SOUTH YORKSHIRE'S POLICE AND CRIME COMMISSIONER

PUBLIC ACCOUNTABILITY BOARD

27 SEPTEMBER 2018

PRESENT:
Dr Alan Billings (Police and Crime Commissioner)
Michelle Buttery (Chief Executive and Solicitor - OPCC)
Alison Fletcher (Office Manager - SYP)
Tim Forber (Assistant Chief Constable - SYP)
Carrie Goodwin (Head of Corporate Communication - SYP)
David Hartley (Assistant Chief Constable - SYP)
Nigel Hiller (Director of Finance - SYP)
Shaun Morley (Chief Superintendent - SYP)
Sally Parkin (Business Manager - OPCC)
Erika Redfeam (Head of Governance - OPCC)
Mark Roberts (Deputy Chief Constable - SYP)
Sara Slater (Finance Manager - OPCC)
Fiona Topliss (Community Engagement & Communications Manager - OPCC)
Stephen Watson (Chief Constable - SYP)
Michael Clements (Chief Finance and Commissioning Officer – OPCC)
Melvyn Lunn (Joint Independent Audit Committee)
Kevin Wright (Evaluation and Scrutiny Officer – OPCC)

APOLOGIES: Andrew Lockley and Lauren Poultney

1 WELCOME AND APOLOGIES

The Commissioner welcomed those present at the meeting.

There were four members of the public present.

2 FILMING NOTIFICATION

The Commissioner informed attendees that the meeting was being filmed and may be uploaded onto his website. By entering the meeting room, attendees are consenting to being filmed and to the possible use of those images and sound recordings for publication on our website and/or training purposes.

3 ANNOUNCEMENTS

There were no announcements.

4 PUBLIC QUESTIONS

There were no public questions.
5 URGENT ITEMS

Fir Vale Incident
The Commissioner asked the Chief Constable for an update on the incident which had taken place in Fir Vale on 25 September 2018.

The Chief Constable referenced the mis-information reported on social media in relation to the incident and how the Force had been unable to confirm this immediately until they understood the situation.

D Hartley confirmed that the incident was a dispute between a number of girls at Fir Vale school. A number of factual inaccuracies were reported on social media which prompted a response from parents. The school tried to offer reassurance but when this continued to escalate called the police. The police attended including one police dog. Work is currently taking place with partners to get things back to normal and a low key presence will remain this week for reassurance.

The Commissioner asked if any lessons had been learnt. M Roberts highlighted the impact of social media, the incident should have been dealt with in-house but social media sensationalised the incident which resulted in a bigger response being required.

The Commissioner commented that he was aware that local Councillors had been working with the police to try and get messages out to local residents.

D Hartley highlighted that before the police can put any messages out they must first establish the facts, initial calls reported that someone had been stabbed which was not the case.

Knife Incidents
This would be discussed later on the agenda.

Lost Property
The Commissioner enquired about the changes to reporting lost property.

M Roberts confirmed that it had been nationally agreed that police forces in England and Wales will no longer take reports of lost property from the 1 October.

The Chief Constable highlighted that there are a number of exceptions including foreign ID documents (including passports), or items classed as ‘dangerous’ i.e firearms.

M Roberts highlighted that lost property places a significant burden on police forces and that this is not a core function. He confirmed that the Force would be informing the public and putting information on the Force website.

The Commissioner highlighted it would need careful messaging. M Roberts acknowledged that this may be seen as a reduction in service and would need to be managed.
ITEMS TO BE CONSIDERED IN THE ABSENCE OF THE PUBLIC AND PRESS

Item 18 – Operation Stovewood Update.

DECLARATIONS OF INTEREST

None.

MINUTES OF THE MEETING OF THE PUBLIC ACCOUNTABILITY BOARD HELD ON 28 AUGUST 2018

The minutes of the last meeting were agreed as an accurate record.

MATTERS ARISING/ACTIONS

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
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<tbody>
<tr>
<td>329</td>
<td>A Lockley to discuss with the PCC the lack of national statistics available on hate crime. 26/07/18 – Ongoing 13/09/18 – Letter sent from PCC to Home Office and ACC Hamilton, NPCC Hate Crime Lead. DISCHARGE</td>
</tr>
<tr>
<td>330</td>
<td>The Chief Constable would consider those recommendations from the Policing Sheffield’s Trees Protests report, addressed to South Yorkshire Police. 26/07/18 – A response is being prepared and will be sent to the Independent Advisory Panel for Policing Protests and PCC week commencing 6 August. 28/08/18 – Ongoing 28/08/18 – Response sent to Chair of Advisory Panel. DISCHARGE</td>
</tr>
<tr>
<td>332</td>
<td>S Barton to raise court sanctions for people sleeping on the streets at the Local Criminal Justice Boards. 28/08/18 – Ongoing. Action to be transferred to T Forber who will report back following the next LCJB on 4 October 2018. 27/09/18 – M Buttery confirmed that sentences are being given in line with sentencing guidelines and therefore suggested that the action be amended for it to be raised at the Countywide Community Forum, adding that an excellent presentation had been given by Stuart around homelessness at the Sheffield City forum and suggested this could be brought to a future PAB.</td>
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<tr>
<td>335</td>
<td>The Force to provide a graphic of the linkages between the various Boards and Meetings to a future PAB. 28/08/18 – Ongoing 31/08/18 – Graphic provided. DISCHARGE</td>
</tr>
<tr>
<td>339</td>
<td>The next Barnsley District Summary Update to include details of some of the difficulties they were experiencing as well as the good work taking place. 13/09/18 – Added to the work programme for the next Barnsley District Summary, 27 November 2018. DISCHARGE</td>
</tr>
<tr>
<td>340</td>
<td>The Planning and Efficiency Group exception report be published on the PCC’s website.</td>
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The following action had been missed off the matters arising:

The Chief Constable would explore further the comments made in relation to discrimination being in place because of the cost of using the Community Alert system for texts and landline messages.

The Chief Constable confirmed there was a cost to the Force for using Community Alerts; 5 pence for a voicemail message and 1 pence for a text message. There are just over 15,000 people signed up to receive Community Alerts 1,500 of which have still to confirm how they would like to be contacted. Less than 200 people have signed up to receive voicemail messages and 12,500 have signed up to receive emails.

The issue of cost is not relevant it is the quality of the message received. It would be inappropriate to leave a 5 minute voicemail message every day. Voicemail messages will only be used in certain situations such as if there is a life threatening incident, the evacuation of property, if there is a vulnerable missing person, sexual assault or major road closures. If you would like to receive regular updates email is the best option. Voicemail will only be used in the most severe cases so fewer messages will be received.

**IT WAS AGREED THAT:**

- Court sanctions for people sleeping on the streets be discussed at the Countywide Community Forum
- S Barton bring a presentation on homelessness to a future PAB

**PAB WORK PROGRAMME**

E Redfean presented the next three months of the PAB work programme. A strategic planning update will be provided later on the agenda.

**FORCE PERFORMANCE - DONCASTER DISTRICT SUMMARY PERFORMANCE UPDATE**

A report of the Chief Constable was presented to the Board. The purpose of the report was to provide a brief update in relation to local operationally based delivery of the Police and Crime Plan in Doncaster, in line with the reporting requirements.
The Commissioner informed the Board that he had attended a meeting in Conisborough with Chief Superintendent Morley on Monday evening. The main issues raised were the loss of the local PCSO who is not being replaced until a review of PCSOs has taken place, police visibility and Anti-Social Behaviour. The Commissioner urged the Force to complete the PCSO review quickly.

S Morley acknowledged the concerns raised and reported that the District has increased its neighbourhood resources over the last six months and currently has three inspectors, five sergeants, twenty five constables and forty nine PCSOs. This will improve visibility. A dedicated officer has also been assigned to Conisborough and there will be three PCSOs by the end of the month.

May 2018 saw the return of Criminal Investigations Department (CID) and Protecting Vulnerable Persons Department (PVP) to Doncaster. The new structure appears to be working well and clear benefits for Doncaster in being able to use staff more flexibly and therefore efficiently.

S Morley reported that the prison estate is responsible for 5% of the demand in Doncaster, an average of 100 crime referrals a month, and is a real challenge. He acknowledged that the Force had not been as active as it could have been in supporting the prisons. A Prison Partnership Board has been established which includes all key stakeholders and a co-ordinated integrated plan is now in place. Doncaster District have sought funding from the prisons in order to recruit additional Civilian Investigators, with HMP Marshgate supporting this initiative. The prisons have also agreed to have a number of prison officers trained in basic crime scene management and statement taking, which will significantly increase the District’s capability and capacity to manage crimes effectively.

The District has seen real reductions in certain crime types, such as burglary and robbery as well as consistent reductions in ASB. The Commissioner queried the chart in the report which showed that residential burglaries were up but non-dwelling burglaries (businesses) were down and asked if there was any seasonal variation. M Roberts confirmed there was some seasonal variation with more residential burglaries taking place when people are on holiday. S Morley reported that September is expected to be the lowest level of burglary in the last 18 months.

The District is also establishing a proactive multi-agency Organised Crime Group (OCG) hub which will be based at Adwick Police Station. This will provide a partnership response to OCG management and deliver a high quality victim led investigation service.

S Morley referred to the recent media reports around ‘Spice’ a psychoactive substance being used by people in Doncaster Town Centre. Doncaster Town Centre has 114 people who are known to the police of which 66 are being supported either through housing provision or addiction treatment, 10 are in prison and 38 who are not engaging and remain the focus of police activity. To address this Doncaster District have doubled the number of officers in the neighbourhood team and are working closely with partners, particularly Doncaster Metropolitan Borough Council (DMBC) who have committed £30,000 of funding to further increase the policing presence.
Doncaster District will also be introducing a tutor unit at College Road Police Station. This will improve the training and development of student officers but also create additional capacity and visibility, within the town centre.

Over the last six weeks the District has made 19 arrests and 28 people have been searched in the town centre associated with the use and dealing of Spice. The District is also enforcing public space protection orders. The Commissioner asked if this was causing displacement. S Morley acknowledged there was some displacement but assured the Commissioner that police patrols and activity will be adapted to address this.

The District is developed its social media platform with all Neighbourhood Policing Teams having active Facebook and Twitter accounts. East Neighbourhood team now has a monthly online chat forum via Facebook which has proved very successful. The Commissioner enquired whether regular dates were set. S Morley confirmed that the dates were set and took place mid week in the evening and enabled people to submit questions and receive a response. The Commissioner asked F Topliss to look into the monthly online chat.

The Neighbourhood Inspector and District Commander have a weekly column in the Doncaster Free Press.

Doncaster continues to develop the multi-agency Safer Neighbourhood Services Team which includes South Yorkshire Police and DMBC staff at the Civic Building in Doncaster Town Centre. An additional Inspector post has been added and the partnership resources within the Team are also increasing with DMBC Enforcement, Complex Lives and Community Rehabilitation Company providing resources from the 24 September.

S Morley highlighted a consistent rise in the number of children who are reported missing from children’s homes in Doncaster. The majority of these children are from outside the District. To address this the District has introduced a monthly scrutiny meeting that brings together the managers from the children’s homes, Ofsted and Children’s Trust representation. The meeting has agreed a new Memorandum of Understanding to improve standards within the homes. Since its implementation the District has seen a 30% reduction of children missing from home reported to the police. The Commissioner enquired if a similar approach was being undertaken in other Districts. D Hartley confirmed this was being introduced in other Districts.

The District is also investing in its workforce by refurbishing the gym at College Road with the hope of improving the health and wellbeing of staff. The District also holds regular workshops to support staff seeking promotion as well as Leadership Days for Sergeants and Inspectors.

A number of awards have been presented to staff over the last few weeks. The Neighbourhood West Neighbourhood Team won the force problem solving award for their partnership interventions in Mexborough and the Doncaster Tasking Team winning the Cutlers Team Award for their interventions with organised crime gangs.
The Chief Constable highlighted that Mexborough was a great example of how the previous police structure did not address the problem and had let people down. However, tremendous work has now been done which has made a real difference to people’s lives. This is a testament to all the officers involved.

M Roberts confirmed there had been a real increase in investment in Doncaster with neighbourhood resources nearly doubling in size. Proactive teams are being put in challenging areas to address public concerns, for example off road motorcycles, the return of CID and enhanced partnership working. The Commissioner acknowledged the investment but highlighted the need to get these messages across to the public.

**IT WAS AGREED THAT:**

- The Commissioner asked F Topliss to look at the monthly online chat forum undertaken by the East Neighbourhood Team

12 **FORCE PERFORMANCE AGAINST TRUST AND CONFIDENCE IN POLICING AND CRIME SERVICES OUTCOMES OF POLICE AND CRIME PLAN**

A report of the Chief Constable was presented to the Board. The purpose of the report was to provide an update on progress against the ‘trust and confidence’ outcome of the Commissioner’s overarching aim of South Yorkshire being a safe place in which to live, learn and work.

D Hartley reported that all areas of the Force were experiencing high demand particular by 101. He confirmed that there had been a reduction in waiting times to answer calls but this was challenging. The Commissioner noted that in relation to victim satisfaction follow-up appeared to be the main problem, officers attend and initial contact is good but then victims do not hear anything further which prompts them to contact 101 for an update putting increased demand on the 101 service. D Hartley acknowledged that around 37% of overall demand on the 101 service were requests for updates. This links into improving performance for keeping victims updated as part of the Complete Victim Care Strategy and victim satisfaction results.

The Force is looking at how victim satisfaction is affected by whether a crime is attended and the type of contact the Force has with victims, such as home visits, by telephone, by appointment at home or a police station.

Each district is currently implementing a 12-week delivery plan called Satisfaction 90, with the aim of achieving a minimum of 90% of victims of crime being satisfied with the service provided by the Force.

83% of victims are currently satisfied when the police attend but only 69% are satisfied when the police do not attend. D Hartley acknowledged that more needs to be done when they do not or are not required to attend and public expectation is not met.
Four main areas have been identified that should lead to improved victim satisfaction:

- increase attendance where they are required to do so and the timeliness of that;
- manage how they explain non-attendance;
- improve follow up update provision; and
- reduce officer demand so they can have more staff available for calls for service.

M Buttery enquired whether Track My Crime was still available. D Hartley confirmed that Track My Crime is still available but has a very low uptake.

D Hartley referred to a number of case studies in the report which recognised excellent work by officers to support victims.

The Force has over 13,000 people signed up to receive Community Alerts.

D Hartley highlighted the importance of having motivated health staff. The Force have introduced Well Together Champions to provide day to day support to officers. Future plans include bespoke health and welfare training for people working in the policing environment, including support for families.

Current and future work of the Trust and Confidence Steering Group include understanding the disparity between the views of victims and non-victims and stop and search.

The Force is currently addressing a significant drop in the number of stop and searches being conducted. To address this the Force lead officer has launched a training package and accompanying engagement campaign for officers to show when it is appropriate to use stop and search.

There is now a Joint Community Safety Department with the South Yorkshire Fire and Rescue Department. Activities currently undertaken include home safety checks, crime prevention visits and youth engagement activities. The team also operates the Lifewise Centre, an interactive safety centre in Hellaby, Rotherham that delivers education packages to more than 20,000 local people every year, including every Year 6 pupil in South Yorkshire.

13 STRATEGIC PLANNING UPDATE

The Planning and Efficiency Group meets on a monthly basis to discuss strategic and financial planning.

Discussions with the Chief Constable on the policing requirements and options for 2019/20 will take place in October / November.
UPDATE REPORT ON CSE ACTIVITY

A report of the Chief Constable was presented to the Board. The purpose of the report was to update the Commissioner in relation to ongoing CSE activity, and specifically in relation to the consolidated action plan.

In March 2016, Professor John Drew published a report commissioned by the Commissioner into South Yorkshire Police’s handling of child sexual exploitation. One of the recommendations was to consolidate the Force’s CSE recommendations into one action plan. A consolidated action plan was published in April 2016. This brought together actions from the Association of Chief Police Officers Action Plan 2012 and the National CSE Action Plan 2014.

A recent review of the CSE Action Plan indicated that seven actions remain.

The Commissioner enquired whether work was still taking place with the Federation of Small Businesses around CSE. T Forber agreed to look at this and report back to the Commissioner.

T Forber confirmed that Protecting Vulnerable People (PVP) team have returned to Districts. This will allow for more effective working with both internal and external partners and provide a cohesive response to local issues. The Force has also retained a central team which investigates highly complex cross border CSE investigations which involve multiple victims and multiple suspects. Organisational oversight is provided by the PVP CSE Overview Group which meets on a monthly basis.

T Forber highlighted a number of case studies including a male who was convicted of ten counts of indecent assault, five counts of sexual activity with a child, three counts of indecent assault, one count of rape and one count of paying for the services of a child and was sentenced to twenty four years imprisonment. In another case the investigating officer received a Judge’s Commendation related to the abuse of a thirteen year old girl by a nineteen year old male. The Board noted that the courts continued to give appropriate sentences. The Commissioner highlighted that the courts have had to learn, particularly how to deal with victims with complex needs.

Recruitment of PVP Investigating Officers has now been finalised. The operating model includes seventy three Investigating Officers, forty six of these were in post or training by January 2018. The remaining twenty seven have been recruited and are at various points within the six month training programme.

Thirty five staff have now attended the Postgraduate Certificate course designed in conjunction with the University of Sheffield and a further course is scheduled to take place in January 2019. This has been the first year that Civilian Investigation Officers have been able to sit the National Investigators’ Exam and seven South Yorkshire Police Investigators were successful in this process. Four of these candidates have now completed the Initial Crime Investigators Development Programme and are currently in the process of completing their Level 2 portfolio.
One Civilian Investigator from South Yorkshire got the highest mark nationally. The Commissioner requested the Civilian Investigators' details.

T Forber highlighted the work taking place around County Lines. County Lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more areas in the UK, using dedicated mobile phone lines or other forms of "deal line". They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons. The Commissioner enquired whether this was a problem in South Yorkshire. T Forber acknowledged that the Force is still developing the profile in South Yorkshire but it appeared to be more prevalent in North Yorkshire. M Buttery enquired whether someone from the Force could work with the OPCC on this for the Police and Crime Plan.

Future challenges include retention of staff; effective management of demand within current staffing levels across PVP and welfare of staff.

K Wright enquired about the health and wellbeing of new officers who did not have a police background. T Forber acknowledged the Force was reliant on the Occupational Health Unit but did not think having a police background made any difference. Support will be tailored to individual needs.

IT WAS AGREED THAT:

- T Forber establish whether work was still taking place with the Federation of Small Businesses around CSE
- The Commissioner be provided with the details of the Civilian Investigator who got the highest marks national on the Initial Crime Investigators Development Programme.
- Force to identify individual to work with the Office of the Police and Crime Commissioner on County Lines issues for the Police and Crime Plan

15 KNIFE CRIME UPDATE

A report of the Chief Constable was presented to the Board. The purpose of the report was to provide an update on the current position in relation to the Force level response to knife enabled crime across South Yorkshire.

T Forber highlighted that knife crime is a national issue. For the first time in 3 years South Yorkshire has seen the rate of increase drop below the national average to 14%.

South Yorkshire is currently ranked 7th highest nationally in relation to volume and 17th place nationally in relation to percentage increase year on year. An improvement of some 12 places based on recent Office of National Statistics (ONS) statistics for year ending March 2018. The Commissioner highlighted the difficulty in explaining this to the public due to negative media reports. M Roberts confirmed that volume and incidents per 1000 population was 0.75 of a person. The Chief
Constable stressed that whilst the incidents were traumatic, regrettable and a parents worst nightmare it was imperative that this is kept in perspective.

A discussion took place around the communication provided to the public and the need to put this into context. M Buttery highlighted that the Office of the Police and Crime Commissioner is looking at their communications strategy in relation to knife crime and will work with South Yorkshire Police.

T Forber highlighted that South Yorkshire Police is much more proactive than most forces by using S60 legislation and stop and search. A discussion took place around getting the right balance between reassurance and frightening the public. The Commissioner highlighted that Detective Superintendent Una Jennings had struck the right balance in The Star article the previous day.

Work is ongoing with the NHS to enable the cross-referencing of data. This enables the Force to allocate resources to NHS hotspots which may not be known to the Force.

The Force has also created a co-located multi-agency team, Operation Fortify, to consider violent crime and organised criminality.

The Commissioner asked if the increase in knife crime was related to drugs. There is an element of drugs but the Force cannot rule out other factors. T Forber highlighted that a high proportion of offenders and victims are involved in criminality and that it is rare to have an innocent person set upon by a gang with knives.

The Force has taken part in Operation Sceptre, a nationwide operation designed to engage our communities alongside the police service in tackling knife crime. Between 18 and 24 September the Force made 29 knife related arrests, had undertaken test purchases and visited over 30 schools.

The Chief Constable highlighted the importance of engaging with parents and thanked Detective Superintendent Una Jennings for all her work around knife crime.

16 INDEPENDENT OFFICE FOR POLICE CONDUCT (IOPC) - COMPLAINT HANDLING REPORT

M Roberts presented a report on the performance of the Force following the publication of the Independent Office for Police Conduct’s Annual Report.

The following key points were highlighted:

- South Yorkshire Police recorded 460 complaints in 2017/18, a reduction of 24% from 2016/17.
- The Force has improved its recording of complaints, doing so within the expected 10 day period, in 91% of cases.
- South Yorkshire Police recorded 890 allegations, a 23% reduction from 2016/17.
• Per 1000 employees, South Yorkshire Police recorded 176 allegations, well below the national average of 274 per 1000.

This builds on the HMICFRS Legitimacy inspection which rated the Force as "good".

The Commissioner requested that this report be provided to the Independent Ethics Panel.

IT WAS AGREED THAT:

• The Independent Office for Police Conduct's Annual Report be provided to the Independent Ethics Panel for their information

17 PCC DECISIONS REPORT

The decisions set out in the report were noted.

18 OPERATION STOVewood UPDATE

A report of the Chief Constable on Operation Stovewood was presented to the Board. The purpose of the report was to provide an update to the Commissioner regarding Operation Stovewood's (operational and financial) ongoing investigation into Child Sexual Exploitation (CSE) in Rotherham.

T Forber provided an overview of the report to the Board.

19 ANY OTHER BUSINESS - TO BE NOTIFIED AT THE BEGINNING OF THE MEETING

20 DATE AND TIME OF NEXT MEETING

CHAIR