



Police & Crime Commissioner for Cleveland
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Chief Executive & Monitoring Officer:

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PCC Scrutiny, Delivery & Performance Meeting

Date: Monday 10 February 2020

Time: 1300-1600

Venue: Cleveland Room 2

Agenda

		Presented by
1.	Apologies For Absence	
2.	Declaration of conflict of interest/disclosable pecuniary interest	
3.	Notes of the previous meeting – 13 January 2020 (attached)	
4.	Police and Crime Plan Objective – Victims	Cleveland Police
5.	Operation Magnolia	Cleveland Police
6.	Neighbourhood Survey	Cleveland Police
7.	Any Other Business	
8.	Date of next meeting – 9 March 2020	



Scrutiny, Delivery & Performance Meeting

13 January 2020

13:00

Cleveland Room 2

Present

Barry Copping - Police and Crime Commissioner
Richard Lewis – Chief Constable, Cleveland Police
Liz Byrne – Assistant Chief Executive, OPCC
Pete Graham – T/Chief Inspector, Cleveland Police
Jo Gleeson – Chief Finance Officer, Cleveland Police
Elise Pout – Standards and Scrutiny Manager, OPCC
Michael Porter – Chief Finance Officer, OPCC
Louise Solomon – Head of Corporate Services, Cleveland Police
Glen Ward – Service Improvement Team, Cleveland Police
Jeremy Collins – Service Improvement Team, Cleveland Police
John Bent – Service Improvement Team, Cleveland Police
Heather Willis – Support Officer for Communications and PCC Services, OPCC
Will Green – Head of Communications, Cleveland Police
Lisa Theaker – Chief of Staff, Cleveland Police
Steve Graham – Assistant Chief Constable, Cleveland Police
Kulbir Peacock – Chair, Strategic IAG
Charlotte Rumins – Community Hub Advisor, OPCC

Apologies for absence

Simon Dennis – Chief Executive & Monitoring Officer, OPCC (until item 10 – Public Questions)
Ian Arundale – Temporary Deputy Chief Constable, Cleveland Police
Lisa Orchard – Assistant Chief Constable, Cleveland Police

Declarations of Conflict of Interest/Disclosable Pecuniary Interest.

1. None declared.

Notes of the Previous Meeting

2. The notes of the following meeting were approved for publication.
 - i. 2 December 2019

Police and Crime Plan Objective 5 - Securing the Future of Our Communities – Early Intervention

3. T/Chief Inspector Graham attended the meeting to deliver a presentation in relation to Early Intervention. It was noted that nationally children are recognised as young people up to the age of 24 and that within Cleveland, children between the ages of 10-17 are the primary focus.
4. There are four Early Intervention Coordinators within Cleveland (3 currently in post) to deliver early intervention to children in years 5, 6, 7 and 8, siblings of young people who are or have been

open to VEMT, young people who have witnessed domestic abuse, a child of a PPO or those who are likely to have police contact if without intervention.

5. Troubled families officers are also currently being reviewed as the troubled families programme comes to an end in March 2020, Cleveland currently have no troubled families officers. There are currently four YOS officers, one per LPA, dealing with restorative intervention, triage, enhanced triage, first and further youth caution and YCC. The process is to be standardised across all four LPAs to ensure a consistent approach following a review of the South Tees Youth Offending Team June 2019 review.
6. Other local interventions with young people were also discussed, including Middlesbrough Kicks Foundation, ACES (Adverse Childhood Experiences) liaison with schools and families and Liaison and Diversion in custody. Every child who is arrested and taken into custody now receives a mental health assessment to allow for wraparound service provision.
7. The PCC asked whether there is currently anything Cleveland Police are not doing which they could going forward. T/Chief Inspector Graham noted that some of the changes that could be made are basic to implement, including the development of policies which will then need to be promoted to the remainder of the Force. LB queried whether current funding opportunities are being considered and it was noted that consideration is being made in respect of an application to the Safer Streets fund.
8. KP noted that the focus in terms of Early Intervention appears to be on those who have been criminalised or those in school but those who don't attend school or have not entered into the YOS system could potentially be missed. KP added that this is not primarily a police force responsibility and there are links to local authority responsibilities.

Action – that the presentation was noted and the T/Chief Inspector Graham was invited to attend the Working Together meeting to present the same presentation to the Local Authority representatives that attend.

Service Improvement Plans

9. ACC Graham provided a verbal update on the Service Improvement Plans for Neighbourhood Policing and Prevention and Engagement. It was noted that Yak Teladia has been involved in reviewing procedures of other forces nationally. Going forward, everyone in Cleveland Police should receive some form of Problem Solving training with those in specialist roles receiving a higher degree of training to meet the requirements of their role.
10. The development of Neighbourhood Policing so far was discussed and it was noted that the National Neighbourhood Policing guidelines have been used as a baseline for the development of the new Neighbourhood model with a focus on Cleveland specific demand. Data sets have been evaluated to identify the priority areas for the force, in addition to the data consideration has been made in relation to particular factors that impact the vulnerability of areas.
11. The response shift pattern has now been finalised following a period of consultation and it has been recognised that 350 officers are required to resource the pattern. At present it has been confirmed that every ward will have a PCSO and resources will be scaled up from that point to meet the demand and priorities for each area. Four geographic Chief Inspectors will also be in post.
12. LB queried whether feedback had been received from the partner consultation, it was noted that DS is currently out of office and a further update is to be provided as soon as practicable.

Action - The PCC requested that he should be briefed on the detail of the Neighbourhood Policing model and that the details be submitted to a future meeting in due course.

Force Control Room Update

13. GW provided an update on the improved standards within Control Room, it was noted that the improvement had begun with improvements to the recruitment process. The process now includes an initial online test (can the individual identify vulnerability and know how to manage it), this is followed by a test within the assessment centre and then a values based interview.
14. Following the recruitment, training is provided to problem solving level, the training is an 8 week investigator and PSI training course. All control room staff are trained to PIP (Professionalising Investigation Programme) Level 1 followed by 8 weeks of tutorship to up skill the staff out of a pressurised environment. The third training course focuses on the 'pressure calls' to assist with dealing with 999 calls. Each of the training cohorts will consist of both new and existing staff to ensure all members of the Control Room receive the same level of training. There will be a dedicated trainer post within the control room with a continued focus on ensuring members of staff are trained to a consistent level.
15. A Force Incident Manager (FIM) Support Role has also recently been advertised to provide support to critical incidents such as firearms deployments. It was noted that staff with role specific qualifications should also be externally recognised, with badges awarded for different skillsets such as a 'Control Room Supervisor badge' which would be a Cleveland specific recognition.
16. Key performance areas were also discussed and it was noted that 999 performance has remained stable, within the last 12 months 94.3% of 999 calls were answered within 30 seconds and 99.3% were answered within 90 seconds.
17. LB noted that a meeting should be held outside of the meeting to confirm the best way to scrutinise the ongoing work in relation to control room due to the volume of information provided within Scrutiny Meeting updates.
18. The PCC noted the key concerns members of public tend to raise are the time taken to answer calls and the potential incivility of call handlers. GW noted that officers within Control Room have been trained to answer 101 calls which has led to a reduction in the time taken for calls to be answered. Improvements are also being made to the call flows into the control room and a 'queue buster' system is to be introduced at peak call times to allow members of the public to be called back as opposed to waiting on the phone for a long time. The PCC raised the launch of Single Online Home and it was noted that significant impact on demand has not been recognised at present following the launch as it hasn't been actively promoted.
19. LB queried when the Control Room expect to reach establishment and what the attrition rate is within the department. GW noted that recruitment is planned to be continual to account for the attrition rate as it is currently known there is a requirement to recruit 16 members of staff per year. LB suggested monitoring the attrition rate following the implementation of an effective training programme. LB added that the Everyone Matters team could also consider the refreshed recruitment process in respect of those with protective characteristics to ensure they are not inadvertently affected or discriminated against as a result of the process.
20. KP noted that it would be useful for particular case studies to be shared with the public to highlight the improvements which are being made.

Action – that LB and EP meet with LT to discuss the best way to scrutinise the ongoing work in relation to the control room.

Department of Standards and Ethics Update

21. LT provided an update on behalf of T/DCC Arundale, it was noted that Devon and Cornwall police have reviewed the ethics agenda and provided a gap analysis to be led by T/DCC Arundale. South Wales have also conducted a peer review of DSE and provided key recommendations which are now being considered for implementation. A CPD event has been held for senior leaders and members of staff within the Force in relation to ethical dilemmas.
22. Discussions took place in relation to the arrangements for the Ethics Committee and the Ethics and Standards Board. LB noted that a further in depth discussion with T/DCC Arundale would be of use to iron out the finalised processes for each of the meetings.
23. T/DCC Arundale is also reinforcing the importance of the Police Code of Ethics across the force and all gross misconduct and Regulation 13 decisions are made personally by T/DCC Arundale.

PPOG Update and Preparations

24. This item was deferred for discussion within the Executive Board Meeting – 20th January 2020.

PCC Scrutiny Questions

25. The PCC put the following questions to the force prior to the meeting:

- i. Loftus Police Station – brief update to include details on numbers, the planned activity that will take place from the station, details of the partners that will use the facility and if there are any arrangements for volunteer support.*

CC Lewis noted that Cleveland Police Staff are now operating from within the building and partners are currently in the process of being vetted. It is planned that Redcar and Cleveland Council and Beyond Housing will base their Community Engagement teams within the building. ACC Graham noted that the building is a base which officers and staff are able to work from, this builds a visible presence in the area and officers are able to be deployed from the building. However, the building does not have a front desk presence and doesn't provide a public drop in facility.

- ii. Naloxone – An update on the use of Naloxone as part of operational arrangements*

ACC Graham that Legal Services are currently considering the potential legal implications of the roll out of Naloxone. The matter will be discussed further within the next Executive Board for a decision.

- iii. Recruitment/Staffing – brief update to include details of PC recruitment, senior officer appointments and structures.*

CC Lewis noted that it is hoped the government progresses with their commitment of a national increase of 20,000 officers. A staffing table for the senior leadership structure has been produced and will be shared with the PCC within the next Executive Board.

- iv. Drones – an update on the progress of the implementation of drone provision.*

ACC Graham noted that the force now have the drones and staff have received the formal training. Before staff are fully operational, there is a requirement to reach a set number of flight hours to finalise training. Cleveland are expected to be operationally live by February 2020.

v. *Funding/Budget/Precept – to include discussion on precept consultation.*

It was noted that precept consultation is now taking place with Local Authorities. The National picture remains unclear but it is expected that an announcement will be made towards the end of January 2020.

vi. *NETIC – discussion on the proposed review of NETIC, what works well, less well and areas for future development.*

It was noted that the North East Region plan to undertake a review of NETIC but that no further information has been received at present.

Public Questions

26. For the first time the PCC asked for questions from the public as a way of open up the PCC's scrutiny of the Force. The public were asked to submit questions on the theme of 'preventing young people from entering into crime'. A total of 13 questions were received from members of the public on a wide range of topics. It was agreed that all of the questions would be put to the force and they were discussed at the meeting.

Post Meeting Note - The questions and responses are as follows

PUBLIC QUESTIONS, PCC scrutiny panel Monday 13th January 2020.

1, How are you dealing with County Lines Gangs, as a youth I am still seeing lots of county line crime?

The criminal exploitation of children is a national problem. We have organised crime groups some of which may be criminally exploiting children in the Cleveland area. This is tackled by a variety of departments including our Organised Crime Unit, Neighbourhood Policing, our Vulnerable Exploited, Missing and Trafficked Team and good partnership working a range of organisations.

Vulnerable Exploited, Missing and Trafficked Team for example have arrested a number of adults for trafficking offences and safeguarded a number of children with effective partnership working.

There is more to do however as this type of crime is under reported and we welcome any information that would assist us in tackling this very serious issue.

If members of the public have any information on this type of problem please contact us. If you prefer to provide information anonymously, please contact the independent crime fighting charity Crimestoppers on tel. 0800 555 111.

2, Please bring the Hartlepool Police Station back to full use, including the custody suite being operational 24 hours a day. We need it desperately.

Hartlepool is still a functioning police station with a daily active presence including front desk between 8am and 8pm, neighbourhood policing resources, front line officers and other specialist resources.

Our neighbourhood policing model is under review and the Chief Constable is committed to deploying further resources to neighbourhood policing teams during 2020.

The Incident Resolution Team model and staffing are also being reviewed, this will help us better meet the demand and needs of our communities by making best use of our available resources.

We are going through an intense period of recruitment to increase our officer numbers. By the end of March 2020 we project our warranted officer numbers will increase from 1278 to 1335, this includes additional officers promised by the Prime Minister. Once trained and fit for patrol they will increase our capacity and ability to respond.

The decision to close the Custody suite at Hartlepool was a difficult one which was based on a number efficiency, effectiveness considerations around detainee and staff welfare and safety.

The custody suite still has capacity to be re-opened in the event it is required and we also have mutual agreements in place with neighbouring police forces for emergency circumstances.

3, What proactive action are you taking to redress the shortages of officers in Hartlepool and the issues of transporting people to the custody suite in Middlesbrough?

Hartlepool is still a functioning police station with a daily active presence including front desk between 8am and 8pm, neighbourhood policing resources, front line officers and other specialist resources.

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The decision to close the Custody suite at Hartlepool was a difficult one and was not taken lightly, it was based on a number of efficiency and effectiveness issues as well considerations around detainee and staff safety.

The custody suite still has capacity to be re-opened in the event it is required and we also have mutual agreements in place with neighbouring police forces for emergency circumstances.

Directing Police resources to deal with demand is a flexible process which requires fluidity, assessment of threat, harm and risk to our communities, these decisions are made by our supervision teams every day.

4, The drug problem in Norton is getting out of hand and the police force in the area has done little about it. In our area we have reported it to no avail, there are mopeds, quad bikes, motorbike riders blatantly transporting and dealing with drugs with no problem at all. We never see police officers and haven't for some time. I fear for my baby grandson growing up here. What are you doing to make Cleveland safer?

Cleveland Police takes all criminal behaviour linked to the supply and use of illicit substances seriously. We prioritise our drug enforcement activity based on risk as this is often linked to organised crime. Where there is sufficient quality intelligence we will take action, which is something we have done in Stockton and Thornaby recently with good results.

We are aware of the criminal use of motor vehicles for transporting drugs, particularly off-road bikes and quad bikes. This is one of our main causes of Anti-Social Behaviour. In 2018, we ran "Operation Kickstart" where we seized over 65 vehicles and saw a reduction of over 70% in calls to police linked to vehicle related nuisance. These issues are something we will continue to take action where we can, so it is important that our communities continue to support us by providing information about suspicious activity.

Our neighbourhood policing model is under review and Chief Constable Lewis is committed to deploy further resources to the neighbourhood policing teams in the coming months.

The Incident Resolution Team model and staffing are also being reviewed, this will help us better meet the demand and needs of our communities by making best use of our available resources.

We are going through an intense period of recruitment to increase our officer numbers. By the end of March 2020 we project our warranted officer numbers will increase from 1278 to 1335, this includes additional officers promised by the Prime Minister. Once trained and fit for patrol they will increase our capacity and ability to respond.

Lack of police officer visibility remains a concern in neighbourhood meetings. We listen carefully to our communities and respond with the appropriate resource while treating vulnerability and criminality as priorities.

In line with our neighbourhood policing direction and being guided by intelligence, we ensure staff including police constables are tasked and directed to problem areas. This approach has currently directed us to the highest demand areas of Stockton which are the town centre, Parkfield and Mandale.

This work has resulted in positive stop searches for drugs possession offences. Our work will continue in these and other areas in line with the incoming intelligence picture. We will ensure Norton is checked in line with this approach.

If members of the public have any information on this type of problem please contact us. If you prefer to provide information anonymously, please contact the independent crime fighting charity Crimestoppers on tel. 0800 555 111.

5, Why is it that members of the public regularly see evidence of drug dealing taking place in public houses in Normanby but very little seems to be seen to stop the situation? Why not have suitable warning notices on clear view in toilets that warn of regular patrols and the consequences of being caught dealing?

Drug misuse in pubs is a widespread issue and not just confined to Normanby. We conduct an operation where we attend pubs with a sniffer dog to identify perpetrators. This last took place in December 2018 at pubs across Cleveland, we did not target Normanby that night as we had done so earlier in the year with 2 positives outcomes.

We do have posters highlighting this issue and we will circulate them to the pubs in Normanby as a result of your question.

If members of the public have any information on this type of problem please contact us. If you prefer to provide information anonymously, please contact the independent crime fighting charity Crimestoppers on tel. 0800 555 111.

6, My neighbour reported possible drug dealing to be told by officers 'we're not interested in small fry, only the big guys'. How can we have any faith in the Police if this is the attitude we are confronted with?

Cleveland Police takes all criminal behaviour linked to the supply and use of illicit substances seriously. We prioritise our drug enforcement activity based on risk and severity. Where there is sufficient quality intelligence we will take action, we have had recent successes in both Stockton and Thornaby.

If members of the public have any information on this type of problem please contact us. If you prefer to provide information anonymously, please contact the independent crime fighting charity Crimestoppers on tel. 0800 555 111.

7, Why are there so many illegal quad and off-road bikes seen on the roads close to the Police Station on Normanby Road without any sign of action being taken?

We are very aware of the criminal and anti-social use of quad and off-road bikes is an on-going problem and concern for our communities. We need to carefully consider and assess whether we engage in pursuing vehicles on or off the road. Our priorities are always the safety of other road users, members of the public, the rider themselves and potential damage to property. We balance that against the severity or criminality of the behaviour being displayed. This is to ensure we act safely and proportionately. In addition we only engage in a pursuits using properly trained officers.

Cleveland police facilitate "Operation Endurance" to tackle this issue and we have had some positive successes. We need our communities to engage with us and provide information so that we can locate where the bikes are stored and target the offenders at home, rather than the more dangerous approach of a vehicle pursuit.

We also consider the use of airborne technical assets which have proved effective and are a much safer option. If members of the public have any information on this type of problem please contact us. If you prefer to provide information anonymously, please contact the independent crime fighting charity Crimestoppers on tel. 0800 555 111.

8, Why do you feel that you may allow your traffic officers to stop motorists for the sole intention of a breath test contrary to Section 6a of the Road Traffic Act 1988? This approach totally disregards my rights, as in this country I am innocent until proven guilty, not guilty until I prove my innocent by providing a voluntary specimen of breath, and upon refusal I am threatened with arrest and verbally abused. This unlawful mass screening must stop.

Cleveland Police and the police service nationally recognise the significant risk that driving while under the influence of alcohol or other substances places upon other road users, the public and property. We regularly run campaigns to reduce this problem by increasing awareness of the risk and tackling offenders.

The decision to get behind the wheel of a car while under the influence of drink or drugs can be potentially life changing or fatal for the public, other road users and the driver themselves.

We publicise these campaigns well in advance and they are successful at increasing the understanding of the dangers but sadly they still lead to numerous prosecutions for drink and drug driving offences.

Section 163 of the Road Traffic Act 1988 requires any person driving a motor vehicle on a road to stop when directed by a constable. The courts have specifically accepted that the police are empowered to stop vehicles at a random check point to enquire whether the driver has been drink or drug driving.

Members of the public do not have to provide a breath test when asked, however, if the officer forms suspicion that the driver is under the influence, a formal request can be made and if refused, the driver can be arrested.

9, Who is responsible for tackling pavement obstruction forcing pushchair users, wheelchair users, older people and partially sighted people into the road? I have been told by the police it is a council matter and by the council that it is a police matter, so who is responsible?

Section 130 (1) of the Highways Act 1980 imposes a duty on the Highways Authority to assert and protect the rights of the public to use and enjoy the highway. This general duty is reinforced by s.130 (3) which states that the highway authority have a duty to prevent, as far as possible, the obstruction of the highway.

Not every obstruction of the highway will be unlawful, for example vehicles in some areas are permitted to unload. This may be considered a reasonable use of the highway. Use of the highway is a matter of give and take.

In London, parking on pavements is illegal and therefore banned under the Greater London Council Act (1974), except for specifically designated areas. The rest of the UK the law is more complex. Heavy commercial vehicles are banned from parking on the footway, except when they are unloading or the vehicle is not causing an obstruction. It is also illegal to drive a vehicle on the footway and to cause an obstruction.

Rule 244: Highway Code, Parking on the Pavement UK Highway Code parking rules prohibit leaving a car parked on a pavement. Abandoning a motor vehicle on a sidewalk may obstruct and inconvenience all pedestrians. This is especially so for those with visual disabilities, people with prams or pushchairs, and wheelchair users.

Decriminalised Parking Enforcement is a phrase given to the civil enforcement of car parking regulation, local authorities in most cases, assume the responsibility of enforcing some parking contraventions. They take on this role instead of the police. The term some parking contraventions refers to lower level parking breaches such as parking on pavements, the police will deal more serious breaches such as parking on Zig-Zags and / or at pedestrian crossings and school crossings.

General day to day breaches that are more commonly complained about would fall under the Decriminalised Parking Enforcement and therefore the local authority. Police do still have a responsibility but we would deal with more serious breaches.

10, Why, when there is a burglary with a suspect and evidence to assist the police are officers no longer dispatched to such incidents. No reassurance is given anymore and communities are left in the dark. This is not for every break in but for a series of crimes all linked. Will overall policy change or will victims no longer be visited?

Burglary is a serious crime, particularly when it is the victim's home address that has been targeted. Cleveland Police treats such cases seriously and will assess all investigative lines of enquiry.

We base our response to this type of offence on the information supplied by the victim at the time of reporting. If clear lines of enquiry are identified, the response will reflect that those enquiries are conducted and if that requires physical attendance and investigation from either a police officer or Crime Scene Assessor then that is what should take place.

We are working to further improve our investigation processes by developing a new framework to assess investigations considering factors like vulnerability and solvability. We are also going to introduce new crime allocation process which will help us get the right investigation to the right resource more quickly.

11, I have not seen a police officer or PCSO on foot in my local area (Marske) for a number of years. In addition, despite an increase of 10.6% council tax charges I have not witnessed any improvements in the last 12 months. When will Redcar and Cleveland see a return to proper community policing with dedicated police teams who are in regular touch?

Our neighbourhood policing model is under review and Chief Constable Lewis is committed to deploy further resources to the NHP teams in 2020.

The Incident Resolution Team model and staffing are also being reviewed, this will help us better meet the demand and needs of our communities by making best use of our available resources.

We are going through an intense period of recruitment to increase our officer numbers. By the end of March 2020 we project our warranted officer numbers will increase from 1278 to 1335, this includes additional officers promised by the Prime Minister. Once trained and fit for patrol they will increase our capacity and ability to respond.

Lack of police officer visibility remains a concern in neighbourhood meetings. We listen carefully to our communities and respond with the appropriate resource while treating vulnerability and criminality as priorities.

In line with our neighbourhood policing direction and being guided by intelligence, we ensure staff including police constables are tasked and directed to problem areas.

12, When will the public be made aware of the results of the recent policing survey?

The results of the survey are currently being analysed and it is anticipated they will be made public later this month.

13, I am disgusted in how unpleasant Middlesbrough Town Centre is becoming. There is no police presence or support. What is the Police and Crime Commissioner doing to make the area safe and to protect the people of Teesside and the people visiting Teesside.

Our neighbourhood policing model is under review and Chief Constable Lewis is committed to deploy further resources to the neighbourhood policing teams in 2020.

The Incident Resolution Team model and staffing are also being reviewed, this will help us better meet the demand and needs of our communities by making best use of our available resources.

We are going through an intense period of recruitment to increase our officer numbers. By the end of March 2020 we project our warranted officer numbers will increase from 1278 to 1335, this includes additional officers promised by the Prime Minister. Once trained and fit for patrol they will increase our capacity and ability to respond.

As part of the commitment to Neighbourhood policing, we have already reinstated 16 police officers to neighbourhood policing.

We are re-profiling our communities to better understand our demand, this will give us evidence to inform where are resources can be deployed most effectively.

Lack of police officer visibility remains a concern in neighbourhood meetings. We listen carefully to our communities and respond with the appropriate resource while treating vulnerability and criminality as priorities. In line with our neighbourhood policing direction and being guided by intelligence, we ensure staff including police constables are tasked and directed to problem areas.

Action - it was agreed that full responses would be provided by LT in consultation with LB and that public questions would be sought for the next meeting in February.

Any Other Business

27. No items were raised for discussion under any other business.

Date and Time of Next Meeting

28. The next Scrutiny, Delivery and Performance Meeting has been arranged for the 10th February 2020 – 13:00 with a thematic focus on Victims.

QUESTIONS

Agenda Item 4 - Police and Crime Plan Objective 2 – A Better Deal for Victims

Update since July 2019

Since the topic was discussed in July 2019, it was agreed that an update should be provided by the Force in February 2020.

1. Is the Performance Framework for Victims available which includes
 - > A clear meeting structure
 - > Clear terms of reference for each meeting, attendees, responsibilities
 - > Framework of measures - data and information that feeds into each meeting
 - > Clear linkages made to the Police and Crime Plan

2. Operation Encompass
 - > Has there been a clearance of backlogs?
 - > Are children consistently and accurately being flagged on Niche?
 - > Are the staffing issues resolved?

3. Internal Victims of Domestic Abuse
Update on what the Force are doing in relation to internal victims, their wellbeing and improving confidence of people coming forward.

4. VCOP
In November it was noted that improvements are still required although it has been recognised that the force have put in place the means by which they will understand compliance as well as raising investigative standards. It was to be reviewed again at the end of the financial year, with a target of 85%, is compliance on track?

Victims Right to Review (VRR)

Confirmation of which department is leading on VRR and assurance that it is running effectively and adhering to the 2015 ACPO guidance?

An explanation of the Force's VRR process and how it is measured?

How many VRRs have been received and how many have been overturned – broken down by crime type.

Vulnerability Desk

Update on the impact of the implementation of the desk and if there have been any impact of the increased demand on Domestic Abuse partners?

How do you know that victims are receiving a better service?

Operation Phoenix

Update on the implementation of the recommendations and what has been adopted as core business?

Evaluation of the Philomena Protocol

Can the PCC receive an update on the effects of the implementation of the protocol?

What has been the impact so far?

No Further Action (NFA) in Sexual Offences

Due to the increase in NFA in sexual offence cases, can the Force Assure the PCC that sexual offence cases are being dealt with thoroughly and effectively.

Agenda Item 5– Operation Magnolia

1. The PCC has received a briefing from the officers working on Operation Magnolia. As a result of the update the PCC would like to seek assurance from the force that the Operation is being properly resourced and seek information about how the victims are being looked after.

Agenda Item 6 – Neighbourhood Survey

The PCC would like a presentation on the results to include the detail on the Force's analysis of the results and how they will inform the Force's planning.