

SOUTH YORKSHIRE'S POLICE AND CRIME COMMISSIONER

PUBLIC ACCOUNTABILITY BOARD

29 JANUARY 2019

PRESENT: Dr Alan Billings (Police and Crime Commissioner)
Michelle Buttery (Chief Executive and Solicitor)
Stephen Watson (Chief Constable)
Michael Clements (Chief Finance and Commissioning Officer)
Nigel Hiller (Director of Finance)
Lauren Poultney (Assistant Chief Constable)
Erika Redfeam (Head of Governance)
Sara Slater (Finance Manager)
Fiona Topliss (Community Engagement & Communications Manager)
Kevin Wright (Evaluation & Scrutiny Officer)
Alison Fletcher (Office Manager)
Sally Parkin (Business Manager)

Apologies for absence were received from: Tim Forber, Carrie Goodwin, David Hartley, Mark Roberts and Rob Winter

1 WELCOME AND APOLOGIES

The Commissioner welcomed those present at the meeting.

There were four members of the public and one member of the press 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

The Commissioner informed the Board that this was S Slater's last Public Accountability Board. He wished her well for the future and thanked her for her support.

4 PUBLIC QUESTIONS

There were no public questions.

5 URGENT ITEMS

There were no urgent items.

6 ITEMS TO BE CONSIDERED IN THE ABSENCE OF THE PUBLIC AND PRESS

There were no items to be considered in the absence of the public and press.

7 DECLARATIONS OF INTEREST

There were no declarations of interest.

8 MINUTES OF THE MEETING OF THE PUBLIC ACCOUNTABILITY BOARD HELD ON 18 DECEMBER 2018

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

9 MATTERS ARISING/ACTIONS

351	<p>Consideration would be given to the questions in the Your Voice Counts (YVC) survey to better understand the declining levels of confidence in the criminal justice system 27/11/2018 – ongoing 18/12/2018 – ongoing 29/01/2019 – the questions have been refreshed and are now incorporated into the YVC survey. Due to the timing of the survey there will be a slight time lag before the results will be available. DISCHARGED</p>
354	<p>All decisions made by the Commissioner would be made at a PAB meeting, unless an urgent decision is required between meetings. Noted. DISCHARGED</p>
355	<p>Support from the judiciary around the use of the Vagrancy Act to be taken to the next LCJB meeting. 24/01/2019 – This issue was raised at the last LCJB meeting on 10 January 2019. In raising the item, it was already acknowledged that the judiciary will sentence cases put before them in accordance with sentencing guidelines. However, it was suggested the Judiciary Delivery Group may be a useful forum for dialogue, and the Commissioner will also take the issue to the next meeting of the Countywide Community Safety Forum. The Chief Constable highlighted the need to separate those who are vulnerable from those who do not want help and the need for fairer dispensation. DISCHARGED</p>
356	<p>The Commissioner to consider how his commissioning activity could support work around problem street culture. 24/01/2019 – An evaluation of supporting a multi-agency approach to problem street culture is included in the Commissioning Plan 2019/20. DISCHARGED</p>
357	<p>The OPCC to consider what it could do to assist the Force in understanding the 'voice of the victim' which may lead to increased victim satisfaction. 23/01/2019 – The OPCC is currently undertaking a piece of engagement work with victims and will feed the results via the Trust and Confidence Steering Group when available.</p>

	DISCHARGED
358	The results of the precept consultation to be brought to the January meeting. On today's agenda. DISCHARGED

10 PAB WORK PROGRAMME

M Buttery reminded the Board of the slimmed down agenda for the Public Accountability Board with the focus on performance pending completion of the assurance mapping activity.

The Commissioner confirmed that the focus would be on more considered discussion on fewer substantial issues.

11 POLICE AND CRIME PLAN RENEWAL 2019/2020

M Buttery presented a report to seek the Commissioner's formal approval to the draft of the Police and Crime Plan (renewed for 2019/20).

She reminded the Board that the renewal of the Commissioner's Police and Crime Plan ('Plan') had been discussed at previous meetings. These reports had outlined the emerging priorities as a result of: listening to the issues of concern to the public and partners; considering more formal inputs about crime threats and current future demand for policing services, including from the Chief Constable and considering research that looks to the future.

The draft Plan had been circulated to the Force before Christmas.

This report represents the closing stages of the Commissioner's consultation. M Buttery confirmed that there was still time to provide comment and that items were still being added. She also highlighted that whilst Brexit was included in the Plan this was quite vague because this issue is very much 'live' and constantly changing.

In line with legislation the Commissioner will take his Plan to the next meeting of the Police and Crime Panel on the 4 February 2019.

The Chief Constable confirmed that he had welcomed the opportunity to comment and noted these had been included in the Plan. He highlighted the continuity with the previous Plan which supports the Force's direction of travel.

The Commissioner confirmed that the priorities remained the same although the commentary had changed. He also thanked Lord Blunkett whose words had been incorporated into the Plan.

The Commissioner highlighted the Accountability section at the top of page 41, which sets out the following questions he will be asking:

- How well does the service understand the data they have, and how well are they using it in their planning?
- How well are they performing against the priorities? How do they know?
- If they are not making progress, why is this, and how will they put it right?

He suggested that these should be brought to the attention of report writers so they are reflected in future reports.

IT WAS AGREED THAT:

The questions set out in the Accountability Section of the draft Police and Crime Plan be brought to the attention of report authors so they are reflected in future reports

12 PROPOSED BUDGET AND COUNCIL TAX PRECEPT 2019/2020

M Clements presented a report on the proposed revenue budget and Council Tax for 2019/20.

He referred to the verbal update he had provided on the funding settlement at the Public Accountability Board in December 2018. Further analysis had now been undertaken around the implications of the settlement for South Yorkshire.

Prior to the settlement announcement South Yorkshire had a number of financial risks, including pension costs and 'Legacy' issues relating to the Hillsborough disaster and historic child sexual exploitation in Rotherham.

The settlement gave a more favourable position than originally thought for 2019/20.

The Home Office 2019/20 funding settlement announced additional funding of £823m for local policing, with 62% of this expected to come from increased local taxation. This is a one year settlement only. The Home Office cannot confirm if all of the increased grant to cover increased pension costs for police officers is recurrent. The Spending Review will influence funding allocations for 2020 onwards.

Nationally, this equates to an average increase of 7.1%. South Yorkshire's increase is +6.3%. Policing grants were increased by £314m, having previously been cut or cash frozen since 2010, to cover increased pension costs. Police and crime commissioners have been given the flexibility to increase the precept by up to £24 on a Band D property, raising £509m nationally, to help fund the cost of inflation and service demand.

The £12 increase in 2018/19 had provided £5m income which covered inflation but not demand pressures which have to be self-financed.

M Clements confirmed he was recommending the Council Tax increase of £24 equivalent on a Band D property for 2019/20 to the Commissioner.

He highlighted that 87% of properties in South Yorkshire are in Bands A, B or C so will have an annual increase lower than £24.

The budget proposed will cover inflation and demand pressures including enabling investing to increase police officer numbers by 55, including 40 for neighbourhood policing, improving customer contact and the implementation of body worn video.

If the precept is increased by £24 for the year, the draft budget gap for 2019/20 would be a £2.6m deficit. If the gap cannot be funded from additional savings this would significantly impact on reserves.

He highlighted the risk of not taking up the maximum Council Tax increase in relation to applying for Special Grants. It is unlikely that the Home Office will look favourably on applications for Special Grants if South Yorkshire has not maximised its funds through local taxation increases permissible in the settlement.

The Commissioner confirmed he was accepting the recommendation and would be putting this forward to the Police and Crime Panel at the next meeting on 4 February 2019.

The precept proposal had been reported to the South Yorkshire Leaders on 28 January 2019 who had indicated their support.

The Commissioner highlighted that South Yorkshire had been put in a difficult position in relation to Special Grants. He acknowledged that a large number of households were struggling and confirmed that this had not been an easy decision to make. He highlighted that this was a decision he believed he could only make once and further years would be more modest.

The Chief Constable welcomed the current position. He acknowledged things were still tight but felt the Force would be able to continue with its plans and become more proactive. There would be 18 new police officers a month until February 2020 as recruitment is stepped up in line with the workforce plan. He would be able to populate a good operating model which will reflect increased visibility.

The Chief Constable also highlighted that the public get a lot for their money which they never see, such as officers working on counter terrorism and child sexual exploitation online.

The Commissioner highlighted that the Force still has to make considerable savings, approximately £4.0m (1.5%). The cost of legacy issues between 2018/19 and 2023/24 is forecast to be £179m of which only £149m is likely to be funded by Special Grant, leaving South Yorkshire to find £30m. The public need to understand and reflect on this.

M Clements provided an overview of the Commissioner's Commissioning Plan. The proposed 2019/20 budget is £3.343m.

The key areas are:

- Victim of Crime Fund - £3.027m
- Community Grant Fund - £150k
- Partnership Fund - £348k
- Community Safety Fund - £2.238m

- Priority Response Fund - £238k

The Commissioner's Victim of Crime fund is allocated to the various contracts/grant funding arrangements. The cost of these arrangements is predominantly offset by grant funding the Commissioner receives from the Ministry of Justice (MoJ) Victims Fund and Home Office Early Intervention Youth Fund.

Performance monitoring will continue throughout 2019/20.

M Buttery highlighted that the key areas of focus in 2019/20 will include developing the way in which monitoring information provided by recipients contributes to the Police and Crime Plan delivery report which reports to the Police and Crime Panel.

F Topliss provided information on the consultation carried out with the public of South Yorkshire around the raising of the council tax precept for 2019/20.

The consultation involved speaking with residents across the county to seek their views in relation to the proposed increase of the council tax precept.

The Commissioner's Engagement Team have been consulting with the public throughout 2018 around the idea of a rise in the precept.

Following the Government Spending Review and Autumn Statement, a specific consultation exercise took place to seek public views on the detail of the proposed increase. The public were consulted via an online survey and face-to-face at public consultation events across the county.

Generally, people were aware of the constraints and were willing to spend a bit more but they want to see more for their money.

M Buttery thanked F Topliss's team for the work undertaken, she also thanked the Force's engagement team for re-tweeting the survey which meant the Commissioner received a much better return.

13 FORCE PERFORMANCE AGAINST TRUST AND CONFIDENCE IN POLICING AND CRIME SERVICES

A report of the Chief Constable was presented to the Board. The purpose of the report was to provide an update on the progress against the trust and confidence outcome of the police and crime plan 2017-2021.

The trust and confidence South Yorkshire's communities have in South Yorkshire Police is measured through the quarterly Your Voice Counts (YVC) survey. L Poultney acknowledged the downward trend in trust and confidence and confirmed this was disappointing. The Force is trying to establish the national context to include in future reports. New questions are being developed to help the Force understand why there is a decrease in trust and confidence in the police.

The Commissioner was particularly anxious to understand why trust and confidence in South Yorkshire Police was at lowest levels in Rotherham District

The new contact management IT system, Smart Contact launched on 13 November 2018. The average total wait time for a 101 calls to be answered in the week up to 23 January 2019 was 2 minutes 54 seconds and 15% of 101 calls were abandoned. The national average is 25%.

The Commissioner enquired if the average wait time for a 101 calls to be answered included the calls which were abandoned. No, this was just calls which are answered. The average time before a call is abandoned is 4 minutes 58 seconds. L Poultney confirmed that prior to Smart Contact this information was unavailable. A performance team has been established to make better use of the new data available and inform activity to improve the 101 service. They will be tracking abandoned calls and establishing whether people are making more informed decisions by reporting incidents online or contacting their neighbourhood team instead of waiting for 101 calls to be answered.

The Atlas Court review currently underway is looking at shifts patterns and skills set for staff to help improve performance levels.

The Chief Constable confirmed the new system was more sophisticated and help drive productivity without additional resources.

The Commissioner enquired about the Call Back system. This is being trialled in the Crime Recording Bureau and went live this week. The Force is hoping to launch this for all 101 calls in the next few weeks. The Commissioner asked if a time was given to the caller for the call back to take place. This was not possible to give as calls had to be prioritised.

The Force is focusing more on crime and anti-social behaviour that matters to local communities. For example, the next Operation Duxford will focus on community issues identified through local Police and Communities Together (PACT) meetings. The Chief Constable highlighted this did not mean they would no longer focus on the areas of high demand but it was important to start to focus on problems which have the biggest impact on local communities.

The Commissioner highlighted that the local Councillor had praised the Force for driving down anti-social behaviour in Foxhill which had made a big difference to the local community.

A discussion took place around communication to improve trust and confidence. The Neighbourhood Policing Survey and the College of Policing shows word of mouth at a local level has the strongest influence. L Poultney confirmed that community engagement was evolving although there were still some challenges. The Force recognises that it needs to do further work to engage some hard to reach groups.

The Chief Constable commented that the public expect us to keep them informed and this can be quite general. The Commissioner suggested it may be worth asking the public what messages they want to receive. The Chief Constable

highlighted that the take up for SYP Alerts was good but the Force need to consider the scale of its ambition.

The Commissioner raised SYP Alerts and suggested the Force listen to what the public actually want messages about.

E Redfearn enquired if the Force was intending to have some planned focus groups around what the public wanted information on. Yes, ACC Hartley is leading on this.

L Poultney also informed the Board that P McCurry was reviewing the Neighbourhood newsletter to standardise these and the Commissioner's comments around including information which the public want informing about would be built into the review.

Victim satisfaction is measured for victims of residential burglary, vehicle crime, hate crime and vulnerable victims from any crime type and a separate survey measures satisfaction for domestic abuse.

The Force has a complete victim care strategy and each district began to implement a Satisfaction 90 plan which aims for a minimum of 90% of victims to be at least fairly satisfied with the whole experience.

L Poultney acknowledged that people are more satisfied if the police attend or speak to someone face-to-face but this is not always possible. The Force is undertaking work around this.

The Commissioner queried the number of people who were vulnerable where the police had not attended. The Chief suggested this may be because someone presents different elements of vulnerability but agreed to take this away and provide practical examples of what this means.

Domestic abuse victim satisfaction results continue to be consistent.

There has been a significant increase in the use of stop and search across the districts. The Chief Constable highlighted that this was supported by communities. E Redfearn confirmed that the Commissioner's Independent Ethics Panel continued to monitor this and had appointed a link member.

L Poultney highlighted that the Force had held its third Health and Wellbeing Conference in January which explored both physical and mental health issues and how the two are linked.

South Yorkshire Police are the first police force in the UK to become an 'Employer with Heart' with the charity Smallest Things and will be giving extra rights to parents of premature babies including provision of additional paid leave after maternity leave and paternity/maternity support leave.

The Force's internal staff survey was launched again in November 2018, this is designed to gain an understanding of staff needs and identification of

organisational and individual factors that can help shape performance improvement across the Force.

M Buttery raised the need to understand the YVC's data. F Topliss highlighted that when the Commissioner talked to the public they were much more positive than YVC suggests. YVC's needs to be supplemented with other work.

IT WAS AGREED THAT:

- **The Force would consult the public on what information they want to receive, both via SYP Alerts and Neighbourhood newsletters**
- **The Force would consider the number of people identified as vulnerable where the police did not attend and provide the Commissioner with some practical examples**

14 BUDGET MONITORING (Q3) 2018/19

M Clements provided a brief summary of the latest financial forecasts against revenue and capital budgets at the end of the third quarter of 2018/19. It covers the cost of the Office of the Police and Crime Commissioner (OPCC), budgets managed by the OPCC and the budget managed by the Chief Constable of the South Yorkshire Police.

The revenue budget 2018/19 required use of £7.3m reserves to balance. But mainly due to underspends on the Chief Constable's budget of £5.5m and £2.9m on the legacy costs budget, it is forecast that the outturn would make a contribution to reserves of £1.2m.

It was approved previously by the Commissioner that £1.83m of the forecast underspend on the Chief Constable's budget would be earmarked to transfer to reserves, to meet potential fracking costs (£1m) and slippage transitional costs relating to the crime review of £830k. The Crime Review costs now expecting to be incurred in 2019/20 have been revised to £1.04m. Therefore a total of £2.04m of the forecast underspend will need to be set aside in reserves for 2019/20.

The revised capital programme is £15.5m, after reflecting slippage and underspend.

There has been some further slippage in the capital programme, with expenditure now forecast to be £13.4m.

15 BREXIT AND THE IMPLICATIONS

M Buttery presented a short report to raise awareness of current planning activity around the implications for policing and crime services of the United Kingdom's withdrawal from the European Union (Brexit).

M Buttery confirmed that the report was intended to start a conversation on the preparedness.

Section 4 of the report provided information on the national planning for the crime implications of withdrawal from Brexit.

M Buttery highlighted a quote from the National Police Chiefs Council lead “There is no intelligence at the time to suggest that there will be a rise in crime after Brexit. Police are constantly monitoring potential rises in crime and forces respond to their own area’s needs.”

Section 5 of the report provides information on the local planning for the policing implications of withdrawal from Brexit.

South Yorkshire Police has appointed a chief officer lead, ACC Hartley.

Over the last two years, South Yorkshire Police and partners have conducted local assessments of the implications of withdrawal from the EU, through the Local Resilience Forum.

There is also a Brexit Strategic Co-ordinating Group in South Yorkshire, responsible for planning and managing risks.

The Commissioner confirmed that he could reassure the public that plans are in place and he will continue to monitor this.

The Chief Constable stressed that there is no intelligence of increased crime and that the Force was in a good position in relation to being prepared.

16 PCC DECISIONS

The decisions set out in the report were noted.

E Redfearn highlighted that it was anticipated that there would be fewer reports to the Public Accountability Board in future because the Commissioner will be making the majority of his decisions in the actual meeting.

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

None.

18 DATE AND TIME OF NEXT MEETING

CHAIR

