

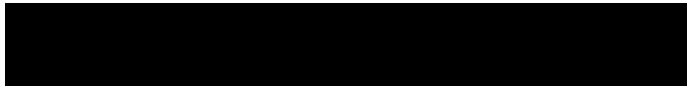
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4 November 2020

To: Members of the Public Accountability Board

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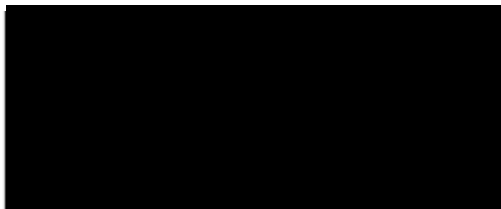
Dear Colleague

Public Accountability Board

You are invited to attend the next meeting of the Public Accountability Board which will be held on **Tuesday 10th November 2020** at **10.00 am** via video conference.

The agenda and supporting papers are attached.

Yours sincerely



Erika Redfearn
Head of Governance
Office of the Police and Crime Commissioner

Enc.

PUBLIC ACCOUNTABILITY BOARD

TUESDAY 10TH NOVEMBER 2020 AT 10.00 AM

AGENDA

	Item		Page
1	Welcome and Apologies	Dr A Billings	Verbal
2	Video Conferencing and Recording	Dr A Billings	verbal
	<p>This meeting is being recorded and if the quality is acceptable it will be uploaded onto our website.</p> <p>The OPCC operates in accordance with the Data Protection Act. Data collected during the filming will be retained in accordance with OPCC's published policy.</p> <p>Therefore by joining the meeting, you are consenting to being recorded and to the possible use of that recording for publication on our website and/or training purposes.</p>		
3	Announcements	Dr A Billings	Verbal
4	Public Questions		
5	Urgent Items	Dr A Billings	Verbal
6	Items to be considered in the absence of the Public and Press – There are no items		
7	Declarations of Interest	Dr A Billings	Verbal
8	Minutes of the meeting of the Public Accountability Board held on 13 October 2020	Dr A Billings	1 - 12
9	Matters arising / actions	M Buttery	13 - 14

	<u>Force Performance Reporting</u>	
10	Force Performance - Rotherham District Summary Update	S Chapman 15 - 30
11	Force Performance Report against Police and Crime Plan 2017 - 2021 (Renewed 2019) - Protecting Vulnerable People	T Forber 31 - 48

12	SYP's Quarterly Budget Monitoring Overview	D Carrington	49 - 54
13	Older Victims of Crime	L Poultney	55 - 58
14	Cybercrime Update	L Poultney	59 - 64

	<u>Chief Executive Reporting</u>		
15	PCC Decisions	E Redfearn	65 - 68
16	Update on the Police and Crime Commissioner's Strategic Planning Process	M Buttery	69 - 70
17	PAB Work Programme	M Buttery	71 - 86
18	Any Other Business		
19	Date and Time of Next Meeting		
	10 December 2020 at 10.00 am.		

SOUTH YORKSHIRE'S POLICE AND CRIME COMMISSIONER

PUBLIC ACCOUNTABILITY BOARD

13 OCTOBER 2020

PRESENT:

- Dr Alan Billings (Police and Crime Commissioner)
- Michelle Buttery (Chief Executive and Solicitor)
- Sophie Abbott (Interim Chief Finance Officer)
- Erika Redfearn (Head of Governance)
- Fiona Topliss (Community Engagement & Communications Manager)
- Sally Parkin (Governance and Compliance Manager)
- Sharon Baldwin (Evaluation and Scrutiny Officer)
- Stephen Watson (Chief Constable)
- Mark Roberts (Deputy Chief Constable)
- David Hartley (Assistant Chief Constable)
- Tim Forber (Assistant Chief Constable)
- Lauren Poultney (Assistant Chief Constable)
- Debbie Carrington (Interim Director of Finance)
- Alison Fletcher (Office Manager)
- Carrie Goodwin (Head of Corporate Communications)
- Shaun Morley (Chief Superintendent, Doncaster)
- Melanie Palin (Chief Superintendent, Doncaster)
- Danielle Taylor (Sustainability Manager)
- Andrew Lockley (Chair of the Ethics Panel)
- A Macaskill (Independent Ethics Panel)
- Steve Wragg (Chair of the Joint Independent Audit Committee)
- Tracy Webster (Community Engagement Officer)

APOLOGIES: Jackie Bland and Cllr Garry Weatherall

1 WELCOME AND APOLOGIES

The Commissioner welcomed those who had dialled into meeting, including Councillors Short and Steinke members of the Police and Crime Panel, and three members of the press (P Whitehouse, D Andrews and B Bason).

2 VIDEO CONFERENCING AND RECORDING

The Commissioner confirmed that the meeting was being recorded and, subject to the quality being acceptable, would be published on the website.

3 ANNOUNCEMENTS

The Commissioner announced that it was Chief Superintendent Shaun Morley's last meeting prior to his retirement and welcomed Chief Superintendent Melanie Palin, the new Doncaster District Commander.

4 PUBLIC QUESTIONS

There were no public questions.

5 URGENT ITEMS

The Commissioner invited D Hartley to provide an update on Covid-19.

D Hartley confirmed that South Yorkshire is in Tier 2. This means that you must not mix with family and friends indoors in any setting unless you live with them or have formed a support bubble with them. You may continue to see friends and family you do not live with outside, including in a garden or other outdoor space but not in a group of more than six.

The Force is currently receiving 400 Covid-19 related incidents per week and this is expected to increase as the regulations change. In May 2020 over 200 Covid-19 related incidents were being received every day. Plans are in place if levels return to those seen in May.

D Hartley confirmed that the Force approach of engage, educate, explain and enforce will continue. Any enforcement action will be evidence-based. Analysis shows that around 18% of Covid-19 related incidents are to shops, 16% are to pubs and about 12% are to restaurants.

Public health geographical mapping information is now available. This will enable enforcement activity to be undertaken based upon where the Force can have the best impact on what is a public health issue in terms of infection rates.

The Commissioner acknowledged Government consultation with local Council Leaders and the Elected Mayor and enquired if any similar consultation in relation to law enforcement was taking place with the police. The Chief Constable confirmed that this takes place at a national level.

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 THE 10 SEPTEMBER 2020

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

9 MATTERS ARISING/ACTIONS

391	Consideration be given to district reports following the same format 24/06/2020 - A template for district reports will be developed for the August meeting. Ongoing 28/07/2020 – Template has been developed and will be used at the September meeting. 01/09/20 - This has been delayed until the October Meeting. DISCHARGED
392	Headings be included for all future reports on the Police and Crime Plan priorities 10/09/20 – Ongoing 13/10/20 – New templates are being developed
393	The content of future Protecting Vulnerable People reports be discussed with the Office of the Police and Crime Commissioner (OPCC) 10/09/20 – Ongoing 13/10/20 – See action 392
394	U Jennings to meet with Nasar Raoof 13/10/20 – Complete. DISCHARGED
395	The Commissioner's Office would follow up with the Force any issues or concerns relating to forensics CSI attendance. 13/10/20 – M Buttery confirmed that the Force had provided assurance that there are robust governance arrangements in place and there are currently no concerns. DISCHARGED
396	The Commissioner's Office would establish if Sheffield City Council are considering a Public Space Protection Order (PSPO) in the Page Hall area. 13/10/20 - Ongoing

10 FORCE PERFORMANCE DONCASTER DISTRICT SUMMARY

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 highlighted the under reporting of domestic abuse during lockdown and the peak in July 2020 as lockdown eased. He enquired about the current levels and whether the Domestic Abuse (DA) team in Doncaster was sustainable.

S Morley confirmed that Doncaster was still seeing an increase and to address this demand had introduced an additional DA team. Each team is led by a Detective Sergeant and includes a combination of detectives and specialist constables with bespoke training around DA. This has resulted in a rise in positive outcome rates against a quarter of all offenders. Further outcomes include educational or partner agency intervention including referrals to Inspire to Change, or the issuing of Domestic Violence Protection Notices or Orders. S Morley confirmed this was sustainable.

The Commissioner acknowledged the work being undertaken with partners to respond and get upstream of the mental health demand and enquired if this was sustainable.

S Morley informed the Board that as the country locked down for the first time in March 2020, Doncaster mental health leads and partners recognised the likelihood of surges in mental health demand. A twice-weekly high-level demand partnership was established to identify and support those identified as some vulnerable.

A single point of access line has been established for members of the public and partner agencies to call, where all mental health related matters are triaged and directed to the most appropriate resources. The use of street triage by officers has increased month on month from nine referrals for the month of January, 66 in June, to a high of 167 referrals for the month of July.

The mental health reduction programme within the Safer Neighbourhood Service Hub is designed to help manage and support complex individuals, who repeatedly contact emergency services. The programme consistently sees in excess of a 60% reduction in the number of deployments and a 39% reduction in the number of people who have been detained under the Mental Health Act assessment. This demand reduction saves all agencies in the region of £160,000 per annum.

The Commissioner acknowledged the difficulty in engaging with communities during lockdown. He highlighted the online Police and Communities Together (PACT) meeting and enquired if this was taking place in other districts. S Morley confirmed this had been trialled in Sheffield prior to lockdown and has been utilised in Sheffield and Doncaster during lockdown. He highlighted that historically the Mexborough PACT meeting had attracted about 10 people. The Mexborough online PACT in May 2020 had 312 hits.

As lockdown began to ease, Doncaster also undertook 'pop up' PACT meetings outside supermarkets where they made available facemasks to shoppers.

Key messages were also delivered via leaflet drops in certain localities. The leaflets were in different languages to maximise the number of communities reached.

T Forber assured the Commissioner that engagement with local communities during Covid-19 had been discussed at the last Quarterly Performance Review. An element of Covid-19 secure face-to-face, online engagement, newsletters and community media is taking place in all districts. A consistent but bespoke approach to community engagement is being obtained.

The Commissioner highlighted the positive results obtained by the Off-Road Bike Team.

The Commissioner referred to correspondence he had received relating to Edlington and Warmsworth. S Morley confirmed that a multi-agency problem solving approach had been undertaken to address the issues in Edlington and Warmsworth. In Edlington offending relates to burglary and anti-social behaviour in unoccupied properties and is not connected to Organised Crime Groups (OCGs). A range of approaches are currently in place, including target hardening premises, increased CCTV provision and work with partners and landlords to improve the quality of security of unoccupied premises. Improved youth diversionary activities

are also taking place including work with the local community to create decorative boards to cover boarded windows. This will improve the look of the area whilst trying to involve young people and therefore instil some pride in the area. This has led to a 64% reduction in offences since the operation began.

There has been some displacement in Warmsworth from Edlington. A multi-agency approach has been undertaken to identify and proactively target offenders and support repeat vulnerable victims. Liaison has also taken place with local groups including local Parish Councils, to help the issues and feedback results. As a result, there has been a significant reduction in youth nuisance.

The Commissioner acknowledged the work taking place to tackle organised criminality across Mexborough and Conisbrough.

The Commissioner enquired about the increased levels of auto crime. S Morley confirmed that levels had increased since the lockdown had eased. This is linked to OCGs and is taking place in specific geographical areas. This is a specific operation involving the theft of catalytic convertors. A number of warrants have been served and catalytic convertors seized. This will hopefully lead to individuals being charged.

S Morley highlighted Doncaster districts intention for neighbourhood teams to become multi-agency, with officers and staff fully integrating and working alongside officers from DMBC. This approach is part of the 'Locality' working model being introduced in Doncaster and will mean a much more integrated approach at an operational level as well as at a tactical and strategic level.

The Commissioner thanked S Morley for all the work he had undertaken as District Commander in Doncaster, including the good working relationships he has had with the Local Authorities both in Doncaster and whilst working in Sheffield.

The Commissioner welcomed M Palin and wished her well in the role.

The Chief Constable echoed the gracious comments made by the Commissioner.

11 FORCE PERFORMANCE AGAINST THE POLICE AND CRIME PLAN 2019 - 2021 (RENEWED 2019) TACKLING CRIME AND ASB

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 'Tackling Crime and Anti-Social Behaviour' outcome of the Police and Crime Plan 2017-2021 in support of the Commissioner's overarching aim of South Yorkshire being a safe place in which to live, learn and work.

The Commissioner highlighted the demand mental health places on the Force and the challenges around being able to quantify this. T Forber confirmed that through the introduction of new IT systems such as Connect and SmartContact the Force is now in a far better position to identify trends in mental health both from a perpetrator and victim perspective. Support to individuals is provided through neighbourhood policing and informs strategic discussions with partners.

The Commissioner enquired about the review of the seven strands of neighbourhood policing and enquired if this was being undertaken internally or

externally. T Forber confirmed that a review of the seven strands of Neighbourhood Policing is taking place to ensure neighbourhood policing is being undertaken well, consistently and done with the community and not to them. He highlighted the investment made into neighbourhood policing enabling a more preventative police force supported by response and investigation. Perspectives are being obtained through the community and the Force is working with partners to address any concerns. Problem solving is being looked at by academic partners.

Reviews have been undertaken for the stands of Engagement, Targeted Activity, Problem Solving and Developing Analytical Capability. Two activity reports have been delivered, Engagement Activity and Targeted Activity.

The Commissioner enquired about the Outcomes Tactical Board. T Forber highlighted previous discussions at the Public Accountability Board around improving the quality of investigations and the Force becoming more effective at dealing with volume crime. The Force has seen an improvement in the quality of its investigations and this translates into improved outcomes. This Board provides a checking mechanism and will ensure learning is shared widely across the Force and has been seen as emerging best practice by HMICFRS. This complements the Force's approach to Complete Victim Care.

The Commissioner highlighted the Armed Crime Team. T Forber confirmed this is the Force's response to an increase in firearms discharges across the county. The majority of discharges are driven by the activity of OCGs involved in the supply of controlled drugs.

T Forber provided reassurance to local communities and the Commissioner that the Force takes this type of offence very seriously. He confirmed that if someone is involved in this type of criminality they will be dealt with.

T Forber made reference to the life imprisonment of Stephen Dunford for the shooting of a 12 year old boy on 12 January 2020. This clearly shows that the Force has the capability and capacity to deal with this type of incident and sends a clear message to communities.

The team was established in July 2020 and has made 30 arrests and been involved in the disruption of OCGs across the county. The Commissioner acknowledged the significant developments which had been made.

T Forber highlighted the difficulty in dealing with this type of crime and confirmed that intelligence was key. He urged communities to engage with their local neighbourhood team if they know of anyone involved in OCG activity.

The Commissioner enquired about protecting people's identity. People can report anonymously and if they are a witness their identity can be protected.

S Morley informed the Board that Doncaster had got authority from the Crown Prosecution Service (CPS) to charge a number of OCG leaders in Doncaster with conspiracy to supply drugs. This will impact on OCG activity in Doncaster.

12 SUSTAINABILITY

A report of the Chief Constable was presented to the Board. The purpose of the report was to present the new South Yorkshire Police sustainability strategy highlighting the Force's approach to sustainability together with the vision and priorities.

The Commissioner confirmed that this meeting represented the official launch of the strategy following delays due to the Covid-19 pandemic. He highlighted that climate change must not be lost sight of and that everyone has to make a contribution.

D Taylor confirmed this was a new strategy which builds on 10 years of work.

The new strategy has been developed with consultation and engagement from across the Force to achieve a more holistic approach with a wider impact and a focus on net positive sustainability. Net positive sustainability focusses on a reduction of negative environmental, social and economic impacts whilst also maximising the positive impacts.

The strategy reflects changes and key developments in sustainability, which has taken place over recent years; including global commitments of the UN Sustainable Development Goals, the climate emergency agenda, and an increased focus on social value.

D Taylor highlighted the sustainability strategy summary. The strategy is made up of five elements (rings in the diagram), the first of which is the seven sustainability development goals. The sustainability development goals are:

- Good health & wellbeing
- Quality education
- Reduced inequalities
- Responsibility production & consumption
- Climate Action
- Peace, justice & strong institutions
- Partnerships of the goals

The second element is the statements of intent against the goals i.e. how the Force is going to contribute. This is followed by the strategic vision, quality objectives and the Force's aspiration.

D Taylor highlighted the targets at a glance on page 11 of the strategy which shows the goals, strategic intent and the move towards implementation.

The Commissioner thanked D Taylor and acknowledged the need to continue to support and promote the strategy widely.

The Chief Constable thanked D Taylor for a good summary and all the work she had personally put into the strategy. He acknowledged the linkages to the global ambitions and how these had been turned into practical and achievable targets for the Force. The strategy is about bringing about change whilst enabling the Force to work more effectively within its means whilst saving the public money - doing the right thing at less cost.

13 ATLAS COURT UPDATE

A report of the Chief Constable was presented to the Board. The purpose of the report was to provide an update to the Public Accountability Board around the positive investment and progress made in terms of the Atlas workforce plan and uplift in staffing level

This paper covered the progress of recruitment for the planned and authorised uplift in terms of Switchboard and Digital Desk, and provided information on when staff will be fully trained and begin positively influencing improved service delivery.

D Hartley confirmed the project was on target and had not been delayed by the Covid-19 pandemic.

Switchboard

The initial uplift of four additional Switchboard staff in August 2020 meant that the Switchboard opening hours were extended to 0800-1830 Monday to Friday.

An additional 15 Switchboard staff will be in place by the end of November. This will allow the Force to offer Switchboard services to members of the public over the entire 7 day period between the hours of 0800-2200.

Digital Desk

16 new members of staff have been recruited to provide a bespoke Digital team to deal exclusively with the varied Digital methods of public contact.

The training for these 16 new staff began on 7 September and will run until 8 October, when all new starters will start within the Tutor Unit. New Digital Desk staff will be mentored within the Tutor Unit for two and a half weeks. New staff will work a mixed shift of day and night working, with the Digital Desk open between the hours of 0700-0300 (20 hours from 24).

The Digital Desk will provide live chat, email and text online form submissions, call back requests and manage links with partner agencies.

The Digital Desk will allow the Force to manage the volume of 101 calls by redirecting victims to more suitable methods of contact for non-urgent enquiries, freeing up call handlers to take more urgent and appropriate requests for assistance on both 999 and 101.

The Commissioner thanked D Hartley for the report and acknowledged this was a real step change. He requested a report be brought back in June 2021 on the benefits of the changes.

It was agreed that:

- **A report on the benefits of the uplift in Switchboard staff and the Digital Desk at Atlas Court be brought back to the Public Accountability Board in June 2021**

14 DRUG USE AND THE IMPACT OF DIVERSIONARY ACTIVITY

A report of the Chief Constable was presented to the Board. The purpose of the report was to outline the current assessment of drug use in South Yorkshire, highlight some of the enforcement activity in place to deal with drug related crime, and describe some of the diversionary activity that takes place across the county.

The Commissioner informed the Board that drugs are a frequent area of concern for the public and a large amount of crime can be referenced back to drug use.

T Forber confirmed that the number of drug offences recorded in South Yorkshire had increased during Covid-19, although this is not necessarily seen on the streets.

The neighbourhood teams play an important part in enhancing the Force ability to action community intelligence about drug use and supply.

T Forber urged members of the public to talk to their local neighbourhood team if they suspect anyone is involved in drug offences and confirmed the Force would take action.

The neighbourhood teams are complemented by the Fortify teams who aim to disrupting organised crime. Additional proactive enforcement capability is also in place through the Serious Violence Crime Task Force, and the newly formed Armed Crime Team.

Towards the end of July a week of action was undertaken with the intention of disrupting organised crime groups and violent crime. During this operation, 71 search warrants were executed at addresses across South Yorkshire and resulted in an estimated £3 million worth of drugs, including heroin, crack cocaine and cannabis being taken off the streets. Three firearms and over £60,000 cash were also seized. Arrests were made for a range of offences including possession of firearms, possession with intent to supply Class A and Class B drugs, possession of offensive weapons, assault and acquisition and possession of criminal property.

T Forber confirmed that the Force supports a number of initiatives to divert away people away from drug use. In custody the Force works with Liaison & Diversion (L&D) who signpost offenders to other agencies who are able to provide support. This service has been impacted by Covid-19 but is now up and running, although this is a slightly reduced service.

T Forber confirmed that he wanted to see an increase in the number of drug tests being authorised in custody.

T Forber referred to the examples provided on pages 77 and 78 of the agenda pack and the robust approaches taken to those addicted to drugs, including rough sleepers.

The Commissioner highlighted a reference to two school officers in the neighbourhood teams in Barnsley and enquired if this was unique to Barnsley. T Forber confirmed that all neighbourhood policing teams have resources which work with schools.

15 REVISED CAPITAL PROGRAMME 2020/2021

A report of the PCC's Interim Chief Finance Officer was presented to the Board. The purpose of the report was to provide the Public Accountability Board (PAB) with an update on the re-stated 2020/21 capital programme.

S Abbott reported that a detailed review of the capital programme had been undertaken by the PCC's Interim Chief Finance Officer, the Force's Interim Director of Resources and Interim Director of Finance in March 2020. This review focused on the capacity of the organisation to deliver the current programme, the future ambition, affordability and deliverability.

A number of new schemes have been added, particularly in relation to the Police Uplift.

The programme has been broken down into five priority areas, and a reduction made to the overall programme based on two of the priorities, so the programme only includes expenditure where there is greater certainty.

The revised capital programme budget is £14m. If all schemes spend to budget in year the capital programme will overspend by £6.5m.

The recommended programme was approved by the Commissioner on 5 August 2020. Currently, progress is on target, with a small underspend projected.

16 PCC DECISIONS

A report of the Chief Executive and Solicitor was presented to the Board. The purpose of the report was to provide the Board with a record of key decisions taken by the Commissioner outside of this Board since the last PAB meeting.

M Buttery highlighted the Domestic Abuse training and confirmed this would still be going ahead during the Covid-19 pandemic restrictions.

17 JIAC EXCEPTION REPORT

S Wragg presented the Joint Independent Audit Committee's (JIAC) exception report.

S Wragg highlighted the sign-off of the accounts and confirmed that Grant Thornton, the external auditors, are expected to issue their audit opinion and ISA 260 audit findings report in late October/early November.

The Commissioner confirmed that he had met with Grant Thornton and had been assured that the audit was on target to meet the agreed timescales.

The Chief Constable confirmed that notwithstanding the pensions liability issues everything appeared to be favourably reported on and an unqualified opinion was expected. He thanked D Carrington, S Abbott, J Bland with support from JIAC for their work on the accounts.

18 JIAC ANNUAL REPORT 2019/2020

S Wragg presented the Joint Independent Audit Committee's (JIAC) Annual Report. He confirmed that the Committee had focused on the issues that it needed to cover.

The Commissioner confirmed that all was going well.

The Chief Constable thanked the Committee for its ongoing work.

19 IEP EXCEPTION REPORT

A Lockley presented the Independent Ethics Panel (IEP) exception report.

The report focused on matters which historically the Panel has been asked to focus on: complaints; equality; diversity and inclusion and stop and search.

The Panel received a detailed overview of Complaints and Discipline performance. This was the first report received since the legislation changes and did not include performance figures of comparison with Most Similar Forces as this is not currently available from the Independent Office for Police Conduct (IOPC). The Panel received reassurance from DCI D Mahmood that the Force was not out of kilter with other Force.

The Panel had agreed to keep under review the greater proportion of complaints made against BAME officers compared to white officers but were reassured that the Force's Equality & Diversity lead periodically reviews complaints for unconscious bias.

There was some good news in relation to recruitment. Amongst police officers, the ratio of BME officers had risen to 5% and particularly pleasing was that amongst the latest new recruits VME groups are at 7.4%.

The Panel had been able to increase the scrutiny of Stop and Search by temporarily taking up the role of the Stop and Search Scrutiny Panel. Body Worn Video footage had been used which showed officers being friendly but firm.

20 SOUTH YORKSHIRE INDEPENDENT POLICING ETHICS PANEL - THE FIRST 5 YEARS

The Commissioner confirmed that hard copies of the report would be available.

The Commissioner referred to the Foreword in the report. This acknowledged the important role the panel had played in the journey South Yorkshire Police had taken to be rated a good force by Her Majesty's inspectors and its ethical leadership as 'outstanding'.

The panel is one of three independent panels in the country.

The Commissioner highlighted the importance of the panel being independent and confirmed this was an important document.

21 PAB WORK PROGRAMME

The work programme was noted.

22 ANY OTHER BUSINESS

There was no any other business.

23 DATE AND TIME OF NEXT MEETING

10 November 2020 at 10am.

CHAIR

MATTERS ARISING / ACTIONS

Ref	Date of meeting	Matter arising/action	Update	Owner	Complete (Y/N)
392	11/08/20	Headings be included for all future reports on the Police and Crime Plan priorities	02/10/2020 - New report templates being developed. Ongoing 29/10/20 - a new report format will be available for the December meeting	A Fletcher/S Parkin	
393	11/08/20	The content of future Protecting Vulnerable People reports be discussed with the Office of the Police and Crime Commissioner (OPCC)	02/10/2020 - as above	A Fletcher/S Parkin	
396	10/09/20	The Commissioner's Office would establish if Sheffield City Council are considering a Public Space Protection Order (PSPO) in the Page Hall area.	13/10/2020 - Ongoing	Cllr Weatherall	
397	13/10/20	A report on the benefits of the uplift in Switchboard staff and the Digital Desk at Atlas Court be brought back to the Public Accountability Board in June 2021	30/10/2020 - Added to the work programme for June 2021 meeting.	D Hartley	Y

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PUBLIC ACCOUNTABILITY BOARD OF THE SOUTH YORKSHIRE POLICE AND CRIME COMMISSIONER

TITLE	Rotherham District Performance Report
MEETING DATE	Tuesday 10 th November 2020
REPORT OF	Deputy Chief Constable Mark Roberts

EXECUTIVE SUMMARY

Rotherham District continues to develop, improve and go from strength to strength. Temporary Chief Superintendent Steve Chapman has now taken on the District Commander's position, having previously worked in the district for the last three years. This move also provided an opportunity for a new Operation's Superintendent in Rotherham. Superintendent Lynne Knox arrived in October 2020, having moved from the Police Service of Northern Ireland (PSNI). The officer brings a significant amount of experience, ideas and passion, particularly around serious violent crime and Neighbourhood Policing. The officer is an excellent addition to the Rotherham Command Team. Moving forward towards 2021 the team, intend to build on current success and give increased focus on the quality and effectiveness of interactions and interventions within the Community.

No different to the rest of the United Kingdom and Europe, Rotherham has had to respond to the unprecedented circumstance that COVID 19 presents, and in doing so, continue to respond to calls for service, and keep the public safe. This report will discuss some of these challenges and how the district is delivering on this promise. The landscape created by COVID 19 has, and continues to prove challenging. Rotherham policing teams work closely with our Partners, particularly Rotherham Metropolitan Borough Council (RMBC), to keep people safe, respond to concerns for safety, while keeping focus on reducing crime, tackling criminals and protecting the most vulnerable in our communities across Rotherham.

While this is a difficult time, and we have been forced to deliver services differently, this has also presented opportunities for long-term improvements and efficiency savings. For example, we have an increased focus on flexible/agile working and reducing meeting structures. Throughout this Pandemic, our partnership continues building a place in Rotherham where people want to live, work, study or visit. This accompanied by a clear emphasis on continually seeking to improve the way we police so that our communities can have trust and confidence in us, remains at the core of what we do.

1 PURPOSE OF REPORT

- 1.1 To provide reassurance to the communities of Rotherham, that South Yorkshire Police (SYP) are delivering a quality service with partners in Rotherham to keep people safe, while reducing crime and anti-social behaviour and protecting our most vulnerable across our community.
- 1.2 To provide reassurance to communities that while delivering this service, South Yorkshire Police and Partners are working together, to ensure risks associated with COVID 19 are being effectively managed and mitigated against, through engagement, explanation, encouragement and only if necessary, enforcement.

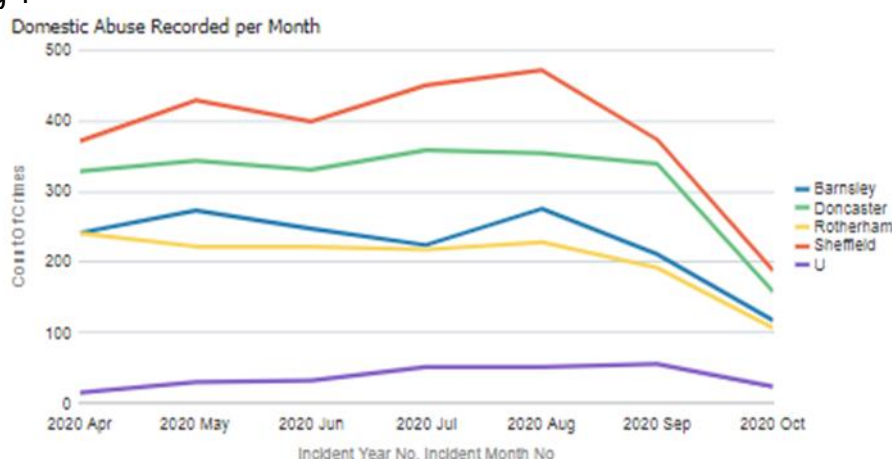
2 RECOMMENDATION(S)

- 2.1 The Police and Crime Commissioner (PCC) is recommended to consider the content of this report, on behalf of the public in Rotherham and wider South Yorkshire area.

3 PROTECTING VULNERABLE PEOPLE

- 3.1 **Domestic Abuse:** The service we provide to victims of domestic violence in Rotherham continues to improve as we maximise the benefits of a multi-agency approach, and use of powers to safeguard some of the most vulnerable people in society. A proactive police response to dealing with perpetrators is daily business, ranging from arrests to issuing Domestic Violence Protection Notices to keep victims safe. In line with force trends (Fig 1), monthly-recorded domestic abuse in Rotherham is stable, with an average arrest rate of 64% (force average 56.3%).

Fig 1



- 3.2 Outstanding domestic abuse (DA) suspect's remains low, as the district prioritises these arrests to minimise any future risk to some of the most vulnerable people across our community. As discussed earlier in this report,

Rotherham is now very much focused on the quality of outcomes. In the period since the last report, our DA related investigations resulted in an action taken rate of 27% (force average of 22%). The majority of offences resulting in a charge to court, cautions and where appropriate community resolution/restorative justice (non-intimate partners only).

- 3.3 In line with the revised force-operating model, Rotherham has developed, and increased staffing in a dedicated team for DA investigations. Rotherham now has a dedicated DA team inspector who supervises three teams and three detective sergeants. To improve our service further, Rotherham has also invested in a specialist DA scene attender who provides a rapid victim focused response to reports of domestic abuse, often after an arrest has occurred, or when one is imminent. This role focuses on building additional trust and confidence with victims, providing options for additional support, with an ultimate aim of empowering victims to support the police investigation.
- 3.4 Recent feedback from one such victim stated that she had to move from the area due to prolonged and ongoing harassment. She phoned the officer in the case and thanked them for their hard work after the offender received a significant fine and a five-year restraining order. She would be forever grateful for the efforts of this officer and the wider team.
- 3.5 Where a prosecution is not appropriate or the evidence is not apparent, Rotherham make good use of the Domestic Violence Protection Orders (DVPO's). Thirty seven DVPO's have been granted by the courts since the beginning of August 2020. These valuable tools ensure vulnerable victims are protected from further harm in their own homes. Once an order is granted, neighbourhood officers, call on victims to ensure there has been no further contact with the suspect, while the order is in place.
- 3.6 **Child Exploitation:** Police and partners in Rotherham remain absolutely committed to tackling both Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE). Leading this work is the Evolve Team. Based in the Eric Mann's Building, this multi-agency team consists of an experienced detective sergeant and a team of detective constables working alongside social workers, youth offending workers, Barnardo's staff and others. Their combined experience and skills maximise interventions and improve quality of life outcomes for those affected by child exploitation.
- 3.7 In addition to being co-located, the collaboration comes together weekly in a 'Risk Assessment Meeting' to discuss the cases of those believed to have experienced exploitation. Young people believed to be at risk will be assigned a specialist Evolve CSE social worker. The social worker will work in partnership with an investigating officer to protect those most vulnerable and support them to bring about real and meaningful change in their lives.
- 3.8 The Rotherham partnership approach can also be readily seen in the weekly intelligence meeting, the Child Exploitation Tasking Group (CETG). Police and partners come together to discuss young people, premises or other situations where it is believed that there is a risk of exploitation. Police and partners are

tasked with specific actions to investigate, disrupt or gather intelligence on these cases, and each one is returned weekly until such time that it is resolved.

- 3.9 Police in Rotherham are working with the Safer Rotherham Partnership (SRP) to improve understanding for all professionals regarding internet and cyber investigations. A budget has been identified, which will roll out training to 'champions' across all agencies. Part of the training will focus on how technology can be misused to exploit people, and how it can be used to progress investigations and bring perpetrators to justice. This information will be cascaded across teams so professionals are better placed to identify risks posed by the abuse and misuse of technology by perpetrators.
- 3.10 **Mental Health:** The Safer Neighbourhood Service (SNS) works closely with the mental health (MH) service on a number of levels. Embedded within the team is a senior mental health nurse, Dan Kirk who is often tasked to help those in mental health crisis. The role also looks to improve officer understanding of MH and how they can access partner MH services to highlight concerns, identify risk, problem solve the demand, and most importantly keep the person(s) safe. This approach is also mirrored in the support Rotherham provide to missing persons suffering from mental health problems, along with family members linked to suicide.
- 3.11 One excellent example of the MH nurse intervention is a case where a young 18-year-old male had tragically lost both parents. His father died of Corona Virus and a matter of weeks later he lost his mother to suicide. Upon receipt of the news of the suicide, the nurse visited the young man to ensure he was supported through this crisis. The nurse spent several hours providing much needed support from a MH perspective. The son subsequently engaged the Complex Live's team who allocated a MH social worker to work with him. Had the SNS service not intervened in this way, professionals are very confident the outcome to date would have been much different. Currently the future is looking more positive for this young man.
- 3.12 In addition to the above, Rotherham is soon to adopt the Serenity Integrated Mentoring system (SIM). The programme works with several individuals with MH concerns who are also linked to repeat demand across agencies. Individuals are allocated a dedicated 'point of contact' and direct access to MH services. This approach has seen significant reductions in cost to services in the trial area of Doncaster.

4 TACKLING CRIME AND ANTI-SOCIAL BEHAVIOUR

- 4.1 **Current Demand:** As a force, overall incident volumes for the most recent week (week ending 4th October) were in 'Normal' boundaries, and Rotherham mirrors this demand. Within this profile, Public Safety and Welfare has seen an increase for Rotherham when compared to the previous 13-week average, again this mirrors the force profile.

- 4.2 When an incident comes into Rotherham, the Command Team are focused on a timely response to calls for service. This ensures good demand management, improves the quality of investigations and ultimately improves victim satisfaction. All are interdependent and influence public trust and confidence. The green line on the graphs below represent Rotherham's current performance in these areas (Fig 2 and 3).

Fig 2

c=Rotherham Emergency Response Times

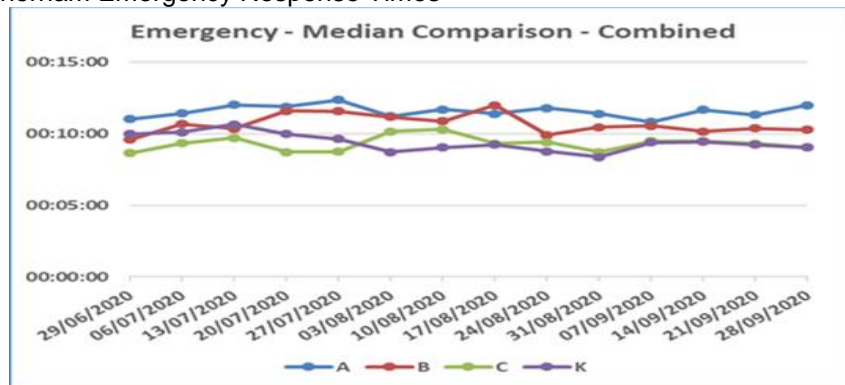
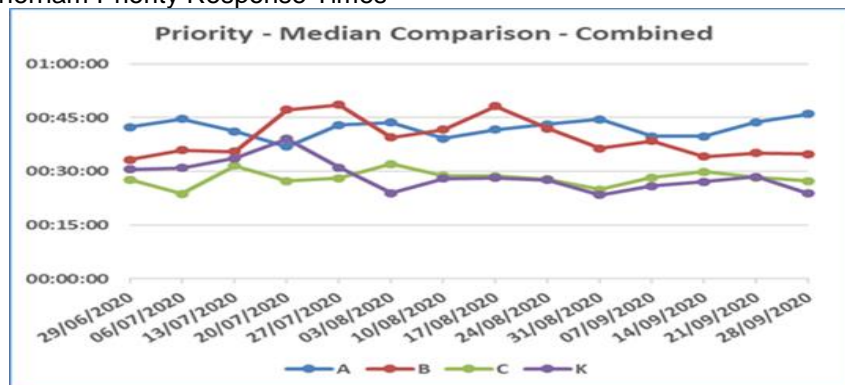


Fig 3

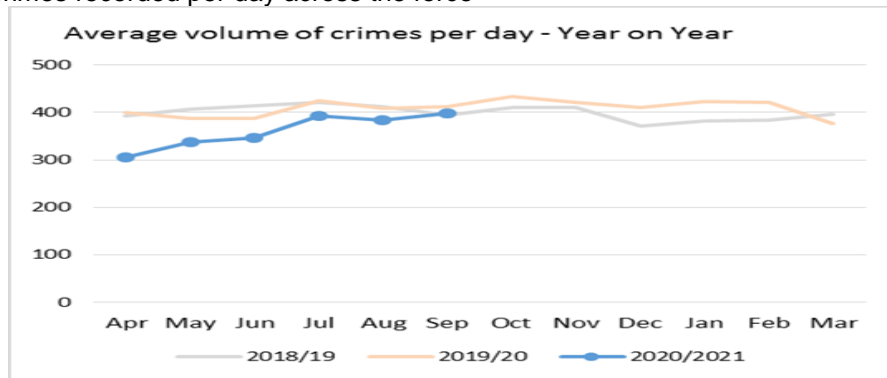
c=Rotherham Priority Response Times



- 4.3 **Crime Management:** In line with force demand, (Fig 4) Rotherham has seen crime reports increase steadily this year, post COVID 19 lock down. It is also worthy of note that crime levels remain lower than the same period last year. Rotherham accounts for approximately 18% of force demand.

Fig 4

Av crimes recorded per day across the force



4.4 As detailed above Rotherham has seen a rise in the number of active investigations since the very low number recorded during the height of COVID lockdown. Although a rise was to be expected, returning to levels previously recorded, the district has not lost sight of the discipline that allowed them to make such reductions. The district continues to focus on the efficient and effective management of investigations, to support timely progress for victims and in dealing with offenders, as well as to ensure workloads are accurately understood in support of internal wellbeing. While it is early days, below (Fig 5) illustrates this focus is now paying dividends, and the district is achieving ongoing reductions.

Fig 5



4.5 Rotherham prioritises the risk posed by suspects outstanding and actively sought by the Police. At the time of writing, there are currently 166 outstanding suspects across the district. Although the numbers of suspects have risen since the levels seen during lockdown and the weeks, immediately following, officers in Rotherham have flattened this projected curve and prevented a sudden spike back to pre-covid levels (Fig 6). Named suspects are identified through the process of investigation, and (in general) until such as time as evidence is sufficient to support an interview with the suspect, they are held on the system as an outstanding suspect. The majority of these will be finalised within a matter of days and weeks, but in more complex investigations this can take longer. Total

volumes of suspects and the length of time a suspect has been identified as such, are therefore monitored to ensure effective processing is in place. What is particularly noteworthy is that only 27 of those suspects in Rotherham have been outstanding for more than 1 month, and only 1 of these has been outstanding for more than 12 weeks. What this represents is that people in Rotherham can expect action in their cases much sooner, resulting in more efficient justice and improved levels of victim satisfaction.

Fig 6

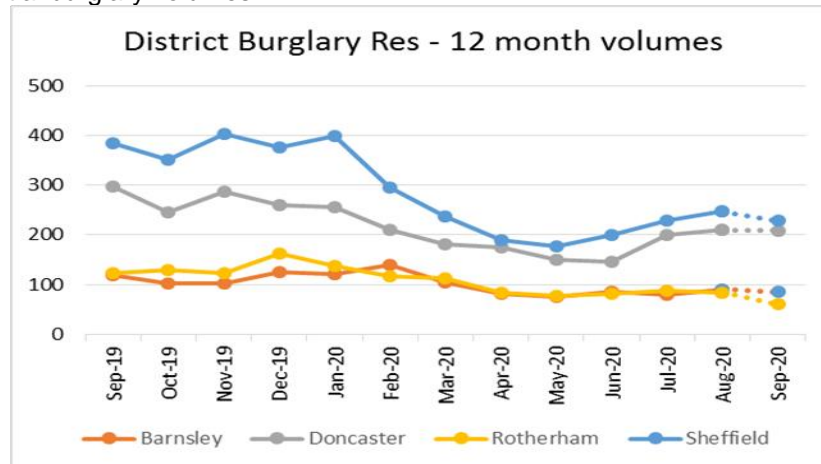


- 4.6 **Crime Outcomes:** Rotherham district remains committed to achieving the best possible outcomes for victims of crime, maximising opportunities for charge, caution and community resolution for identified offenders. The action taken rate between June and September 2020 for Rotherham was 20.1% (force 17.6%).
- 4.7 **Burglary:** Burglary is a priority for Rotherham residents. A significant amount of work has been undertaken in Rotherham to reduce crime and target offenders. In September 2020, Rotherham recorded its lowest ever number of residential burglaries, with just 51% of the number of burglaries as in the same month in the preceding year (Fig 7).
- 4.8 In the months June to September, Rotherham observed a 19% reduction in residential burglary when compared to the preceding 4 months (equating to 73 fewer crimes) or a 33% reduction when compared against the same period in 2019 (160 fewer offences). Rotherham has a robust local burglary governance process and forms part of our daily business. Success is based around quickly identifying areas of highest demand and matching this against our known offenders. These are then subject to increased focus encompassing supportive management from our Offender Management Teams, and information gathering from our Intelligence department, enforcement, disruption from our uniformed, and CID assets.
- 4.9 Where appropriate, the district will secure force resources, such as road policing teams or mounted officers who can be tasked with high visibility patrols in wards that are expecting higher levels of demand. Focus on outstanding suspects is a key part of our success. Anyone named as a suspect in a burglary investigation

in Rotherham can expect to be subject to a swift arrest and effective investigation. At the time of writing, there are only 4 suspects across the district currently outstanding for an offence of burglary, and only 3 who are circulated as wanted.

Fig 7

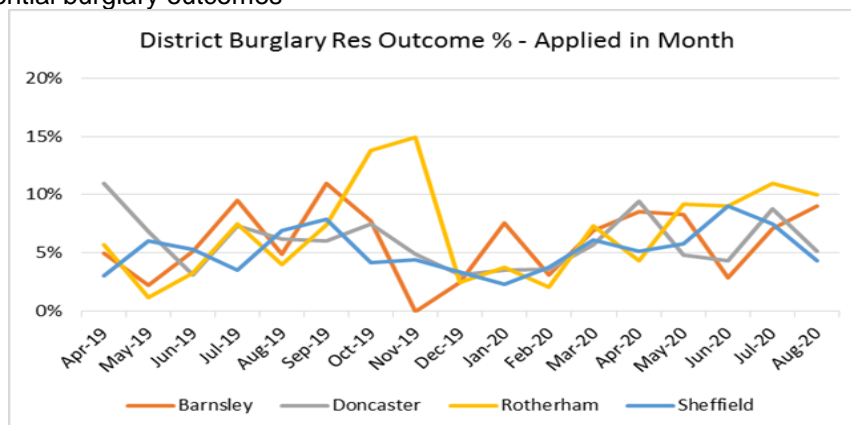
Residential burglary volumes



4.10 In support of the increased grip and rigor above, Rotherham has also focused on maximising forensic opportunities left behind by offenders committing crime. Often, they will leave their mark at crime scenes; this could be by way of fingerprints, DNA and footwear. Rotherham had invested in a designated team to follow up on these investigations, allowing for more detailed scrutiny of marks, improved investigation and the sharing of good practice across the district. This too is paying dividends with a conversion rate of 38% (significantly above the force average). This conversion rate is also supporting the improved outcome rate for burglary residential in Rotherham, over 10% (Fig 8)

Fig 8

Residential burglary outcomes



4.11 **Victim Care:** South Yorkshire Police is committed to putting victims at the front and centre of investigations, delivering an excellent victim led service. Complete

Victim Care (CVC) is the vehicle used to deliver that high standard of care. Three principles apply 1) as an investigator identify yourself quickly to the complainant/victim and ensure they have contact details, 2) agree when/how you will be in contact – stick to it! and 3) ensure a victim care booklet has been given to complainant/victim and explained accordingly. Rotherham continually reminds officers on a regular basis of the importance of CVC e.g. briefings, conversations, away days and accountability meetings. One measure which gives reassurance that Rotherham is performing well in this area is the force victim satisfaction survey results, July to Sept 85% (Force 81%) of the people surveyed at least fairly satisfied with the service they received in Rotherham (Fig 9).

Fig 9
Victim satisfaction results July to Sept 2020



- 4.12 **Organised Crime:** Drug related crime affects and exploits some of the most vulnerable people in our community. This criminality in Rotherham invariably stems from both the criminal enterprise of organised crime gangs and the impact of drug use locally on communities, families and individuals.
- 4.13 Tackling organised crime in Rotherham, is being achieved in partnership with a range of agencies under the stewardship of Temporary Detective Chief Inspector Andrew Knowles. The Fortify Bronze Meeting meets monthly to discuss current and emergent threats.
- 4.14 This partnership has a core membership that includes the Safer Rotherham Partnership (SRP), Social Services, Probation Service, National Crime Agency, Department for Work and Pensions, and Youth Offending Teams. The strategic objective is to use all available resources to target those preying on the vulnerable and to provide intervention and support for those trying to escape organised crime through the 4 national strands; Prevent, Pursue, Protect, Prepare.
- 4.15 The aim of the meeting is to explore means by which all partners can disrupt the activities of organised crime, with emphasis on this disruption being a shared responsibility rather than just the role of the police.
- 4.16 A recent example of disruption includes identifying that members of an organised crime group have made false claims about their available assets in order to claim benefits they would not otherwise be entitled to. Not only were their benefits

stopped, but they have since been ordered to repay £12,000. This represents money out of the hands of criminals and back into the public purse.

- 4.17 The work of this group will soon take a surge forward with the hiring of a dedicated OCG coordinator (funding from the SRP). This person will be responsible for further improving the flow of information between those in the partnership, improve the intelligence picture around those who would harm our communities through organised crime and create more opportunities to disrupt their operations.
- 4.18 Rotherham has a designated and effective organised crime investigation and disruption team – known as the Fortify team (Op Fortify is the national organised crime disruption 'brand'). They provide targeted and sophisticated focus to our more problematic criminals. They are proficient at working with specialist resources and organisations such as the National Crime Agency, HMRC, Border Force, DWP, and Immigration.
- 4.19 The team are currently working with our Central Neighbourhood Team to tackle drug dealing in their local area, which has caused significant concerns to the local community, using their specialist skills to offer support to the team to ensure we achieve the best results, and disrupt the drug dealing and associate ASB, and prevent it from re-occurring.
- 4.20 Neighbourhood Policing Teams continue to play an important role in the targeting and disruption of organised crime gangs. For example, one neighbourhood team have recently been key in charting intelligence on a reformed OCG in the Rotherham area.
- 4.21 The wider Rotherham policing team have continued to be proactive in their use of Stop and Search with 446 searches taking place between August & October 2020 for drugs, weapons & stolen goods. These searches act as both a tactic for discovering illegal items individuals are carrying but also disrupting individuals and support the work of officers to deal with drugs, acquisitive crime and violence within their communities.
- 4.22 **Offender Management:** Rotherham recognises the importance in preventing crime by ensuring that those most likely to commit it are diverted away to more positive outlets, or where this cannot be achieved are subject to swift enforcement action. The district is well served by a dedicated Integrated Offender Management Unit (IOM). This small unit forges and maintains links with persistent offenders, and supports them towards rehabilitation, drugs and substance abuse intervention and work programmes as a means of reducing the chances of them committing further offences. The team maintains close links with probation and other partners to maximise their effectiveness by sharing information and intelligence.
- 4.23 The aim of their work will always be to improve the life chances of persistent offenders, and by doing so will reduce the chances of them re-offending and continuing to harm the community. However, where this work is unsuccessful, and individuals revert to their previous offending, the team will take quick action

to expedite their return to custody. This can include the direct investigation of crime, enhancement of monitoring processes or through joint working with probation and other partners to secure breaches of orders or recalls to custody.

- 4.24 A recent case study illustrates the work of the team. A male well known to them who had committed large numbers of burglary offences across this district was released from prison and returned to living within the community. The team forged links with him prior to release and helped him to secure a place to live, access to funds and support for his substance abuse issues. They were able to secure his entry into a residential work programme, subject to him proving himself to be drug free for 2 weeks. During those two weeks, the team made daily contact with him to ensure that his needs were being met. However, after a short time, it became clear that the male had returned to substance misuse and was at risk of returning to reoffending. The team quickly intervened, identifying offences committed by the nominal, ensuring his quick arrest and return to custody. Were it not for their quick action, it is likely that the community would have suffered dozens of crimes at the hands of this male.
- 4.25 The district walks a similar line between education and enforcement when it comes to youth crime. All juvenile suspects are referred to the local Youth Offending Team (YOT). Rather than opting for immediate charge, a youth panel comprised of police and partners will consider the case and assess whether a charge is the best and most appropriate outcome for that young person. Where appropriate, the panel can recommend that alternative disposals such as, youth cautions, conditional cautions and restorative justice are more appropriate and more likely to be of long term benefit to the individual and the community at large.
- 4.26 **Neighbourhood Policing:** The Command Team at Rotherham are clear that neighbourhood policing is the bedrock of policing across the district, with a focus on ensuring any vacant posts are filled quickly. The district also is looking forward to an increase in establishment of nine 'Police Now' recruits later this year.
- 4.27 Partnership working is at the heart of Rotherham policing, South Yorkshire Police can only reduce crime and ASB, working alongside partners and the public. A number of embedded structures exist to support the communities we serve and those most vulnerable:
- Community Action Partnerships (CAPS) - 21 monthly meetings across the District, where police, council and local communities come together and discuss local issues.
 - Neighbourhood (NH) Tasking – Bi-weekly meeting held in localities and chaired by a NH Inspector or RMBC Manager. Deals with low level ASB & Vulnerability issues.
 - Community MARAC – Bi weekly- multi agency group consisting of all statutory partners and selected third sector agencies as and when required. Chaired by SNS sergeant and deals with more complex vulnerability issues. The group have worked with over 180 cases since its inception in October 2017.
 - Vulnerable Adult Risk Management Meeting (VARM) – Monthly multi agency risk management meeting. Person centred so contains those

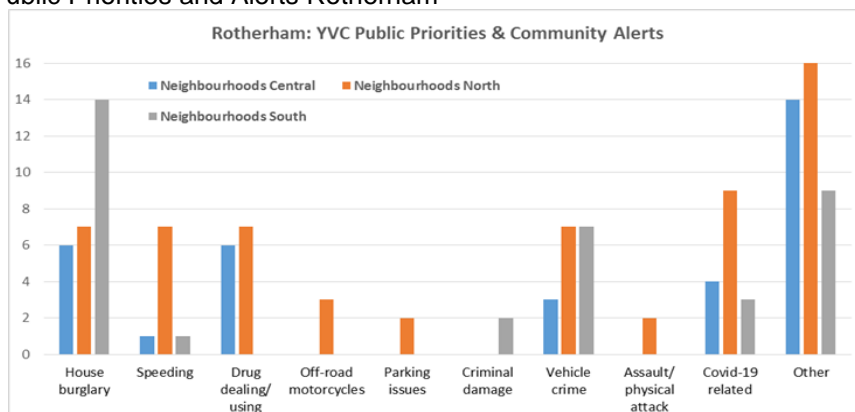
professionals who know the subject. Looks to address risk and demand around specific individuals and locations.

- Strategic Vulnerable Adults Panel – Made up strategic leads of statutory services. Provides strategic governance to the above panels and seeks to provide an input into cases that are proving more difficult at an operational level.

4.28 Public priorities are set via the Community Action Partnership Meetings (CAPS) meetings, Your Voice Counts (YVC) surveys, and localised surveys (Fig 10), e.g. Alerts, targeted in a specific community/issue. Rotherham also obtain verbal and written feedback by way of face-to-face drop-ins pop up police stations and social media posts.

Fig 10

YVC Public Priorities and Alerts Rotherham



4.29 Rotherham Independent Advisory Group (IAG) was suspended during the lockdown but have since taken place in a controlled environment. The attendance has been limited but plans are in place for improvement e.g. dovetailing into the Hate Crime Scrutiny Panel. The IAG also supports police activity by way of professional challenge/independent scrutiny and support where appropriate e.g. how best to take/approach some of the priorities identified by communities

4.30 Once priorities are established NH teams tailor activity against these and provide updates to partners and the public by way of a weekly newsletter, regular social media posts and alerts. Rotherham have adopted a 'You said we did approach'. An excellent example of problem solving, in support of identified priorities, can be seen with Burglary, identified for Rotherham Central (see Fig11 and 12). Community concerns were raised late 2019.

Fig 11
Objectives of problem solving intervention



Fig 12
Partners involved

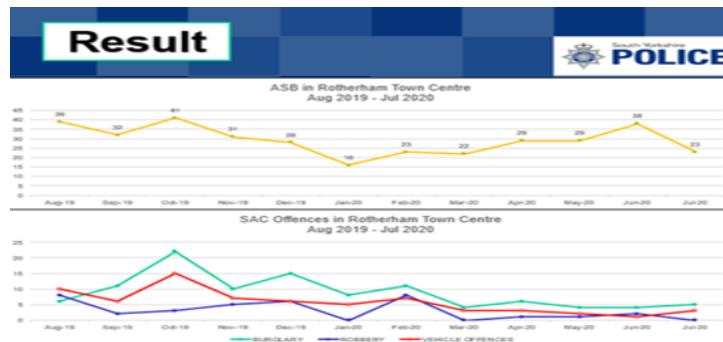


- 4.31 Through a focused approach of crime prevention (working with residents/businesses), enforcement and increased visibility in the town centre, significant improvements have been made. This has been made possible through joint working and information sharing with the Safer Neighbourhood Service (SNS), Central Neighbourhood Team, response teams, mounted section and partners identified above.
- 4.32 One tactic, which has worked well, was increased joint patrols and enforcement with RMBC. Outputs to date include: Increased use of stop/search powers by local police teams (581 stop/search records since October 2019), Increased use of PSPO enforcement: (236 issued since start in October 2017, 114 of these issued since December 2019). In addition, an increased use of dispersal powers: (54 dispersal orders have been authorised since October 2019, over 300 people issued dispersal notices and 10 arrested/charged for failing to comply with dispersal).
- 4.33 It can be seen (Fig 13) that ASB increased, at the time of lock down, and predominantly this was linked to reports of alleged Covid breaches. This too

began reducing in July. Running in parallel, crime was reducing, and has remained low, despite wider crime reporting returning to near normal levels.

Fig 13

ASB and Crime Recording Rotherham Town Centre



- 4.34 Similar effective problem solving can be seen throughout Rotherham including an initiative to reduce the antisocial use of off road motor cycles at the Waterfront Gold Club and the multiagency approach to 'boy racers' at Cortonwood retail park. Both the town centre and golf club examples have been put forward to the force, as potential submissions to the National Problem-Solving Awards - Tilley awards.

5 TREATING PEOPLE FAIRLY

- 5.1 **Diversity:** Rotherham has a diverse community, with both Asian and Roma Slovak communities making up significant proportions of the Rotherham population. It is therefore vital the district and partners invest in structures and resources, which promote community cohesion. Officers/staff work closely with Rotherham Ethnic Minority Alliance (REMA) in order to address any issues raised and to promote positive relationships. Police Constable Chris Nicholson is the Rotherham dedicated Hate crime coordinator and is now well established and trusted within the BAME community.
- 5.2 All reported hate incidents/crimes are reviewed by the SNS, and where lines of enquiry are identified, the investigation is passed to a neighbourhood team for progression/further investigation. Satisfaction levels for hate crime are monitored closely, and currently at 82%, well above the force average (74%). (Fig 9).
- 5.3 To ensure the voice of minority groups are regularly heard in Rotherham, Police, partners and the community have invested heavily in:
- The Hate Crime Scrutiny Panel- attended by many representatives from minority groups and attended by senior officers from both RMBC and SYP. This forum is used to discuss community concerns identified on both a local and national level.

- The Consequence Management Group- attended by the voluntary sector, representatives from minority groups (particularly BAME) and statutory agencies (at a senior level), including the NCA- This group focusses on Child Sexual Exploitation investigations (CSE), particularly Stovewood, and the ongoing impact on communities.
- IAG- Allowing voices in the community to impact guidance, policies and practices e.g. recently consulted around Rotherham's use of Stop Search, and now being consulted on the local recruitment campaign.

- 5.4 **Recruitment:** South Yorkshire Police is engaged in recruitment of additional officers, and Rotherham is actively supporting this recruitment drive. Having sought advice and support from local communities, our Command Team were encouraged to promote officers/staff from minority groups who were in SYP, possibly working in key/senior positions, and who have a story to tell. Additional advice was given regarding early engagement with local universities and colleges, with identified officers/staff, to encourage applications.
- 5.5 As a result, Inspector Abdul Aziz is leading Rotherham's local campaign to encourage applications going forward. To date the district has held online forums to attract interest and applications from minority groups, and subject to COVID restrictions, plans are in place to engage with education establishments such as Rotherham College, and local schools.
- 5.6 **COVID 19:** COVID has impacted on most areas of policing. During the first lockdown period in March 2020, Rotherham experienced a reduction in all crime types and a rise in ASB & public safety incidents, attributed to reports of group socialising and other COVID breach reports. Incident volumes reached a peak in May. The proceeding months saw a steady rise in crime and incidents with a reduction in ASB and public safety that can be linked to the release of lockdown restrictions. October has now seen a rise in public safety incidents and ASB, again attributed to the latest COVID tier approach.
- 5.7 Internal resilience is being maintained through a central force COVID hub with direct links to district hubs who manage daily business linked to Covid e.g. identifying and supporting abstractions, ensuring internal compliance with risk mitigation tactics such as social distancing, use of masks and use of cleaning products. Rotherham also have dedicated COVID marshals who maintain compliance through regular updates, briefings, visibility. Rotherham has recently moved to mandatory wearing of masks within all buildings with meetings and briefings being conducted through digital media such as Skype.
- 5.8 Both South Yorkshire Police and specifically Rotherham officer's approach to external reports of COVID breaches remains consistent: A focus on the four E's: Engage, Explain, Encourage and Enforcement (as a last resort). The partnership approach to this pandemic is dovetailed into the police response with daily partnership meetings focused on joint tasking to areas of repeat offending.
- 5.9 **Proud to Be Rotherham:** Much of the structured programme for 'Proud to be Rotherham' has had to be put on hold due to COVID. Examples include the Safeguarding Team away days to promote wellbeing, mental health resilience

and positivity, scheduled for September 2020 and also the yearly district Awards to celebrate the actions/work of some of our best people. Despite these setbacks, it is recognised across the district and specifically the Command Team, that in these times of challenge, it is more important than ever, that we come together and celebrate our officers/staff in their roles and then showcase the great work they do. For these reasons we continue to celebrate and recognise good work through several pathways e.g. PDR, Command Team visibility across all stations, and use of commendations.

- 5.10 Sickness in Rotherham for both officers - 2.4% and staff - 2.8% remains below the force average, which is one indication of perceived support and positivity across teams in Rotherham. As a command team, we will continue to encourage and support our people throughout this pandemic.

List of background documents		
Report Author:	Name:	Temporary Chief Superintendent 744851 Steve Chapman

PUBLIC ACCOUNTABILITY BOARD

10TH NOVEMBER 2020

SOUTH YORKSHIRE POLICE PERFORMANCE AGAINST THE POLICE AND CRIME PLAN PRIORITIES

THEME: PROTECTING VULNERABLE PEOPLE (PVP)

REPORT OF THE CHIEF CONSTABLE

1 PURPOSE OF REPORT

- 1.1 To provide an update to the Police and Crime Commissioner (PCC) around progress against the protecting vulnerable people (PVP) priority of the Police and Crime Plan 2017-2021 to support of the PCC's overarching aim of South Yorkshire being a safe place in which to live, learn and work.

The PVP priority focuses on:

- *Helping victims of serious violence, domestic abuse, sexual offences, including children*
- *Helping those who are victims and survivors of child sexual exploitation and child criminal exploitation, human trafficking and slavery*
- *Helping those vulnerable to cyber and internet fraud*
- *Mental Health - SYP partnership working with the NHS, Clinical Commissioning Groups, Social Care partnerships and the voluntary and community sector - helping those in crisis to obtain the right help from the right service at the right time*
- *Improving how the public contact the police (including improved 101 services)*
- *Better feedback by the police to victims and witnesses about the progress of their case*

2 RECOMMENDATION(S) AND / OR DECISION(S) REQUIRED

- 2.1 The force recommends the PCC considers and discusses the contents of this report and considers whether further assurance is required in relation to the progress made to meet the police and crime plan priority.

3 PERFORMANCE SUMMARY ASSESSMENT

- 3.1 This report will present a brief summary of some of our work undertaken in protecting vulnerable people in delivering the Police and Crime Plan during the current period. The continued social distancing measures and societal adaptation involves a constantly shifting dynamic in the delivery of work within each core business function, and is referenced as appropriate within this report.

Helping victims of serious violence, domestic abuse, sexual offences, including children

- 3.2 The previous report referred to the project the force is engaged with for patterns of serious sexual offending during Covid-19, and the efforts taken to encourage reporting

during this time. The work continues and is subject to review within the RASSO Steering Group meeting.

- 3.3 The role of the Detective Inspector RASSO Gatekeeper continues to impact positively on the force delivery. The role was brought in in recognition of positive practice elsewhere and the low level of cases reaching a charging decision through the CPS process (at the time this was 37% of SYP cases).
- 3.4 DI Boulter holds RASSO surgeries on each district on a weekly basis, as well as a recently formed RASSO Operational Meeting (ROM). This meeting brings together all Detective Inspector ranks holding management responsibility for RASSO cases, to support learning and delivery.
- 3.5 Performance has improved significantly as a result of the dedicated resource, and specifically with support from the efforts of DI Boulter. With a national charging average at around 62%, South Yorkshire is currently operating at a second quarter rate of 65%, above the national picture. Having started to realise the benefits of the posting and provided improvements in victim service through this process, the focus for the force is in the continued delivery.
- 3.6 Extensive work has also been done in relation to the victim referral process, with a recent release of information and direction on how to refer victims through a pathway to support services such as DRASACS and BSARC. This in line with ISVA and CHISVA referrals, are key mechanisms when supporting victims of sexual offences. The updated direction has been released to all Officers.
- 3.7 Further work has been done with internal processes with working groups brought together to redesign and bring up to date forms CID 40 and CID 51. These forms are completed at the outset and closures of all Serious Sexual Offences. With the new design, the safeguarding, referral process and investigative information will only enhance the work already being completed.
- 3.8 With the current RASSO Gatekeeper being successful at the recent Chief Inspector promotion boards, work has begun and his successor identified and agreed. The handover will take place on 16 November 2020, but with that transition and handover process already in motion, this should not impact on capacity or performance in any way. The work to design and bring together scrutiny panels, is still very much high on the priority list and this will be continued by the new Gatekeeper, who himself has a long and extensive background in Protecting Vulnerable People.
- 3.9 The substantial programme of work in support of Domestic Abuse (DA) victims continues with updates available in a number of areas, outlined below.
- 3.10 DA Health Check - as part of the DA Matters Programme, SYP elected to have SafeLives undertake a Health Check in relation to the force's response to DA. The health check was completed immediately prior to lockdown and findings will be presented at Force Performance Day in November 2020. Notable findings are:-

- SafeLives has noted that the force's consistent prioritisation and emphasis for incidents of domestic abuse (DA). This SYP priority is widely supported by staff.
- The introduction of a force-wide Domestic Abuse team is a significant opportunity to enhance service provision for victims of DA.
- There are clear plans in place to allow delivery of the DA Matters first responder training to SYP staff who have varying levels of understanding in relation to the dynamics of DA, coercive, controlling behaviour, stalking and harassment.
- Plans are being progressed by strategic leads to allow for identification and training of internal DA Matters Champions. An effective network of DA Champions is critical to ensure maximum benefit and sustainability of the DA Matters Change programme.

3.11 Areas for improvement consideration from the Health Check relate to the recognition that

- demand at peak times outstrips available resources, and therefore impacts on effectiveness of the first response.
- whilst call handlers consistently provide a good service, there are on occasions errors with call grading impacting on the urgency of response
- officers obtaining details for initial risk assessments do not consistently gather sufficient information to identify CCB, stalking and harassment.

3.12 Positively, service delivery is a key focus of the DA Matters training, and will address some of the issues identified in the health check process.

3.13 DA Matters training was initially postponed due to Covid-19, as previously reported. In October 2020, the training is currently underway, and has been approved as it was reviewed to ensure it would be compliant with Covid-19 regulations (2m social distancing, wearing masks in communal areas, handwashing, use of SYP cleaning and hand sanitiser products). Whilst other training has been put on hold, this is considered essential training, particularly due to concerns around the prevalence of DA during the pandemic. The training programme will remain under review throughout the next six months of delivery, but is expected to be completed in March 2021.

3.14 DA Matters training is not just to be embedded across the frontline officer ranks, but in addition, members of the Senior Command Team will attend the training, as will senior leaders from the local districts, demonstrating the importance and support for the training. Attendance has also been approved for those working in supportive roles, such as in performance management, to enable the knowledge of expected future delivery areas to be shared and incorporated within future governance processes.

3.15 An important element of DA delivery is Op Encompass, which has continued throughout lockdown and with the return of children to school, continues in its previously reported format.

3.16 The following table provides the volume of notifications sent in each month in relation to children in households exposed to DA in their household.

Month (2020)	Volume of notifications
Jan	544
Feb	373
Mar	427
Apr	339
May	431
Jun	303
Jul	405
Aug	295
Sep	801
Oct (as at 8th Oct 2020)	183

- 3.17 It should be noted that the numbers do not necessarily correlate to the number of notifications from the authority to the schools, because not all schools are signed up to Op Encompass. The DARA Team Manager will continue to work with the LA Education Leads to encourage all schools across the county to sign up to the scheme.
- 3.18 The data does not currently include children in Barnsley. South Yorkshire Police and the Sheffield Local Authority Education Rep have been invited to present Op Encompass to the Barnsley Schools Alliance in November 2020, which it is hoped will support Barnsley coming on board with Op Encompass in the near future.
- 3.19 The Operation Encompass poster which provides contact details for a teachers' helpline in support of the children within school and is attached as an appendix to this report.
- 3.20 In line with the drive to improve service delivery for DA victims, the force clearly recognised the specialist nature of managing demand and investigations relating to DA.
- 3.21 Whilst DA remains everyone's business and there is an expectation of excellent service delivery by officers attending initial reports, where the investigation is assessed as high risk, or where a suspect has been arrested, the formation of DA teams have been implemented to manage the investigation after the initial evidence gathering.
- 3.22 The aims and objectives of the teams are: -
- To improve the policing response to domestic abuse victims, thereby improving confidence to disclose and report.
 - To improve the links between SYP and support agencies thereby delivering the best safeguarding response for victims.
 - To improve the quality of evidence and investigative response to domestic abuse reports.
 - To ensure timely and effective management of domestic abuse prisoners.
 - To improve criminal justice outcomes in cases of domestic abuse, by improving understanding of charging thresholds and improving file quality.
 - To identify and promote good practice ensuring that all officers and staff within SYP understand that domestic abuse is everybody's business.

- To work with partners to problem solve, reduce repeat victimisation, support effective interventions for victims and perpetrators.
- To offer development pathways to all staff and officers to deliver continuous professional development and improve retention and recruitment to investigative posts.

3.23 SCT authorised an uplift in supervisory officers within the DA implementation to ensure specialist oversight of investigations and safeguarding as shown in the table below.

District	Detective Inspector	Detective Sergeant	Investigators
Barnsley	1	3	18
Rotherham	1	3	21
Doncaster	1	3	24
Sheffield	1	4	32

3.24 District management teams are working towards filling vacancies, and many now have the required staff in post. The teams sit under the supervision of the PVP portfolio leads at each district, with a PIP 2 supervisory structure and a complement of PIP2 and PIP1 investigators.

3.25 Linked to the learning strand within DA, the force has been successful in securing funding through the N8 Policing Research Partnership in conjunction with Sheffield Hallam University and the University of Liverpool. The funding was applied for as a small grant bid for projects relating to Policing Covid-19.

3.26 The funded project aims to explore policing domestic abuse (DA) within the context of the Covid-19 lockdown when victims were confined to their homes and therefore potentially at greater risk of experiencing DA and less likely to have the freedom to report it safely. The project aims to assess the impact of three initiatives launched during the lockdown period.

- Online Reporting Tool (ORT), specifically developed by South Yorkshire Police to support victims in reporting DA safely and silently during Covid-19
- Scene Attenders - supporting victims to press charges and
- Smart Water Forensic Marking – forensic marking of the victims' property that 'marks' the offender if they visit the victim, thus providing a layer of safety/security for the victim). Although developed prior to Covid-19, this was launched during the lockdown period to provide extra levels of support at this critical point.

3.27 The initiatives being explored will provide understanding of the victim and offender experiences needed to evidence future policing investment. The combination of baseline, demographic and force comparisons will maximise the potential knowledge gain relating to both the lockdown experience and the initiatives employed, which is vital for informing policing practice, and for providing the basis for future collaborative funding applications. The research will be concluded by 4 October 2021.

Helping those who are victims and survivors of child sexual exploitation and child criminal exploitation, human trafficking and slavery

- 3.28 The force has recently introduced the NPCC recommended Vulnerability Assessment Tool (VAT) which provides an assessment for any child with recognised indicators of CSE, CCE or County Lines.
- 3.29 The VAT is now fully embedded within Doncaster, Barnsley and Rotherham with social care partnership meetings. In Sheffield, the VAT has been introduced and weekly Multi Agency Child Exploitation (MACE) meetings have recently been introduced to provide a clear opportunity to understand the threat, risk and harm to children and provide support.
- 3.30 A Child Exploitation post has been created to be dedicated to implementing the VAT tracker with our partners and provides the oversight internally. The post holder will also be responsible for providing training and awareness to our staff and partners.
- 3.31 The data inputted into the VAT itself provides a risk rating which takes into account professional judgement. MACE meetings are represented by social care, police, health, youth offending teams, early intervention and prevention teams (local authority or 3rd sector) and education services.
- 3.32 The meetings then direct any specific intervention and support if required for each child – this can range from early help Barnados See Hear and Respond support, Railway Children Charity and Fearless (Crimestoppers) referrals made. These named charities will support the child and empower them to recognise the signs of exploitation.
- 3.33 Further support through SYP schools officers, YOT officers, PCSO or Neighbourhood Policing Teams can provide support to the victim and family within the community.
- 3.34 Built into the VAT tracker is a review date to support the future understanding of the success of the intervention and support. If a child is seen as a ‘high risk’ case, the instigation of a National Referral Mechanism referral will be considered for a potential victim of slavery. A full safety plan is compiled with social care to reduce the risk to the child.
- 3.35 The CCE/CSE theme leads are working closely with the Violent Reduction Unit to map out all services and support available across South Yorkshire for our CSE victims and survivors. Services such as Forging Ahead are under such consideration.
- 3.36 In support of evidence-based delivery, a three-year officer secondment has been advertised to work with academic colleagues at Sheffield Hallam University. The project will work to understand the developments in technology in combatting online CSE.

Helping those vulnerable to cyber and internet fraud

- 3.37 Operation Signature is the process in place within South Yorkshire Police to identify vulnerable victims of fraud and put measures in place to safeguard and support them.
- 3.38 The National Fraud Intelligence Bureau (NFIB) weekly victim data lists provided to forces are analysed by the Fraud Coordination Team. Whilst the investigation remains with NFIB, the team will read and assess each individual victim report. Those victims identified as vulnerable or requiring further contact to fully establish vulnerability are contacted by our Fraud / Cyber Protect officers / Neighbourhood Policing Teams who will consider the suite of interventions and prevention advice and tailor to each individual victim such as:-
- The referral of victims to local support groups or other agencies.
 - Fitting a Call Blocker at the victims home address.
 - Providing victims with a South Yorkshire Police endorsed “Big book of little scams / cyber scams” containing details of common fraud types.
 - Further visits and contact with the victim to establish if they have been targeted further / the need for additional support.
 - Contact with the victim’s family / support network.
 - Inviting victims to one of our Fraud Protect Roadshows.
 - In some cases, victims want to share their story and this is done through the local media. This not only helps spread the Fraud Protect message, but can also help the victim feel empowered, and help similar victims of the same fraud feel less shame and embarrassment as they realise they are not the only victim.
- 3.39 NFIB is currently carrying out research to profile victims of ‘Domestic Cyber Crime’ (DCC). DCC is cyber-crime where the victim and suspect are in a domestic relationship. Such offending reportedly constitutes domestic abuse and often occurs alongside non-cyber domestic offending.
- 3.40 The research is being undertaken in an effort to:
- Understand the extent of DCC and identify local trends.
 - Identify patterns of offending and understand how DCC interacts within non-cyber domestic abuse.
 - Understand the impact of DCC, both psychological and financial, upon victims.
 - Identify any additional risk factors that leave victims vulnerable to DCC.
 - Understand the impact of the Covid-19 pandemic on patterns of DCC victimisation.
- 3.41 Information is being provided by the force in support of this work in October 2020, and we will be provided with a summary of the national findings. It is expected the output will support further work in this area, as an enhancement to the robust processes already in place.

Mental Health - SYP partnership working with the NHS, Clinical Commissioning Groups, Social Care partnerships and the voluntary and community sector - helping those in crisis to obtain the right help from the right service at the right time

- 3.42 Support the needs of the public where additional mental health support is required encompasses all areas of service within force. As such the links into partnership delivery are multiple and varied, but brought together through the work of mental health coordinators and the ultimate oversight of the chief superintendent thematic lead.
- 3.43 Detention of individuals under Section 136 of the Mental Health Act (where a police officer believes you have a mental illness and that you need immediate 'care or control') are increasing nationally. Within South Yorkshire, in the three months to September 2020 an average of between three and four people each day are detained under the Act. The national demographic is reportedly seeing a change with older people and more females experiencing mental health crisis. The delivery locally will be using this understanding in support of the commissioning discussions and forward planning.
- 3.44 For those individuals who need mental health support the experience can be traumatic, and it is recognised that the process of conveyance by the policing service to an appropriate health professional is an important part of this. There is an increasing trend for a police vehicle being used to transport individuals, with around 70% of conveyances taking place this way in recent months.
- 3.45 This is not the approach the force would like to take and, as a result of review by the mental health coordinator, the importance of contacting and waiting for an ambulance has been briefed across all district areas, additional to support from ACC Poultney in intranet reminders for staff. It is also now required for a supervisor to authorise any conveyance by police vehicle.
- 3.46 The datasets for S136 conveyance will be included within the Quarterly Performance Review process for districts in November 2020 to ensure the process is embedded.
- 3.47 The force is also working with Yorkshire Ambulance Service (YAS) to develop the funding for the business case for bespoke mental health conveyance via the Integrated Care Systems (ICS).
- 3.48 Lower-level anxiety and access to Single Point of Access (route for referrals for adults aged 18 to 65 who are in a mental health crisis) has seen very significant increase across South Yorkshire and is closely correlated with the Covid-19 pandemic. Full partnership planning is underway to address this rise, and to identify and effectively triage individuals to prevent crisis.
- 3.49 Another strand of delivery is in the profiling of suspected suicides. A weekly report is submitted to partners at Public Health England to monitor the instances of suspected suicides across the county, which is possible with real time surveillance. Public Health partners are working now to collate data for suspected attempt suicides across the county. This has involved benchmarking initially with the Thrive Unit in the Metropolitan Police, and scoping the breadth of data collated by partner organisations. South Yorkshire Police records data from high risk suicidal persons, negotiator call out for suicidal persons, section 136 data, and reported attempt suicide incidents on our incident management system.

- 3.50 A countywide prison tasking group continues to meet, with broad representation from public health, the prisons and Local Authorities, health partners and CCGs. The aim is to reduce the risk of suicide within prisons and upon release back into our communities. Through this work, the Prison Partnership Board is considering a pilot, which would enable a digital care record for an individual to be linked to their prison care record, supporting improved partnership awareness of needs. Additionally to this, suicide and self-harm prevention training has been provided to the prisons in our area.
- 3.51 Work is starting with partners on identifying and target-hardening suicide hotspots within our communities. Partners in British Transport Police and Yorkshire Ambulance Service are assisting to identify hot spot areas for attempt and suspected suicide, to enable problem-solving approaches and inform intervention activity.
- 3.52 Police and partners are meeting with South Yorkshire's Senior Coroners to brief them on the activity being delivered within suicide prevention. The suicide prevention steering group is also being asked to review and consider the uptake of trauma informed work (not only in suicide and bereavement arena but across all core agencies) to support front line staff awareness of the trauma model.
- 3.53 In 2019, the force supported a 24-hour mental health demand exercise, which was to provide a national picture of mental health demands. Following this exercise a number of work-streams have been developed and are listed below:-
- SharePoint houses the electronic Section 136 form - all conveyance fields are now mandatory for completion with additional field for recording details of supervisor authorising use of police vehicle. The 'ambulance not required' field has been removed.
 - The search function within the force's mental health portal has been expanded to enable retrieval of all S136/Escalation Forms.
 - An Armed Forces Covenant section on home screen of the portal has been created which directly links to the AFC intranet site, and the Street Skills Training Package under training section.
 - The mental health dashboard now includes as Section 135 dataset, and a further section for suicide prevention.
 - The force Pronto application has been approved to house the future Section 136 and escalation forms within a Share Point platform.
 - Consent fields within the Sudden Death Report form have been amended to obtain consent to refer information to partner agencies regarding suspect suicides.
 - Existing Open/Closure Codes for mental health incidents in the incident management system have been reviewed in July 2020, and replaced by three qualifiers: Mental Health, S136 and S135. The change in fields has been embedded and the new fields are being appropriately used in over 98% of cases, as a dip-sampling of over 100 random incidents showed.
- 3.54 The Data Sub Group of the Strategic Blue Light and Hospital Alliance have circulated a new data template to partners to populate, and an information sharing agreement has been circulated to facilitate this. Data has been collated from SYP, BTP and YAS,

and discussions were taking place between the force and Data Protection Officers (DPOs) from the acute trusts, from which only one return had been received. In October 2020, following further discussions with DPOs, the appropriate sign-off documents has now been agreed across the South Yorkshire acute trusts. This was seen as a critical stage in the delivery of a unified set, which is now to be achieved.

- 3.55 Linked to the delivery of the programme board, the South Yorkshire 136 Pathway and Standard Operating Procedures for Places of Safety has now been endorsed by the ICS Mental Health & Learning Disability Programme Board in September 2020. Joint communications are being drafted by ICS/SYP for implementation across South Yorkshire in October 2020.
- 3.56 An analysis of completed adult crisis baseline is also underway and organisational priorities identified to date for the programme board includes:
- 3.57 Crisis Demand -
- Monitor mental health crisis demand to support ICS service transformation, change and surge planning agenda in response to Covid-19.
 - Populate mental health dashboard with partnership 136 data to ensure accurate performance reporting across the partnership
 - Publish monthly mental health highlight report on demand, including S135/136 and instances of acute behavioural disorder and escalations
 - Update on work of Blue Light Strategic Demand Alliance & Alliance Data Sub Group to identify gaps in crisis provision and what works well, to support development of phase 2 work plans.
- 3.58 Triage -
- Explore alternative options, such as single point of access via NHS 111.
 - Internal oversight of electronic 136 submissions to highlight triage issues for local review. This will include any required escalation of overarching issues to the Crisis Steering Group.
 - Evaluation of existing partnership arrangements across South Yorkshire to assess effectiveness using practice guidelines being developed by the College of Policing.
 - Alternative Crisis Provision. Support partners with the development / implementation of initiatives for increasing alternative places for provision of crisis support services and promote within SYP access routes/referral pathways
- 3.59 Escalation Process -
- Escalate to commissioners / providers operational challenges / perceived gaps in crisis service provision to influence change
 - Internally promote use of the electronic escalations log
- 3.60 SIM Programme (Doncaster) - The ICS was very supportive of the approach taken for the SIM programme, and have encouraged individual commissioners to fund in each locality. Rotherham command team and the CCG have been briefed in Rotherham, with a SIM planning meeting with key stakeholders planned for November 2020. Other districts are in the process of early stakeholder engagement.

- 3.61 Training - Lived experience of mental health service users has been funded through the ICS to assist delivery to YAS, and SYP custody officers and Atlas Court staff, with a short video to support the process. The training will focus on the trauma and stigma of mental health and how front line staff can support this through positive interaction.
- 3.62 The Community Multi-agency risk assessment conference (CMARAC) continues to deliver the programme within Doncaster. Since November 2018, there have been 26 referrals to Doncaster CMARAC. Of these, 17 cases had been heard within meetings with partners, to share information and formulate risk management plans. From the 26 cases, 31% were referred from the police and the remainder from partner agencies. An evaluation of Doncaster CMarac has now been completed and shared with the force's Command Teams, with a view to working with partners and considering implementation in other districts. Partners have arranged for administrative support to be provided by DMBC for CMarac at Doncaster. A recent serious case review has praised the holistic approach that CMARAC offers.
- 3.63 The Acute Behavioural Disorder (ABD) evaluation has been extended in South Yorkshire to 31st December 2020 to facilitate richer data collation. Evaluation findings to inform decision making by YAS in relation to categorising response grading. From a breakdown of incidents for the period 1st April to 30st September 2020 (23 cases), Dr Julian Mark, YAS medical director, has done a brief analysis which identifies three issues for the force:-
- Front line staff find it difficult to identify ABD.
 - Front line staff are erring on the side of caution and are over-identifying ABD cases, considered a positive outcome (the presentation is very similar to drug induced psychosis).
 - Hospital treatment and early intervention is being sought for suspected ABD cases, again a positive outcome.
- 3.64 In October 2020, Chief Constable Mark Collins was briefed on the ABD programme. A further expansion of the ABD trial is now being planned through the College of Policing to increase sample size, and provide clinical recommendations for a CAT 2 national ambulance response.

Improving how the public contact the police (including improved 101 services)

- 3.65 In the last 18 months, the force has undertaken a meticulous review of the Atlas Court Communications Centre, and a core functions business case was agreed in April 2020. The key recommendations of the business case were to increase the number of staff in the switchboard function and increase the opening hours. There was also a recommendation to establish 16 digital desk operators to manage the new online portal and associated online demand. Temporary team leader posts to manage this uplift were also agreed.
- 3.66 Following the approval, recruitment commenced for all posts and a shift pattern was designed to enable effective coverage of the switchboard. The implementation phase is on track to have all posts recruited to, trained and in place before the end of 2020.

- 3.67 Switchboard opening hours have already been extended to 0800-1830 Monday to Friday, and the additional staffing increases will see the switchboard service extend to members of the public over the entire seven day period, between the hours of 0800-2200. The new schedule has been incorporated into the contracts of all new starters.
- 3.68 Additional opening hours mean that calls from members of the public can be more widely and hence more effectively, triaged, resulting in appropriate calls being progressed through to deployment or further services, and other more traditional 101 enquiries being supported through our Call Resolution Unit.
- 3.69 Another commitment the force wanted to deliver was in supporting service expectation for the public, and the increased switchboard hours will enable this. It is acknowledged that in some cases, when waiting for 101 calls to be answered, the member of the public can abandon this call and call back on the 999 function, despite their enquiry not requiring emergency attention. The improvement in management of 101 calls has been mapped to support the future improvements in service delivery for 999 callers.
- 3.70 Any service that provides a delay for a service user, in this case waiting for a 101 call to be answered, is acknowledged to be a frustration. To address the impact of this, and to ensure the 999 call lines remain free for emergency need, the force has been looking to expand the contact services available. The procurement of more flexible methods of channel management has taken time for the force to achieve.
- 3.71 In order to track the benefits of the uplift, baseline data has been collated throughout 2020. It is anticipated that the benefits will start to be realised in early in 2021 and will be reported through Change Board Governance. The benefits will specifically report on the 999 wait times and abandonment rates.
- 3.72 A bespoke Digital Team has been created through the review, to deal exclusively with the varied new digital methods of public contact. Training for the 16 new staff members began in September and will complete by mid-October 2020, when all new starters will move to within the Tutor Unit. The staff will be mentored within Tutor Unit for 2.5 weeks, when they will move into their group on 2 November 2020. New staff will work a mixed shift of day and night working to widen their knowledge of all demands, and support the Digital Desk opening hours of 0700-0300. The shift pattern for staff, plus the appointment of two temporary Team Leader posts has been agreed, achieving the right mix of support for members of the public and staff.
- 3.73 The force expectation is of all staff who leave the tutor unit to be in a position to perform the basics of the current service desk function, and additional training will be provided for the future functionality of the new portal areas. This is because the full testing of software will not be available prior to the initial training being completed. There will be an ongoing process of mentoring for staff, and a soft launch of the portal to support the software release dates
- 3.74 Team Leader training, mentor support and Call Resolution Unit promotion of the benefits of the function are seen as crucial to the success of the Digital Desk as we move into 2021. Corporate Communications department will be supporting a wider plan for public promotion of the service.

- 3.75 The business benefits of the digital desk are expected to be realised over a longer time period than other elements of the Atlas Review due to the steadily evolving tasks associated with the new function. However, the role of the team is expected to bring:-
- An improved and more diverse level of service to the public of South Yorkshire, offering more contact options to suit different needs and circumstances – and hence a furthering of our victim-led approach to offering the best service for the public.
 - We expect to realise improvements in victim satisfaction ratings due to the increased flexibility of contact methods.
 - Certain functions of the Portal (Knowledge Articles, My Activity Page) will build a more interactive and user-led experience for those who contact South Yorkshire Police.
 - The Digital Desk should support over time a reduction in the volume of 101 calls by responding effectively to non-urgent enquiries, thus freeing call handlers to take more urgent and appropriate requests for assistance on both 999 and 101.
- 3.76 The full benefits of the Digital Desk will be anticipated in Q1 of 2021, and continue through the year as we gain public and staff feedback as to the efficiency of processes and of experiences. We expect that as the Corporate Communication plan comes into fruition, then the digital means of contact will become more widely known amongst the population of South Yorkshire
- 3.77 Management Information is being designed to allow us to measure the success of this function into 2021 and beyond.

Better feedback by the police to victims and witnesses about the progress of their case

- 3.78 A core benefit of the SYP Complete Victim Care approach is in its simplicity. CVC lead T/ Chief Superintendent Steve Chapman describes it at *“putting the victim at the front and centre of what we do when investigating crime”*. This clear message is embedded throughout the force’s delivery and is subject to scrutiny in implementation of change programmes and operational governance.
- 3.79 The organisation has mapped the victims journey from first point of contact, through to closure of investigation/court appearance. The following examples demonstrate how this is embedded in the service delivery for the public.
- 3.80 A reduction in the length of time a member of the public has to wait for their call to be answered in Atlas Court.
- 3.81 Improvement in the timeliness of call-backs to victims of crime from the Force Crime Bureau and Crime Support Hub. In September 2020, Force Crime Bureau Team Leader was awarded a commendation for this commitment to improving services for victims of crime.
- 3.82 A sustained improvement in timeliness of response to attendance at emergency and priority incidents.

- 3.83 Continued internal communications on adhering to the three principles of Complete Victim Care. In conjunction with this in August 2020, the force worked with a victim of burglary who received a poor service to produce a video in support learning for improvement across the force. All officers and staff were advised to watch the video and consider how the victim's experience could have been improved if the three core principles of CVC had been followed. These principles are:-
- Contact the victim ASAP to introduce yourself and provide contact information.
 - Agree a Contact Contract and stick to it.
 - Provide a Supporting Victims booklet with contact information.
- 3.84 A focus on providing updates to victims of crime in compliance with the Victim's Code of Practice, with dip sampling of the quality of the updates recorded on the crime system.
- 3.85 Victim Support provides briefings to officers and there is a movement to co-location of support services at main stations across SYP. This includes providing Victim Support services access to elements of the crime management system to support their understanding of victim need.
- 3.86 It isn't of course just an excellent service we look to provide to support victims, but also the continued engagement of victims and witnesses is vital in the progression of a victim's case through the Criminal Justice Service. Most people will never have experienced a court process before, and it is understood that this can be seen as a daunting experience. Witness Care / Witness Service have delivered briefings to officers, so they are better informed to advise victims on what support is available to them when attending court.
- 3.87 Improving victim satisfaction with follow up remains a key priority and it is an ongoing challenge to deliver investigation updates in line with victim expectation. Over the last six months (Apr-Sep 2020) vulnerable victim satisfaction with 'follow up' stands at 64% at least fairly satisfied, comparing to 55% over the previous six months. Vulnerable victims' satisfaction with the whole experience has seen a gradual upward trend over the last 12 months, with a high 82% satisfaction rate in the latest quarter (Jul-Sep).
- 3.88 Survey data analysis, review of individual victim comments, assessment of Atlas call recordings and dip sampling victim updates recorded on Connect are all undertaken on an ongoing basis to ensure there is detailed understanding of the issues driving satisfaction levels. Findings are discussed at the monthly Complete Victim Care meeting, and the next meeting will specifically look at how we are ensuring vulnerable victims are updated in line with Victims Code of Practice guidance.
- 3.89 One area the force is looking to improve upon is in the system-based management of the services for vulnerable victims, where enhanced support is to be provided. Whilst those most vulnerable / subject to the most complex offences will be given appropriate specialist support and have significant liaison with these officers, there is no current automated reporting to demonstrate the enhanced service activity. This is being progressed through CVC Strategic Group.

4 FUTURE DIRECTION/DEVELOPMENT

4.1 SYP will focus on the following areas of delivery

- Ongoing implementation of the domestic abuse teams.
- Attendance for the DA Matters training and subsequent embedded delivery.
- Continued delivery within the programme of work linked to mental health.
- Understanding the needs of victims of domestic cybercrime to support the policing response.
- Delivering continued improvements to public accessibility of the policing services through the implementation of the Atlas Court review.
- Commitment and delivery of Complete Victim Care across all services.

5 COMMUNICATIONS

5.1 National Safeguarding Week takes place on 16-20 November 2020. There will be a forcewide multiagency week of action, encompassing a range of themes but will include activity around Operation Makesafe (raising awareness of CSE and how hospitality venue owners and staff can identify and prevent offences being committed on their premises), as well as online CSE awareness-raising.

6 EXCEPTION REPORTING

None

Chief Officer Lead: Deputy Chief Constable Mark Roberts

Report Author: Tania Percy, Strategic Performance Manager

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OPERATION ENCOMPASS

Are you concerned about a child
or children in your school who are
experiencing domestic abuse?

Would you like FREE advice and a professional
dialogue with an Education Psychologist about
how to best support them?

Call the Operation Encompass Teachers' Helpline

0204 513 9990

(Charged at local rate)

Monday to Friday 8.00am to 11.00am

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PUBLIC ACCOUNTABILITY BOARD

10TH NOVEMBER 2020

BUDGET MONITORING REPORT – SEPTEMBER 2020

REPORT OF THE CHIEF CONSTABLE

1. Purpose of the Report

This report is to inform the Public Accountability Board of the Force's projected outturn on its revenue and capital budgets as at 31st March 2021. It is based on an analysis of income and expenditure for the period 1st April 2020 to 31st March 2021 before accounting adjustments. This report covers the Force financial position only and should be read in conjunction with the report by the PCC Chief Finance Officer.

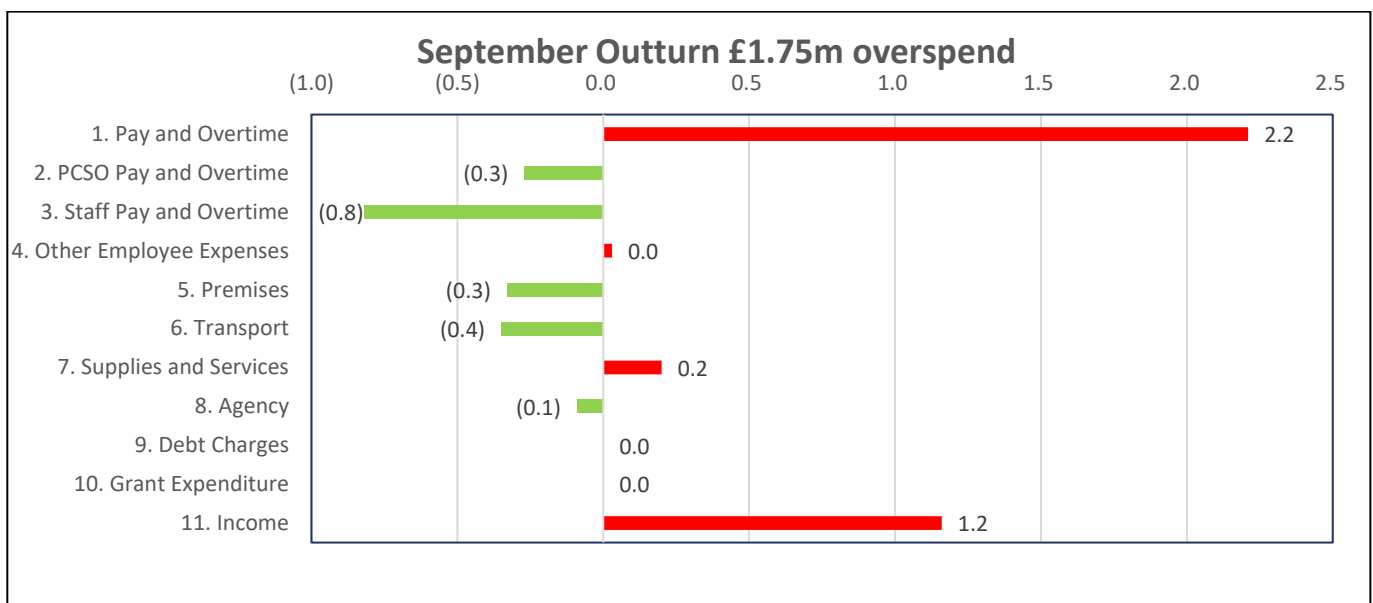
2. Recommendations

The Board is recommended to note the content of the report and comment upon any issues arising.

3. Background Information

3.1 Current Budget

The Force outturn is a £1.75m overspend, which is 0.66% of the total budget before legacy. This includes £2.67m of direct Covid-19 related expenditure with further loss of income of £0.56m to the Force.



Hillsborough, the Stovewood enquiry and CSE civil claims are currently projected to budget as no new information is available at present.

The savings target for 2020/21 is £2.52m against this £2.50m has been achieved, a net under-achievement of £0.02m.

Key Points

Covid-19	<p>Covid-19 related expenditure is being captured and reported monthly to the Home Office.</p> <p>The projected outturn includes £2.67m of direct costs and £0.56m of lost income. Uncertainty makes this challenging to predict and this can only be a best estimate at a point in time. The Home Office has agreed to reimburse the medical-grade PPE incurred which equates to £0.47m. A claim has been submitted for £0.36m loss of income for April to July. In addition, a £0.75m grant has been received for Surge funding for enforcement. The funding of Covid-19 has been raised with the PCC, with the expectation that it will be funded from reserves. Please refer to the Covid-19 section of the report for further details.</p>
Police Pensions	Potential impact and uncertainty around funding the McCloud Remedy, expected to be funded by the Government but nothing confirmed. Work is ongoing to assess the impact of this.
Police Uplift Programme	The Home Office have 'repurposed' 50% of the ringfenced element of the Police Uplift Programme funding to meet the costs of Covid-19 and Uplift, however, the Force will be utilising this for Uplift purposes only. This includes the cost of bringing forward the recruitment of 70 (55 FTE) officers to reduce the risk of not meeting the Uplift target and to ensure the available grant funding is maximised. The release of the remaining 50% is yet to be communicated.
Growth bids	<p>£1.67m of approved growth is projected not to spend largely due to Covid-19 having a significant impact. A detailed report has been submitted to SCT detailing the financial and operational impact. £0.91m of this funding is for non-recurrent FM schemes and will be required in 2021/22, placing additional pressure on next year's budget.</p> <p>Post budget setting, SCT have approved growth and work is ongoing to identify £1.01m of recurrent savings to fund the recurrent growth.</p>
Procurement	Projections are included in the outturn for the leavers in relation to the changes within Regional Procurement as a result of the creation of the BlueLight Commercial organisation.

3.2 Revenue Summary

	Approved Budget £000	Projected Outturn £000	(Under) / Overspend £000	% of budget
Police Pay and Overtime	140,725	143,681	2,956	2.10%
PCSO Pay and Overtime	5,246	4,974	(272)	(5.18%)
Staff Pay and Overtime	76,387	75,566	(821)	(1.07%)
Other Employee Expenses	6,702	6,733	31	0.46%
Premises	9,574	9,092	(482)	(5.03%)
Transport	4,667	4,320	(347)	(7.44%)
Supplies and Services	19,599	19,799	200	1.02%
Agency	15,825	15,741	(84)	(0.53%)
Income	(12,361)	(11,793)	568	(4.6%)
Specific Grant Funding	(1,811)	(1,811)	0	0%
Grant Expenditure	3	3	0	0%
Net Expenditure Before Legacy	264,556	266,305	1,749	0.66%

Police Officers Pay and Overtime £3.0m overspend

Police officers pay is projecting an overspend of £1.40m. The Serious and Organised Grant is contributing £0.81m to cover the 15 officers on secondment, reducing this overspend to £0.59m. This overspend is due to being 8.46 FTE Officers over strength at the start of the year, having 16 fewer leavers and retirements than projected in the first half of the year and an additional 15.24 FTE re-joiners / 30+ officers. At the end of March 21, the budgeted strength is 2,652.31 and projected strength is 2,694.41, 42.10 officers over budgeted strength.

The main reason for the reduced number of leavers is thought to be related to Covid-19 and the current job market with fewer opportunities. This trend needs to be monitored and if it continues, the Workforce Plan may need to be reviewed, to reduce the impact on next year's budget.

Other police pay headings including unsocial hours and untaken leave are also projected to overspend by £0.23m, mainly due to Covid-19.

Police officers overtime is projecting an overspend of £1.56m plus on-costs £0.22m. This is mainly due to Covid-19 overtime forecasting a full year projection of £1.29m plus on-costs of £0.18m. The Covid Coordination Centre is currently managing all Covid-19 overtime claims.

There have been significant overtime overspends within the Sheffield and Rotherham Districts, OSU and SCS due to an increase in operational demand. This is largely offset by operational contingency and underspends on football budgets.

The Command Teams in all districts and departments have reviewed the overtime situation in their areas which culminated in the submission of detailed reports to SCT explaining the reasons for the overspends and requesting for additional funding.

PCSO's Pay and Overtime £0.27 underspend

PCSO's pay is projecting an underspend of £0.29m. This is due to vacancies as more staff transfer to be student officers. PCSO's overtime is projecting a small overspend of £0.02m.

Police Staff Pay and Overtime £0.82m underspend

Staff pay is projecting an underspend of £1.9m. The projected underspend for the year is mainly attributable to £0.51m of vacant uplift posts, £0.31m for Regional Procurement staff movements to BlueLight Commercial, underspends within Atlas of £0.48m due to delayed recruitment because of the Covid-19 pandemic and £0.57m underspend on growth posts. Some vacancies are being covered through agency staff reported below. Covid-19 is having a significant impact due to recruitment time lags causing delays in the filling of vacancies and force uplift posts.

In the short term, staff pay underspends are being utilised to offset increased staff overtime to meet demand. Staff overtime is projecting an overspend of £1.0m, of which £0.4m is related to Covid-19. The remaining significant variances relate to CJAD £0.25m and SCS £0.15m.

Other Employee Expenses £0.03m overspend

The overspend is mainly due to a £0.20m overspend on agency costs due to covering vacant established posts, £0.16m on injury pension costs due to pension payment arrears and £0.05m on recruitment. These overspends are offset by the underspend on external training and other employee expenses.

Premises £0.48m underspend

The overall underspend comprises of £0.3m underspend on repairs and maintenance due to other priorities of work as a result of Covid-19 and £0.43m underspend on utilities, rent and rates, which is being reviewed to establish any recurrent saving and/or reprofile to other areas. The underspend is reduced by a £0.24m overspend on cleaning and supplies due to Covid-19 expenditure.

Transport £0.35m underspend

The projected underspend mainly relates to underspends on mileage and travel due to Covid-19 travel restrictions.

Supplies and Services £0.2m overspend

The overall overspend comprises £0.1m court & counsel fees due to the increase in DVPO's, £0.16m relating to vehicle recovery costs and £0.48m in relation to Covid-19 expenditure. These overspends are offset by underspends of £0.22m on communications & computing, £0.18m Director of Resources contingency which is being utilised for the overtime bids and £0.1m on the Healthcare contract and other small variances.

Agency £0.08m underspend

The overall underspend comprises of £0.07m in relation to mutual aid for football and £0.07m underspend within the Regional Collaboration unit due to charges being lower than budgeted. This is offset by overspends of £0.02m for National ICT costs and £0.03m contribution to NPCC Holmes uplift & levy charge.

Income £0.57m under recovery

The significant areas to note are:

- £0.4m reduction in income as a result of the Regional Procurement reorganisation (this offsets the reduced spend on staff pay).
- Income from speed awareness courses is showing a £0.2m under achievement, as there have been a significant reduction in cars on the road as well as the inability to run the courses due to social distancing measures.
- Income from Immigration has been projected to under achieve by £0.1m, due to confirmation that Immigration Enforcement have scaled back their activities.
- Accident reports and certificates income are projecting to under achieve by £0.1m based on the trend for the year to date.
- Court prosecution income under recovering by £0.3m based on receipts.
- Income recovery for training courses is also projected to be £0.1m under budget due to Covid-19.
- Offset by £0.5m medical grade PPE income claimed.
- Offset by Vehicle Recovery income showing an over recovery of £0.3m.

Legacy

Hillsborough, the Stovewood enquiry and CSE civil claims are currently projected to budget as no new information is available at present.

Covid-19

There is no guarantee of funding to cover all Covid-19 related expenditure and the finance team is capturing spend and assessing the impact. However, the Home Office has agreed to reimburse the medical-grade PPE incurred which equates to £0.47m, which is included in the income projection based on the claim the Force submitted. The Home Office has agreed to reimburse the Force for loss of income. The scheme will involve a 5% deductible rate, and will compensate 75p in every pound of relevant loss thereafter. A claim has been submitted for £0.36m loss of income for April to July. In addition, there has been a £0.75m grant received in relation to Surge funding for enforcement.

The expenditure incurred to the end of September on Covid-19 is £2.12m with further costs of £0.55m projected. The majority of the actual expenditure incurred relates to overtime totalling £1.18m for April to September plus on-costs. Overtime is authorised in advance by OSU and due diligence checks are carried out on the overtime incurred. Additional costs amount to £0.41m on pay and employee costs, £0.12m on cleaning products, £0.21m on first aid equipment / consumables and £0.07m on computer hardware and other IT costs. In addition, £0.76m has been incurred on the balance sheet for national procurement of PPE.

A breakdown of the direct costs of Covid-19 are included below along with projected expenditure for the year. There are indirect costs as a result of Covid-19 and the majority of these relate to the underachievement of income, which is estimated at £0.56m detailed in the income section. The

projections and impact of Covid-19 will continue to be monitored and reported monthly to the Home Office.

A breakdown of Covid-19 YTD and projected spend is as follows:

Description	YTD Spend £	Projected Spend £
Employee costs	1,586,008	2,288,241
Premises costs	159,109	339,273
Transport costs	438	438
Supplies & Services costs	348,531	480,346
Agency Costs	26,632	26,632
Income	0	(468,951)
Total	2,120,718	2,665,979

3.3 MTRS Savings

The 2020/21 planned savings are £2.52m, against which £2.50m has been achieved and captured on the savings plan.

3.4 Capital

The capital programme reflects the PCC approved programme of £14.0m (the original programme started out at £20.6m and this was reduced by £6.5m to reflect priority 1 to 3 schemes). The year to date expenditure is £3.1m across all schemes.

The current projection (excluding the balancing contingency) is £18.9m, which generates a variance of £4.8m. Based on past experience of increasing underspends and slippage towards the end of the financial year, this has been balanced with the contingency and will be kept under review as the year progresses. Where required, a request will be made to the PCC for increased funding. This was a known risk at the time of revising the capital programme.

At an individual scheme level, slippage of £2m, underspends of £0.09m and overspends of £0.4m are being reported. The main schemes to note are as follows:

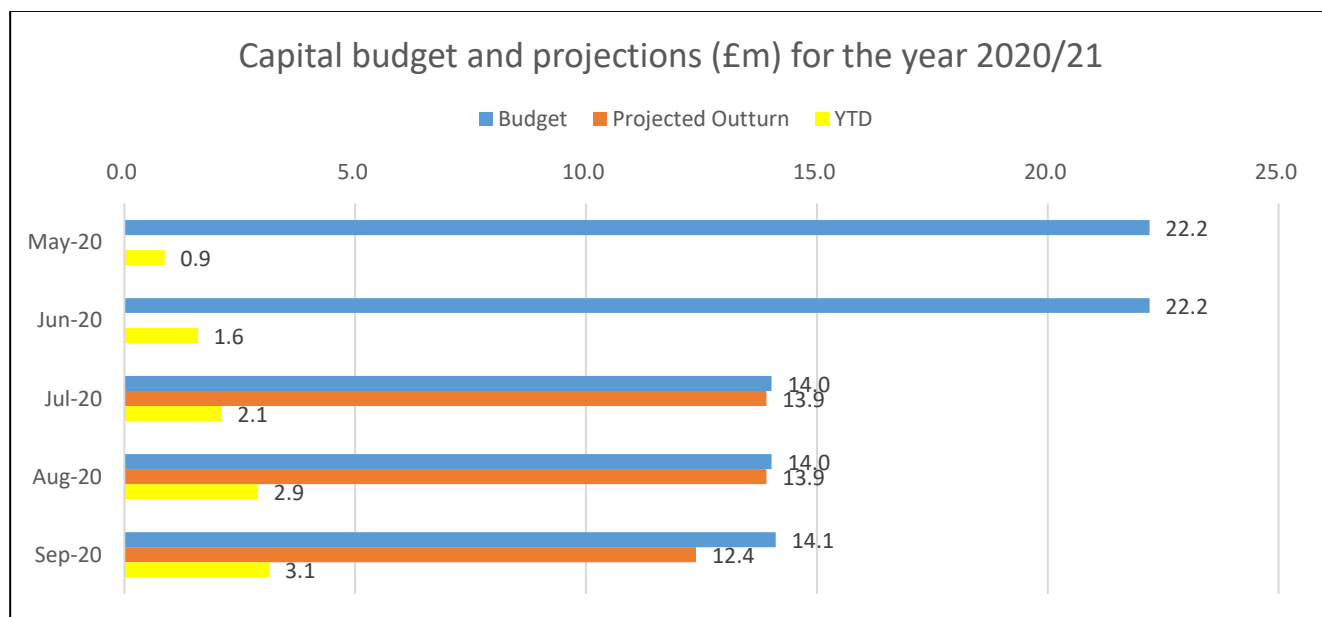
Slippage

Capital Scheme	Explanation	Slippage £m
Doncaster Police Station & Custody Suite (FM)	Due to delays with the land purchase, along with sewerage issues.	1.47
Road Crime Unit Vehicles (VFM)	Due to ongoing discussions around which vehicles are to be ordered for the team and the lead time on delivery, it is unlikely that delivery of these will be in this financial year. This will be monitored.	0.37

Overspends

Capital Scheme	Explanation	Overspend £m
Vehicle Replacement Programme (VFM)	As part of the review work with the PCC, the budget for replacing vehicles that are written off has been stripped out, however, at the end of September there have been 10 vehicles replaced at £0.17m. It was believed that due to Covid there would be difficulties in replacing the firearms vehicles, however, at September 2 x suitable replacements have been identified at £0.06m.	0.27

The trend for the budget and projected outturn during the year is as follows, no projections were completed for May and June due to revising the capital programme:



The Accountancy Team is working closely with Project Managers to improve the accuracy of projections relating to capital projects. The team has provided training to the majority of the Project Managers to improve knowledge and has a plan in place to train the remaining staff. The team is also working with BCI to align the interdependences and to create a form for the Project Manager to feed the information to finance which will improve the quality of the projections.

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PUBLIC ACCOUNTABILITY BOARD

OF THE SOUTH YORKSHIRE POLICE AND CRIME COMMISSIONER

DATE: 10TH NOVEMBER 2020

REPORT OF THE CHIEF CONSTABLE

TITLE OF REPORT: CRIMES AFFECTING OLDER PEOPLE

1 PURPOSE OF REPORT

To provide an update to the Police and Crime Commissioner (PCC) concerning crimes that affect older people and how the force is dealing with this.

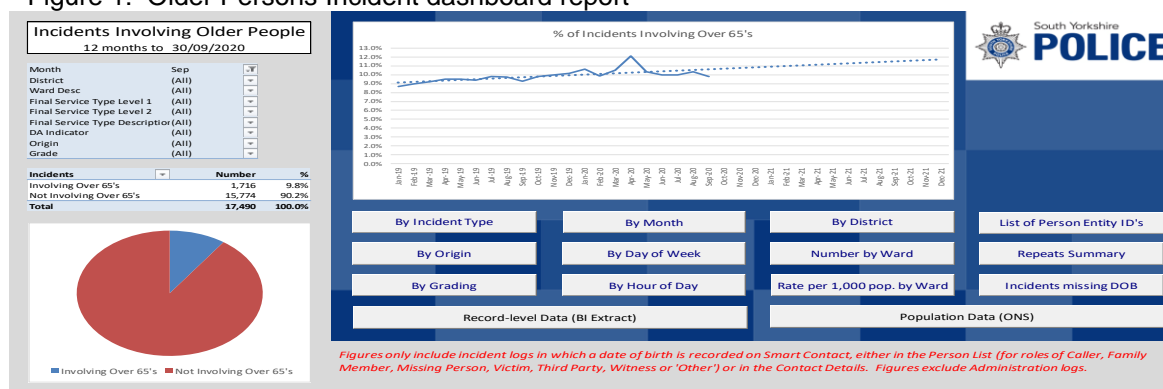
2 RECOMMENDATIONS

The force recommends the Board notes and discusses the content of this report.

3 BACKGROUND

- 3.1. The force has improved its understanding of calls for service from older victims of crime through an incident dashboard report that has a focus on people aged 65 and over (figure 1 below). This gives further insights not just on crime-related incidents, but other incident types including anti-social behaviour, and public safety & welfare.

Figure 1: Older Persons Incident dashboard report



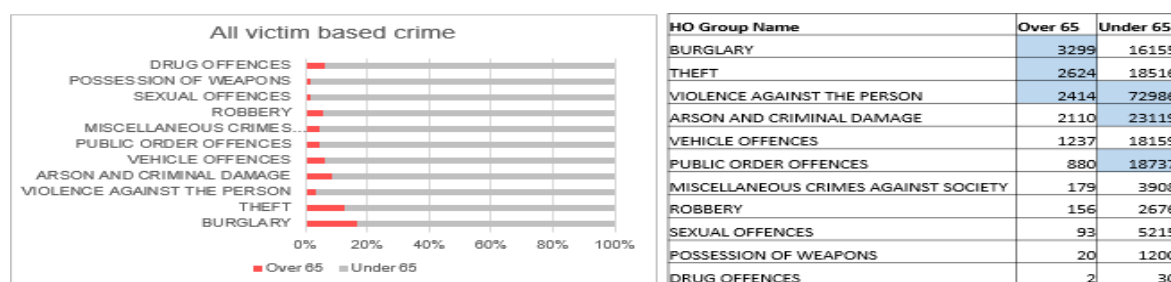
- 3.2. This incident report is helping to illustrate a range of findings:-

- The percentage of incidents involving over 65's is increasing. In January 2019, incidents involving over 65's represented under 9% of the Force's incidents, whereas it is projected to be around 12% by December 2021
- The latest population estimates from the ONS (mid-2019) show that over 65's represent 18.1% of South Yorkshire's population. This has increased from 16.6%

shown in 2011. Therefore, whilst incidents involving older people is a lower demand area in terms of the percentage of incidents in comparison to the percentage of population, it is increasing.

- The clear differences in the profile of incidents involving over 65's compared to those in all other age groups for example, 21.5% of incidents involving over 65's are crime-related, compared to 31.4% for incidents not involving over 65's. Incidents involving over 65's are more likely to be in relation to public safety & welfare (for example a missing person) or anti-social behaviour
- Some incidents types are disproportionately high for over 65's in relation to the wider population, for example, Bogus Official burglary incidents involving over 65's represent 85% of the Force's total Bogus Official Burglaries and Confused Person incidents represent 47% of the total Confused Person incidents

3.3. Across the South Yorkshire area, there were 52 crimes per 1000 residents aged 65 or over. This was much lower than when compared to all victim-based crime whereby 139 offences were committed per 1000 residents. The table below shows this difference in more detail comparing proportion of crimes by offence type against older people to the same analysis of victim based crime for all age groups.



3.4. This shows how the main offences against older people include burglary and theft with distraction burglaries were particularly high for older victims, accounting for 81% of offences. Fraud offences are also known to particularly affect older people especially if loneliness, social isolation or bereavement are factors increasing a person's vulnerability.

3.5. Victim needs and vulnerabilities are assessed during incident reporting and crime investigations for all age groups. This includes offering referral to Victim Support, which is actioned unless the victim states they wish to opt out of the service. If a vulnerability or concern is identified when dealing with crimes and patrolling communities, officers and PCSOs can also refer people of all age groups to other agencies including adult and social care.

3.6. Ongoing activities for the force's Fraud Coordination Team include Operation Signature to identify vulnerable victims of fraud, conduct assessments and implement prevention measures



South Yorkshire
POLICE

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e.g. devices that block malicious phone calls. Engagement and prevention activities typically include presentations to community group and events regarding existing themes and emerging threats. However, social distancing measures due to Covid19 mean alternative ways are being used to maintain engagement and awareness. These include social media posts, online articles and hard copy information such as The Little Book of Big Scams booklet (extract shown here) available at Enquiry Desks and for circulation by Safer Neighbourhood Teams.

- 3.7. Analysis work is continuing to gain deeper insights into demand such as the incidents and crime affecting older people. This includes reviewing our referrals processes by working in partnership with local authorities to identify where and how further improvements can be implemented.

4 COMMUNICATION PLANS / CONSIDERATIONS

None

5 EXCEPTION REPORTING

None

S Watson
Chief Constable

Chief Officer Lead: Assistant Chief Constable Lauren Poultney

Report Author: Ray Froggatt, Business and Data Analysis Manager

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PUBLIC ACCOUNTABILITY BOARD

DATE 10th NOVEMBER 2020

CYBER CRIME

REPORT OF THE CHIEF CONSTABLE

1. PURPOSE OF REPORT

- 1.1 To provide the Police and Crime Commissioner with an update on the current position and ongoing plans to improve and enhance the force cyber-crime capabilities.

2. SUMMARY OF OPTIONS, RECOMMENDATIONS AND DECISION REQUIRED

- 2.1 **The Police and Crime Commissioner is, invited to note the current position regarding the force cyber-crime capability and capacity.**

3. Background

- 3.1 The advancements in digital technology and the online world continues to provide increased connectivity and opportunity for our communities, from business management and online banking, to running heating and security within the home, to purchasing everything that is available on the High Street. This also provides opportunities, for criminals to exploit and challenges surrounding the footprint, they leave behind.
- 3.2 This ongoing evolution within the digital world is, recognised across law enforcement. Within force, the central structure is, provided through the Digital Intelligence and Investigations Unit (DI&I). This has responsibility to enhance, develop and maintain the force response surrounding digital investigations, working alongside and co-located with the Digital Forensic Unit (DFU).
- 3.3 This is, achieved, through developing and supporting the capability at both a force and local level, to manage specialist crime types, ensure investigative opportunities are maximised, develop the capability and provide protect messaging in the aim to prevent people from becoming victims of crime.
- 3.4 The force continues to work closely with regional colleagues, recognising that cyber-criminality has limitless boundaries and the advancements provide opportunities to develop collaborative working and exchanging notable practice through working groups.

- 3.5 As with previous report's surrounding cyber-crime, our strategy and delivery plan is in line with the recognised Serious and Organised Crime framework of Pursue, Prepare, Protect and Prevent. To achieve delivery within this framework it is necessary to understand our current capabilities across the organisation and capacity to deliver this.

4. **Capability**

Pursue

- 4.1 The developing nature of the digital and cyber world necessitates maintaining and enhancing our understanding across the organisation on a regular basis. This is achieved through the 'Streetskills' programme, alongside online learning, supported through the College of Policing and improving our internal communications and guidance, to all frontline staff.
- 4.2 A national 'Cyber Tools App', will provide officers with support and guidance surrounding a number of areas, including investigative considerations, managing digital scenes, crime prevention advice and legislation. The app is currently under review with the DI&I team and it is, anticipated this will be rolled out to staff across the organisation, on hand held devices, providing an instant access digital capability.
- 4.3 In support of this and wider investigations, an app is also under development within force, which provides guidance across an extensive range of investigative considerations. This will seek to compliment the cyber app and provide front line officers with a quick accessible guide.
- 4.4 The licence to train Digital Media Investigator (DMI) courses secured from the College of Policing, has enabled the training of 48 staff across the organisation, in the first part of a two-part training programme. Covid has unfortunately impacted delivery of the second element, although plans are in place to recommence this year. This role provides enhanced support to officers and staff across the organisation, surrounding digital investigative opportunities. DMIS's receive ongoing continued professional development (CPD), including access to newly purchased equipment to support them within their roles.
- 4.5 Support to serious and complex investigations is, managed and provided through the DI&I. This ensures all investigative opportunities are, considered, proportionate enquiries undertaken and efficient forensic submissions, across some of the most challenging investigations can be achieved. In addition, the staff within this team provide the support and guidance to colleagues across the organisation, including the wider DMI cohort.
- 4.6 Internet Sexual Offences Team (ISOT) officers are often supported by the DI&I team, alongside colleagues from the DFU, recognising the benefits of a holistic approach to investigations. This approach seeks to protect the most vulnerable within society, maximising evidential recovery of digital devices, seeking efficiencies in forensic submissions and timely progression of investigations.

- 4.7 This increased awareness, additional lines of enquiry and evidential recovery place an increased demand on the DFU. This has presented challenges surrounding the department's server capacity, necessitating resources within DFU to ensure maintenance and capacity is met. The Senior Command Team recognise this and have approved investment in a new server, which will increase capacity to both hold and manage material, efficiencies in processes and centralised and efficient server management through Information Services.

Legitimacy

- 4.8 The investment in a further mobile device examination kiosk, within the Major Crime Unit (MCU), has increased the investigative capabilities within that department. This has increased efficiencies, by providing early investigative information, reducing both DFU submissions and travelling time. The force has now in excess of 500 staff trained in the use of kiosk, who are, located across the organisation, in various roles. Between November 2017 and October 2020, officers have conducted 16266 kiosk examinations, which would previously resulted in submission to DFU affecting capacity. This ensures information is available at the earliest opportunity, progressing investigations accordingly.
- 4.9 The DFU is subject of the Crime Services Review, to understand the current and future requirements of the unit and its delivery across the organisation. In support, a review of current processes has established opportunities to increase efficiencies, which in turn will improve investigative standards and submission turn-around times.
- 4.10 It is essential in ensuring the forensic examination of digital devices is, conducted in line with national standards and the force recognised the developing needs in line with forensic regulation. The DFU is, accredited to ISO17025 and seeking to extend the scope of this accreditation later this year through UKAS.
- 4.11 The force has sought to develop our understanding of Cryptocurrency, holding a working group, which links in with regional colleagues. This is to inform surrounding changing environments, associated legislation and processes to ensure we can lawfully secure assets gained through criminality.

Protect, Prepare and Prevent

- 4.12 An essential element surrounds crime prevention and the need to inform the public in relation to emerging crimes and guidance. This is, managed through the Protect Officers, within both the digital and financial teams, due to the significant crossovers in the crime areas. The release of The Little Book of Cyber Scams provides guidance for local businesses and the public, supported through, SYP alerts, dedicated social media updates and events.

- 4.13 The Cyber Protect Officer has delivered to a wide range of organisations and communities across the force area, including primary schools and colleges, providing information around a range of areas. This includes cyberbullying and social media accounts, covering dangers of providing personal information, as well as staying safe online, using social media platforms and awareness surrounding the Computer Misuse Act.
- 4.14 Engagement and partnership continues with Protect colleagues in Regional Cyber-Crime Unit and the North East Business Resilience Centre to ensure SYP maintain an overview on current or emerging trends. These relationships also allows the force to share resources in order to deliver the Protect messaging and a number of events with local business have been conducted.

5. CAPACITY

- 5.1 The DI&I team has responsibility for the investigation of cyber-dependent crime, under the regionally managed and locally delivered model. This ensures a consistent approach to this crime type and an understanding across the Yorkshire and Humber region of the threats posed. The DI&I team are equipped to manage this threat, with a number of Detectives and DMI's embedded within the department.
- 5.2 The ongoing increase in consumer demand for digital products naturally has an impact across the increasing need to undertake forensic examinations, with the rise of digital device use and associated recovery. This is, estimated on current trends, between 14% to 20% year on year increase on demand within the department. The use of external forensic service providers, although supports investigative progression, can be inefficient and there is limited capacity.
- 5.3 As outlined above the force recognises this and the DFU is subject of the crime services review, which includes the current and predicted future capacity of the department. A number of options are under consideration, which may see a significant uplift in resources to meet demand.
- 5.4 The DFU is currently trialling automation software, which may have efficiency savings in examination times. This is at an early stage and subject of ongoing review, however recognised as a need in coming years to meet the demand surrounding examinations and expedite investigations.

6. UNDERSTANDING FUTURE DEMANDS

- 6.1 The Digital Forensic Science Strategy (July 2020) outlines the challenges faced across policing in maintaining and enhancing the capability to deal with volume and complexity surrounding digital forensics. The crime services review considers and seeks to address these challenges, recognising the need surrounding resources and training, automation and the efficiencies this may

provide and the continued training and development of staff across the organisation.

- 6.2 Initial scene triage is essential in ensuring necessary and proportionate evidential recovery, alongside associated forensic submissions. Working with the North East Transformation and Innovation Centre (NETIC) the force DI&I and DFU are developing a mobile triaging station to provide this support to front line officers.
- 6.3 Maintaining and enhancing our crime prevention approach the Cyber Protect Officer has ongoing work with colleges across the force area to deliver presentations on online safety as well as raising awareness of the Prevent work providing positive direction for those with digital skills. This seeks to direct individuals away from criminality and towards a constructive use of their skills.
- 6.4 The force continues to seek to develop partnership with academia, particularly surrounding Prevent and Protect, to understand any changes across the cyber environment. In addition, recent delivery of presentations through University of Sheffield International College and UTC Sheffield, by the Protect Officer support this association.
- 6.5 We await regional guidance surrounding the use of volunteers across cyber functions, which will outline agreed terms of reference and sharing of skillsets.

7. RECOMMENDATION

- 7.1 The Police and Crime Commissioner is, invited to note the ongoing progress to improve cyber-crime capability.

8. DUE DILIGENCE CHECKS SIGNED OFF BY ACCOUNTABLE PERSON

- 8.1 Key stakeholders consulted in preparation of this report.

- Detective Inspector - Serious & Organised Crime (Prosperity)
- DFU review - Detective Chief Inspector
- Director of Intelligence and Operations

S WATSON
Chief Constable

Chief Officer Responsible : ACC Poultney

Report Author : D.Supt Fidler

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PUBLIC ACCOUNTABILITY BOARD

10 NOVEMBER 2020

REPORT BY THE PCC'S CHIEF EXECUTIVE AND SOLICITOR

POLICE AND CRIME COMMISSIONER DECISIONS

1 Report Objectives

- 1.1 This Report is to provide the Public Accountability Board ('PAB') with a record of key decisions taken by the PCC outside of this Board since the last PAB meeting.

2 Recommendations

- 2.1 The Board is recommended to note the contents of the report and to comment upon any issues arising.

3 Background

- 3.1 The Police Reform and Social Responsibility Act 2011 sets out the functions and responsibilities of the PCC.
- 3.2 The Elected Local Policing Bodies (Specified Information) Order 2011 sets out the requirements of the PCC to publish information about decision-making.
- 3.3 The PCC has a Framework for decision-making by both the PCC and those exercising delegated authority on behalf of the PCC. It details the arrangements put in place to enable the PCC to make robust, well-informed and transparent decisions, and hold the Chief Constable to account.
- 3.4 Decisions taken by the PCC will primarily arise from discharging his statutory functions and are likely to include, but not be limited to, the following areas:
- Collaboration/partnerships
 - Strategic Direction
 - Governance, including policy
 - Budget setting
 - Commissioning
 - Capital programme spend
 - Asset requisition/disposal

4 DECISIONS

- 4.1 The PCC has made 46 decisions in 2020/21.

4.2 For the period 2 October 2020 (the date of the last report) to 28 October 2020 the PCC has made the following decisions to draw to the attention of the Public Accountability Board.

4.2.1 Community Safety Partnership Violence Reduction Action Plans

The PCC approved grants totalling £120,000 for South Yorkshire Community Safety Partnerships (CSPs) to fund specific gaps in service provision to help prevent or reduce violence in their area.

Further information about individual grants can be obtained by contacting the OPCC at info@southyorkshire-pcc.gov.uk or 0114 2964150.

4.2.2 Adults with Complex Needs Service – Sheffield Social Impact Bond

The PCC approved funding contributions towards outcome payments of the Severe and Multiple Disadvantages element of the Sheffield Social Impact Bond – Adults with Complex Needs service.

4.2.3 Force Communications Atlas Court – Core Functions

The PCC approved additional funding of £137,713 in support of the agreed business case to improve the core functions of Switchboard, Call Resolution and Dispatch functions within the Force's Communications Centre. Improvements in performance that are expected from the implementation of the changes include:

- Improved wait times
- Reduced abandonment rate
- Increased customer satisfaction
- Increase morale

4.2.4 Music Project Proposal

The PCC approved £50,000 from the Violence Reduction grant to fund a project which aims to provide a platform for young people aged between 14-29 years to create music which reflects the positives of South Yorkshire communities. The aims of the project are:

1. To engage young people aged 14-39 in positive activities within their communities
2. To provide a platform to develop individuals between 14-39 (the age group most likely to be a victim or perpetrator of violence in South Yorkshire) to make music that reflect the positives of our communities
3. To engage young people on the periphery of violence and other criminal activity
4. To impact young people's attitudes toward their circle of influence and empower them to make positive change
5. To provide professionals, advice and mechanisms to educate, support and empower these individuals
6. To increase trust between young people and adults in South Yorkshire and create positive role models

4.2.5 Shakespeare Unbared: Beyond the Walls

The PCC approved the funding £7,725 from the Violence Reduction grant to fund a collaboratively run theatre company for those leaving prison, serving community sentences or at risk of offending who live in the South Yorkshire region.

This initiative will develop transferable skills such as interpersonal abilities, public speaking, self-confidence and team working which would be beneficial for participants in their general life and in securing employment. It will also allow them to develop a support network which would encourage desistance. Her Majesty's Prison and Probation Service (HMPPS) National Research Council view Shakespeare UnBard as a potential catalyst for those who would otherwise not engage in formal education or therapy and this model will work equally well with those released from custody.

- 4.3 A log of PCC decisions can be found on the PCC's website at <https://southyorkshire-pcc.gov.uk/openness/publications/>. There are a number of PCC decisions which we are unable to publish for reasons such as, being commercially sensitive, operationally sensitive or, they involve ongoing criminal proceedings (this is not an exhaustive list).

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Designation: Governance and Compliance Manager, OPCC
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PUBLIC ACCOUNTABILITY BOARD

10 NOVEMBER 2020

REPORT BY THE PCC'S CHIEF EXECUTIVE AND SOLICITOR

UPDATE ON THE POLICE AND CRIME COMMISSIONER'S STRATEGIC PLANNING PROCESS

1 Report Objectives

To provide an update on the stage reached in the Police and Crime Commissioner (PCC) reviewing / setting Police and Crime Plan priorities and a supporting budget and council tax precept for 2021/22 and the Medium Term Financial Strategy.

2 Recommendations

The Board is recommended to note the content of this report.

3 Background Information

- 3.1 *Sections 5, 7 and 8 of the Police Reform and Social Responsibility Act 2011 (the PRSRA)* require each PCC to issue a policing and crime plan (Plan) to cover his/her term of office, which sets priorities for the local area. The Plan is to be kept under review, and varied if necessary.
- 3.2 PCC elections were due to take place on 7 May 2020. In response to the Covid-19 virus, the Government introduced emergency legislation (the Coronavirus Act 2020) which received Royal Assent on 25 March 2020. This Act included the postponement of PCC elections until May 2021. Given the starting date for new Plans is linked to the timing of the election (s.5 of the 2011 Act), the Home Office has confirmed there is no requirement this year for PCCs to issue new Plans. Unless the results of consultation indicate otherwise the PCC has indicated that the three strategic policing and crime priorities will continue until the PCC election in 2021.
- 3.3 *Sections 21-27 and Schedule 5 of the PRSRA, and sections 39-43 of the Local Government and Finance Act 1972* provide that each PCC holds the police fund and other grants from central and local government, and the PCC sets the policing element of the council tax precept for his/her area.
- 3.4 Throughout each year, the Office of the Police and Crime Commissioner (OPCC) undertakes a strategic and financial planning process (the Process) - working with South Yorkshire Police (SYP), the public and partners to gather the information necessary to support the PCC in meeting those statutory responsibilities set out above.

4 The PCC's Strategic and Financial Planning Process (Process)

- 4.1 As in previous years, the OPCC has set a timetable which explains the various activities in the Process, with milestones for their completion.
- 4.2 The PCC holds a monthly Planning & Efficiency Group (PEG) which oversees the Process. PEG is supported by activity from both OPCC officers and SYP colleagues to make sense of:
- the wider policing and crime environment

- SYP's assessment of current and future policing need
- the views of our communities and partners on the policing and crime priorities in our local area – see <https://southyorkshire-pcc.gov.uk/news/residents-asked-to-help-shape-future-policing-services/>
- the Government funding being made available to our area.

4.3 The gathering of a range of information and conversations between the PCC and Chief Constable (and their senior officers) will tell the PCC what the Chief Constable's budget needs to be. Ultimately, by the end of November, we seek to answer the following question:

'If the Chief Constable's budget requirement is greater than the available financial envelope, what are SYP's proposed efficiency/savings plans, including an assessment of the operational impact and risks associated with each choice.'

The public are then consulted on these choices.

- 4.4 In parallel with these PEG discussions the PCC also looks at the local need for funding from other elements of the policing and crime budget – e.g. for PCC-commissioned victims' services, the requirements for grants from the community safety budget, etc.
- 4.5 The end of the Process culminates with the PCC presenting his final precept proposal to the Police and Crime Panel in February 2021, along with any refresh of the PCC's Police and Crime Plan.

M Buttery

Chief Executive and Solicitor

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Background papers used in the preparation of this report are available for inspection at the OPCC, Carbrook House, Carbrook Hall Road, Sheffield S9 2EH

PUBLIC ACCOUNTABILITY BOARD (PAB)
ROLLING 12 MONTH - WORK PROGRAMME
DECEMBER 2020 TO NOVEMBER 2021

MEETING DATE: 10 DECEMBER 2020 AT 1000 HOURS – BARNSELEY – TO BE UPDATED

	OPCC	SYP	Purpose
Force Performance Reporting – (District Report to be First on Agenda)			
Force Performance – Barnsley District Summary Update		✓	Provide the PCC with an update on Barnsley District's performance against Police and Crime Plan priorities.
Force Performance Report against Police and Crime Plan 2017 – 2021 (Renewed 2019) – Treating People Fairly		✓	Provide update to PCC re Force progress towards the priority Protecting Vulnerable People in the Police and Crime Plan.
Chief Executive Reporting			
NHP – Voice of the Public	✓		Public's view on the effectiveness of NHP
Budget Setting update including Chancellor's announcement and Launch of Precept Consultation	✓		Provide an update on the budget including Chancellor's announcement and consultation undertaken so far to gauge public appetite for the setting of the precept for 2020/21 and to advise of the detailed consultation to take place once the spending assessment has been announced.
Victims Code of Practice Compliance – Key Findings	✓		Action 387 from PAB on 10/3/20 - An update report on the key findings and suggested areas of focus relating to compliance against the Victims Code of Practice be presented to the Public Accountability Board in 6 months' time
Assurance Panel Reporting			
IEP Exception Report	✓		Provide overview of the Panels areas of exception reporting for PCC's information / action, include the themes from IEP work programme eg, Hate Crime, Complaints and Digital Policing.

PUBLIC ACCOUNTABILITY BOARD (PAB)
ROLLING 12 MONTH - WORK PROGRAMME
DECEMBER 2020 TO NOVEMBER 2021

MEETING DATE: XX JANUARY 2021 AT XXXX HOURS - XXXXXXXXXXXX

	OPCC	SYP	Purpose
Force Performance Reporting – (District Report to be First on Agenda)			
Force Performance – Sheffield District Summary Update		✓	Provide the PCC with an update on Sheffield District's performance against Police and Crime Plan priorities.
Force Performance Report against Police and Crime Plan 2017 – 2021 (Renewed 2019) – Tackling Crime and Anti-Social Behaviour		✓	Provide an update to PCC re Force progress towards the priority Tackling Crime and Anti-Social Behaviour in the Police and Crime Plan.
Stalking Protection Orders	✓		Action 386 from PAB on 10/3/20 - A report on Stalking Protection Orders be brought to a Public Accountability Board in 12 months' time.
Chief Executive Reporting			
PCC Decisions	✓	✓	To seek PCC approval / agreement to proposals as requested (to be notified 10 working days before date of meeting)
VRU Update	✓		A short report to highlight matters of public interest, summary of what the VRU has achieved so far and what do we look for in the coming financial year with the new money
Assurance Panel Reporting			
JIAC Exception Report	✓		Provide an overview of the Committees areas of exception reporting for PCC's information / action
IEP Digital Policing	✓		Provide the PCC with an update on the outcome of the work of the IEP around digital ethics.

PUBLIC ACCOUNTABILITY BOARD (PAB)
ROLLING 12 MONTH - WORK PROGRAMME
DECEMBER 2020 TO NOVEMBER 2021

SPECIAL MEETING DATE: XX JANUARY 2020 AT XXXX HOURS - XXXXXXXXXXXX			
	OPCC	SYP	Purpose
Draft precept recommendations and budget 2020/2021.			Provide the PCC with the Draft precept recommendations and budget 2020/2021

WORKING DRAFT

PUBLIC ACCOUNTABILITY BOARD (PAB)
ROLLING 12 MONTH - WORK PROGRAMME
DECEMBER 2020 TO NOVEMBER 2021

MEETING DATE: XX FEBRUARY 2021 AT XXXX HOURS - XXXXXXXXXX

	OPCC	SYP	Purpose
Force Performance Reporting – (District Report to be First on Agenda)			
Force Performance – Doncaster District Summary Update		✓	Provide the PCC with an update on Doncaster District's performance against Police and Crime Plan priorities.
Force Performance Report against Police and Crime Plan 2017 – 2021 (Renewed 2019) – Protecting Vulnerable People		✓	Provide update to PCC re Force progress towards the priority Protecting Vulnerable People in the Police and Crime Plan.
SYP's Quarterly Budget Monitoring Overview		✓	SYPs financial position for (1 October to 31 December) Q3 2019/2020
Chief Executive Reporting			
PCC Decisions	✓	✓	To seek PCC approval / agreement to proposals as requested (to be notified 10 working days before date of meeting)
Other			
What has been done re Serious and Violent Crime i.e. Surge summary, Fortify summary	✓	✓	PAB Talk – A short report to highlight matters of public interest, summary of what SYP & OPCC have done re Serious and Violent Crime i.e. Surge summary, Fortify summary
Violence Reduction Unit: what has been achieved so far and what do we look for in the coming financial year with the new money	✓	✓	PAB Talk – A short report to highlight matters of public interest, summary of what the VRU: what has been achieved so far and what do we look for in the coming financial year with the new money

PUBLIC ACCOUNTABILITY BOARD (PAB)
ROLLING 12 MONTH - WORK PROGRAMME
DECEMBER 2020 TO NOVEMBER 2021

SPECIAL MEETING DATE: XX FEBRUARY 2021 AT XXX HOURS – XXXXXXXXXXXXXX			
	OPCC	SYP	Purpose
Final precept recommendations and budget 2020/2021.			PCC to formally agree the budget and council tax precept.

WORKING DRAFT

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