through a series of questions. Members of the public are invited to submit questions on a range of crime and community safety matters which they would like me to raise with the Chief Constable.

Last year I held four meetings; all of these were filmed and posted onto my website.

There were four COMPASS meetings held in 2020-21, when I covered a broad range of themes based on public concerns as well as regional / national issues impacting on policing in Hampshire including:

May 2020: Policing the lockdown, managing increased risk, police officer wellbeing, police specials and police recruitment.

[COMPASS May 2020: Focus on Coronavirus pandemic - YouTube](#)

July 2020: Countering discrimination, summer policing pressures, rural policing, speeding and autism and policing.

[COMPASS July 2020: Focus on countering discrimination - YouTube](#)

November 2020: Policing pressures, burglary, reporting crimes and being kept informed, unauthorised encampments and road safety.

[COMPASS November 2020: focus on local and visible policing - YouTube](#)

February 2021: Trust and confidence in policing, the police budget, rural speeding, hidden crime during the pandemic and COVID-19-19 enforcement.

[COMPASS February 2021: focus on budget, speeding on rural roads, and the pandemic - YouTube](#)

Out of Court Disposals Panel

Since April 2020, my Office has run 14 Out of Court Disposals Scrutiny panels, reviewing 126 cases. The panel, which is made up of a combination of volunteers and professionals has consistently met over the pandemic and lockdown period virtually. Themes reviewed by the scrutiny panel have included domestic abuse, hate crime, knife crime and COVID-19 as well as a cross section of general cases. The panel has provided comment and feedback to the Constabulary, which has been used to improve policing policies and processes.

INDEPENDENT CUSTODY VISITORS

Independent Custody Visitors (ICVs) are volunteers who are the eyes and ears of a Police and Crime Commissioner and the public. Importantly, they provide reassurance that those held in police custody are treated fairly and humanely and that custody blocks are maintained to the required standards. They play a vital part in helping fulfil my statutory role to hold the Chief Constable to account and provide accessibility, visibility and accountability of Hampshire Constabulary.

There are now 50 ICVs across the Hampshire Constabulary Area. During the last year, 17 new ICVs being recruited fill vacancies because of retirement or those shielding during the COVID-19 pandemic. These new volunteers are now receiving on-the-job training with respective coordinators and experienced ICVs in a phased approach.

Due to the COVID-19 pandemic, custody visiting was suspended in March and resumed in June while protocols were put into place to protect and keep our volunteers safe. However, the ICVs still managed to deliver 103 visits in 2020-2021. They spoke with over 600 detainees and they provided a further 80 with some form of informal support.

Custody provision within Hampshire is divided into four areas: Eastern, Northern, Western, and the Isle of Wight. The Eastern area consists of Portsmouth Police Investigation Centre (PIC). The Northern area consists of Basingstoke PIC. The Western area consists of Southampton PIC and the Isle of Wight consists of Newport police station, which was closed for some of the year for refurbishment, so Ryde was reopened to provide Island cover. In total, there are 119 custody cells in Hampshire.

As well as highlighting some important trends in the profile of those held in custody, the learnings and feedback captured on ICV visits during last year has resulted in a number of positive changes being adopted by Hampshire Constabulary custody staff, some of which were particularly focussed on keeping people even in custody during the pandemic. These include:

- Provision of remote legal advice

- Introduction of Video Remand Hearings
- Provision of sanitizing stations in custody
- Ensuring detainees have access to soap, water and face masks
- Establishing robust hygiene and cleaning processes during COVID-19
- Detainees being informed promptly of sleeping reviews

With the support of custody staff, these changes have quickly become embedded in custody procedures.

This year the annual ICV seminar was held virtually, which was an opportunity for ICV volunteers to share experiences and good practice. I was delighted to have the opportunity to thank the ICVs at my annual Safer Awards ceremony and present awards to two ICV's from the Western Panel for their excellent service and commitment during the pandemic. Also a new award for Independent Custody Visiting Panel of the Year to the Isle of Wight, for their excellent service during the Pandemic in the Criminal Justice System.

CRIMINAL JUSTICE

In line with the statutory responsibility of Police and Crime Commissioners to work collaboratively with criminal justice partners, this year I have continued to build on the excellent relationships I and my Office have with the different agencies which make up our local criminal justice system.

The impact of COVID-19 on the local criminal justice system started in the final month of the previous year and has remained a constant disruptive issue during this year. My office remain part of a multi-agency recovery group established to manage the impact of the pandemic on the justice process and to work towards the recovery of the services which make up the local system in as short a timeframe as possible. Our unity as a group of organisations responsible for the different layers that make up our justice system has been instrumental to helping us create a much-recovered system during the past 12 months. At the time of writing this report, we are seeing magistrates' courts within our force area dealing with a greater volume of cases than they receive, every case entering the system has an allocated hearing date and a Nightingale Court is operating at Winchester Guildhall. Crown Court recovery is one of the best in the country but still has some way to go to return to its pre-COVID-19 situation.

The pressures on witness and victim care services has continued during the whole of this reporting period. I have maintained the right level of investment into these support services, with continuing engagement with providers to understand where pressures are being felt. The constabulary too has invested in its witness care services to enable the greater number of witnesses being managed due to the court backlog, receiving the expected level of support. The success of this is reflected in the maintained levels of victim/witness engagement seen within the court service.

The work with partners is focused through the Hampshire and Isle of Wight Criminal Justice Board and its associated sub groups. These being the victim and witness group, court and prosecution performance and reducing re-offending. This year has also seen me continue to broaden my engagement with agencies whose boundaries extend beyond my pan Hampshire area, namely the Wessex Crown prosecution Service (CPS) (covering Dorset, Wiltshire and Hampshire forces) and the National Probation Service, recently established South Central area (covering Thames Valley and Hampshire).

The focus for me continues to be how victims and witnesses are treated with care and compassion when reporting crimes and how organisations with responsibilities towards victims and witnesses comply with their duties under the victim code. In this respect, last year I commissioned my Office to work with the constabulary, CPS and victim groups to understand how we could improve the way rape and serious sexual offences are managed. The work has progressed well with recommendations being presented to the local criminal justice board in late 2020 and formed a tri-force action plan (Wiltshire, Dorset and Hampshire)

and the CPS. My office monitors compliance with the actions within the plan and have continued to challenge the constabulary and CPS.

My other focus has been on tackling the root causes of crime and seeking ways to break the cycle of reoffending. My office co-chairs the Hampshire and IOW reducing reoffending group, alongside the local community rehabilitation company director. Together we have agreed on a set of priorities which all partners engaged with rehabilitation of offenders can work to. These focus on vulnerable groups such as those under 25, addressing specific needs of women within the criminal justice system, ensuring addiction services (drug and alcohol) are effective interventions and supporting HMP Winchester strategy on rehabilitation.

My Office has also led on work looking into how those from black and ethnic minority groups are dealt with by the criminal justice system. We have mirrored the approach taken in David Lammy's review, looking at how each agency records its interaction with BAME individuals and commissioning a report on a specific area within Hampshire to see what lessons can be learned. The outcome of this work has been a set of recommendations for members of the LCJB. An action plan is now in place and will be worked against during the coming year.

Reduce reoffending

Develop services that tackle the root causes of offending and, with partners, make early interventions to prevent offending

Working with offenders to support them to make the right choices can help them break the cycle of their offending behaviour and go on to live crime free lives. I support and fund a range of projects that seek to assist offenders and reduce their offending by aiding their recovery from drug and alcohol dependency and helping them to access a range of support services.

Integrated Offender Management (IOM)

IOM offers a partnership approach to managing offenders whose crimes cause damage and harm locally and has been an essential focus of the Police and Crime Commissioner's work to reduce reoffending.

During the last year, I contributed £275,000 to the Society of St James to provide the IOM Community Outreach Service in Hampshire and the three IOM Houses in Gosport, Portsmouth and Southampton.

COVID-19 affected service delivery resulting in fewer prison visits and increased virtual support. Support is now offered through a blend of face-to-face and online support, and risk assessments are continually reviewed in-line with government guidance.

The IOM Houses have remained operational throughout the pandemic, although the Society of St James reports greater difficulties in identifying move-on accommodation.

Research suggests seven key areas that influence offending are commonly known as 'the seven pathways of offending':

- Accommodation
- Attitudes thinking, and behaviour
- Education training and employment
- Drugs and alcohol
- Children and families
- Finance and debt

- Health and housing

IOM involves working closely with each offender to identify the root cause of offending (based on those seven offending pathways), including other complex needs and vulnerabilities. Safety plans are developed, and interventions are put in place, which aims to reduce reoffending. Clients supported through the IOM programme showed progress against the seven pathways of offending with the most significant progress made in the areas of attitudes, thinking and behaviour, finance and debt, and education, training and employment.

Data from July 2020 to September 2020 reported that 75% of IOM service users have mental health issues, and 41% had been victims or perpetrators of domestic abuse. All staff are trained in Psychologically Informed Environments (PIE), Strength-Based Approaches and being ACE aware and trauma-informed (Adverse Childhood Experiences). Between July 2020 and September 2020, the IOM Community Outreach service supported 71 service users. An analysis of reoffending rates indicates those accommodated in an IOM House have a 50% reduction in reoffending.

This number fluctuates with approximately 15 new clients accepted per quarter. The three IOM houses continued to accommodate approximately 30 service users per annum. The IOM Houses seek to support those leaving prison vulnerable to substance misuse, offering accommodation and a programme of meaningful activities. The resident service users of the Portsmouth IOM House volunteered to paint the house, and the Society of St James new DIY Project which was grant funded by the Southern Coop has been successful in running workshops at the Southampton and Portsmouth IOM Houses. The residents have built a brick BBQ in the Southampton House's garden and will now build a BBQ at the Portsmouth IOM House.

In focus: IOM House

Paul has been involved in criminal gang activity and substance misuse from an early age with GBH convictions, assault, burglary and drug dealing. In August 2020, he was accepted into the IOM House. Paul struggled with authority, had trust issues and admitted that all his life he had used substances and been involved in crime. He had to learn a new way of living and change his behaviours and thinking patterns.

IOM was thought to be the best support service for Paul. It took a multi-agency approach, providing a structured programme with consequences for negative actions and positive behaviour rewards. Paul fully embraced the IOM House's structured programme, engaging in one-to-one sessions and group work. COVID-19 placed a strain on the number of external activities that could be accessed. However, Paul actively sought online courses and secured a place on a Railtrack course recognising the importance of gaining employment.

Paul has not used illicit substances, has provided negative testing, and is considered a positive peer in the IOM House. He has redecorated his room and made it homely. Paul passed his induction with Railtrack and the first medical, which included drug testing. Paul purchased PPE for the programme. When Paul asked how soon he could start employment training and start doing shifts, he replied, "I can start immediately and will happily work whatever shift patterns are available".

FINANCIAL INFORMATION

The budget has been developed to support the priorities of my Police and Crime Plan 2016-2020 to help ensure that Hampshire, the Isle of Wight, Portsmouth and Southampton are amongst the safest places to live, work and visit, so that people are empowered to realise their life opportunities.

Policing has continued to be under significant pressure over the last year, with increased responsibility to enforce the coronavirus restrictions and while some crimes have reduced with more people at home there has been an increase in other crimes like domestic and sexual abuse. The Chief Constable set out a compelling operational case to me for an increase that would enable the continued policing effort to enforce the restrictions, and to look ahead to the rest of the year and beyond to investigate more crimes and make more arrests.

Through my consultation I heard from over 8,000 local residents who also supported an increase to support policing. This was also supported by the Hampshire Police Federation, Police Superintendents Association and Unison because they can also see the benefits this increase will bring to support the wellbeing of police officers and to keep the public safer.

In light of this consultation, I recommended a £15 precept increase to the Police and Crime Panel, which was unanimously supported.

An increase of £15 per annum (based on Band D properties) will provide an additional £10million of essential funding and will enable the Constabulary to respond more fully to communities, including capacity to:

- Investigate up to 26,000 more crimes
- Maintain PCSO numbers
- Pursue 300 more of the most dangerous criminals, with a focus on serious violence and drug related harm
- Reduce offending by a further 1000 crimes
- Safeguard an additional 12,000 vulnerable people, including 240 more high risk children
- Enable targeted support for rural initiatives
- Recruit new officers more quickly
- Provide infrastructure and support to the police officer uplift programme and continuation of delivery of policing services on a sustainable basis
- Target increased support to tackle rural crime
- Better justice for victims

More information on [the Budget and the detailed Budget Reports](#) are available on my website.