

PUBLIC ACCOUNTABILITY BOARD OF THE SOUTH YORKSHIRE POLICE AND CRIME COMMISSIONER

6TH JUNE 2017

REPORT OF THE CHIEF CONSTABLE

END OF YEAR REPORT THE POLICE AND CRIME PLAN APRIL 2016 TO MARCH 2017

Purpose

This report provides an update to the Police and Crime Commissioner covering current progress against the Police and Crime Plan, together with further planned activity.

Strategic Objective. The aim of the Police and Crime Plan is for South Yorkshire to be and feel a safe place to live, learn and work. This is supported by the three “strategic priorities” of Protecting Vulnerable People, Tackling Crime and Anti-social behaviour (ASB) and Enabling Fair Treatment. This report will detail the progress made under each strategic pillar. The police and crime plan’s requirements in detail are shown below:

The Strategic Priorities

Protecting

Vulnerable People

- Effective action tackling child sexual exploitation, rape and serious sexual offences.
- Effective response to threats to the most vulnerable people.
- Appropriate response by police and justice services to those suffering mental health issues.

Tackling Crime and

Anti-Social Behaviour

- Effective action tackling crime, anti-social behaviour and re-offending.
- Targeted response to those who cause most harm in the community and intervention with others before they enter the criminal justice system.
- Prioritising the crime and behaviours that cause the most harm within the community.
- Finding the best outcomes for victims of crime and anti-social behaviour.

Enabling

Fair Treatment

- Planned engagement that seeks public feedback to inform the delivery of policing and crime services
- Deploying resources to areas of highest demand based on threat, harm and risk
- Finding ways to understand and address appropriately feelings of safety
- Services that inspire trust in the general public
- Recognise staff confidence and morale and adherence to codes of ethics and professional practice as central to delivering an efficient and effective police service

Recommendation. The Commissioner is requested to review the report and make comments as appropriate.

Content. This report will cover the following areas:

- Her Majesties Inspectorate of Constabularies Police Effectiveness, Legitimacy and Leadership (PEEL) PEEL assessment of South Yorkshire Police.
- Protecting Vulnerable People.
- Tackling Crime and ASB.
- Enabling Fair Treatment.

HMIC PEEL ASSESSMENT OF SOUTH YORKSHIRE POLICE

HMIC completed their annual inspection programme, known as PEEL in 2016. Their assessment was:

- Effectiveness: **Requires Improvement**
- Efficiency: **Requires Improvement**
- Leadership: **Requires Improvement**

The force has considered the recommendations made in these inspections and have already moved to implement the appropriate actions. The PEEL inspection programme will begin again in June and the force is confident that improvements have been made.

PROTECTING VULNERABLE PEOPLE

The Following section contains the key details on the progress made under protecting vulnerable people in the thematic areas of Responding to Vulnerability, Child Sexual Exploitation (CSE) and sexual offences, responding to domestic abuse and mental health.

Responding to vulnerability

- The force identifies the main threats to the public through the Strategic Intelligence Assessment (SIA) process.
- The force now has a dedicated modern slavery unit that has improved its ability to recognise instances of modern slavery and is in developing our understanding of the extent of such offences within the county. Within the reporting period, South Yorkshire Police made 44 referrals for modern slavery, the 8th highest out of the 43 forces in England and Wales.
- The force continues to put considerable effort into tackling hate crime with internal and external campaigns to raise awareness and increase reporting. The latest campaign, “hate hurts” is still ongoing and was launched with considerable conventional and social media coverage along with a live web chat with the hate crime theme lead.

CSE and Sexual Offences

- Over the reporting period, there has been an increase in recorded sexual offences and CSE tagged offences. This increase is currently 18.4% for total sexual offences and 27.2%

for rape. The force have made considerable progress in ensuring victims of sexual crime have the confidence that South Yorkshire Police will believe and support them (some of which are described below). The levels of recorded sexual crime are believed to be significantly underreported nationally and this increase is considered a positive indication of the work of the specialist officers working with victims of sexual crime.

- For sexual offences, the force has brought 448 offenders to justice over the reporting period or 13% of all sexual offenders. This is a decrease in volume as previously 495 offenders were brought to justice over the same period the year before.
- Investigations into historic CSE offences saw 20 suspects convicted in 2016/17 and sentenced to a total of over 280 years in prison with 5 further suspects being found guilty and currently awaiting sentencing.
- The force is in the process of a comprehensive review supported by the College of Policing, which will redesign how vulnerable people are protected in South Yorkshire. This has been substantially informed by victims of sexual crime who have been consulted regarding how they were treated and how the service provided by South Yorkshire Police can be enhanced. The findings have been presented to senior leaders within South Yorkshire Police for them to consider and will be brought back for final amendments or ratification on 7th June 2017.

Responding to Domestic Abuse

- The force control strategy indicates where the greatest threats to our communities exist and the latest identified modern slavery and domestic abuse as being the areas of vulnerability, along with sexual offences and mental health that are of the most concern.
- South Yorkshire has seen an increase in recorded domestic crimes of 33.5% of which an average of 250 offenders a month were brought to justice, a slight reduction against the previous average of 254 a month. Domestic abuse has been identified by HMIC as an area that requires improvement. Since they voiced their concerns the force have made significant improvements including improving the quantity, quality and timeliness of risk assessing domestic abuse victims with robust scrutiny, internal and external communication campaigns to encourage reporting and to ensure that officers consider the safety of children at domestic abuse incidents. The force has worked with domestic abuse victims in delivering training and using webchats to inform staff about coercive control offences.
- A key area of improvement has been the risk assessment of domestic abuse victims and dependents. The Domestic Abuse Stalking and Harassment (DASH) risk assessment had previously been missed on too many occasions and the quality of those that had been done was very mixed. The force has implemented a daily checking system linked to improved mobile technology that allows an officer to complete the DASH in real time and likewise their supervisor to check the quality almost immediately. Any DASH failures are examined daily to investigate what needs to be done and how failures can be reduced in the future.
- The force has recognised the need to improve its use of measures to protect domestic abuse victim. The Domestic Violence Protection Order (DVPO) is one such measure. In 2016 the force applied for 75 DVPOs and obtained 64. Following action taken to train officers and staff in this area, so far in 2017, the force has applied for 27 and obtained 23. The total so far is 36% of the total obtained in 2016 and so indicates a significant increase.

Mental Health

- During the reporting period those suffering from mental illness have continued to represent a significant demand for police service. As other services reduce their capacity to tackle mental health issues the Police are often called to meet the needs of individuals. Incidents involving mental illness as a significant factor have increased by 15% or an extra 957 incidents.
- South Yorkshire Police have signed the Crisis care concordat, which is a multi-agency approach to ensuring that vulnerable persons suffering from mental illness are cared for in the community and that they do not end up, as far as possible, in police custody. As a result of this an average of only 4 persons have been detained in custody under section 136 legislation per month (this is where someone suffering from mental illness is detained for their own safety or the safety of the general public). This is a significant commitment to protecting vulnerable people as the force recognises, and has taken action, that a custody cell is the last place someone suffering from mental illness should be. Meanwhile NHS data shows that the numbers detained in authorised places of safety are increasing. Each 136 detention, whether in custody or at NHS places of safety, represents significant demands on police time.
- To effectively manage demand and protect people vulnerable through mental illness the force have introduced a triage function within Atlas court to enhance the initial response to vulnerability. Any mental health, self-harm or suicide prevention intervention is recorded to learn lessons and better inform future dealings with vulnerable people. For those suffering from dementia or related conditions the force is a signatory to the Herbert protocol in an effort to more effectively respond to and recognise this area of vulnerability.

TACKLING CRIME AND ASB

The Following section details the progress made tackling crime and ASB in the three thematic areas of preventing and deterring crime and ASB, investigating crime and victim satisfaction.

Preventing and Deterring Crime

- Recorded crime has increased by 19% over the reporting period with the largest increases in volume being in low-level violence and minor theft offences. The force has overhauled crime-recording arrangements and established a team to oversee these changes that has resulted in a considerable enhancement in the ability of the force to identify and record crimes that may have previously gone unreported and the victim unidentified. The increase following this work appears to have stabilised at the beginning of February and total crime is starting to reduce. Whilst these reductions do not lower levels back to the previous average, they should be seen as positive reductions that have taken place in spite of maintained improvements in crime recording.
- The overall assessment however is that, regardless of the recording changes, that there have been genuine increases in crime; of concern is the noted increases in recorded violence, particularly linked to knife crime.
- The increases in violent crime have been steeper in South Yorkshire than elsewhere, however the violent crime rate is still lower in South Yorkshire than the national average.
- South Yorkshire experiences higher levels of theft offences than the national average, including burglary, robbery and vehicle crime.

- Whilst it is recognised that the force is in a transitional phase which will see the establishment of dedicated neighbourhood patrol teams, there is a great deal of preventative work that takes place in the current operating model.
- LPUs have identified their top ten repeat demand locations and implemented problem solving plans to address the needs of each location. Strategic leads have been established for reducing demand from hospitals, reducing ASB at fast food outlets and addressing issues within the night time economy.
- To inform the future operating model the force has conducted comprehensive analysis of the demand across the county. This has led to the identification of a number of priority Lower Super Output Areas (LSOAs) across the force where the demand is centred. The intention is to group the priority areas into Neighbourhoods around which the new neighbourhood policing offer will be designed. This will allow the force to efficiently allocate proactive resources to the areas most in need and prevent harm to the most vulnerable in society.
- The work of the force tackling serious and organised crime was graded as good by HMIC. The latest figures show that South Yorkshire Police have recovered 13 firearms in the first quarter of 2017, 9 of which were the direct result of proactive policing operations.
- The work to protect the public from the serious threat of terrorism continues. HMIC recognised the arrangements in place for these serious threats to be effective and, to enhance this further, the force recently completed a comprehensive multi agency test exercise at Meadowhall shopping centre.

Investigating crime

- South Yorkshire police have brought to justice 19,870 suspects in the reporting period or 16.3% of all offences. Brought to justice refers to where a suspect receives any penalty for their actions from being charged or summonsed to court to community resolutions. This is a decline of 1584 from the previous 12 months. A significant part of this is accounted for in the increase in crimes recorded where the victim does not support or engage with a prosecution. This accounts for 9.6% of all crime, or 10,468 offences, which is a significant increase of 4.1% over the previous reporting period.
- This increase reflects the previously mentioned overhaul of crime recording arrangements to ensure the victim receives the best service possible, regardless of their willingness to support a prosecution. The force is currently implementing a comprehensive training programme to increase the capacity of accredited detectives to address a shortfall of detectives. The programme will train 25 detectives every year for the next three years alongside further specialist qualifications to increase capacity in protecting vulnerable people investigations.
- South Yorkshire Police are the pilot force for a Police Transformation fund project where in partnership with the University of Sheffield, civilian investigators will be trained with the aim of reaching the standards of accredited detectives. The first course will begin in June with the first investigators arriving in force in September 2017.
- The force has implemented a Crime and Justice Standards board, chaired at Assistant Chief Constable level, the purpose of which is to drive up standards of crime investigation, file quality and suspect management along with implementing recent changes to legislation concerning releasing suspects on bail.

Victim Satisfaction

- Overall satisfaction levels have decreased during the reporting period as compared to the same period last year. The proportion of persons surveyed at least fairly satisfied with the whole service they received was 78% compared with 84% last year whilst the proportion very satisfied was 64% compared with 69% last year.
- Better performing elements of service are ease of contact at 77% and treatment at 80%. Areas where there is potential for significant improvement are police actions at 60% and particularly follow up at 50%.
- Better performing crime types are burglary dwelling at 91% fairly satisfied and 79% very satisfied along with hate crime with 74% fairly satisfied and 60% very satisfied, both showing continued improvements from the previous year. More challenging is violent crime and vehicle crime with satisfaction levels of 76% and 69% respectively both showing declines since last year.
- The force has assessed that the increase in recording of low-level violent crime where a victim does not support a prosecution or engage with the process has negatively impacted the overall results for this category. A pilot in Sheffield tackling Vehicle crime is ongoing and has seen some success; once analysed fully this will be adopted across the county.
- Domestic Abuse satisfaction is currently 83% and has seen significant increases, particularly in satisfaction with follow up. The force theme lead is establishing whether the lessons learned through improving follow up satisfaction for Domestic Abuse victims could be applied to other crime types to achieve similar improvements.

ENABLING FAIR TREATMENT

The Following section contains the key details on the progress made under enabling fair treatment in the three thematic areas of public engagement, adhering to the Code of Ethics and workforce wellbeing.

Public engagement

- The force recognises that the operating model has had an impact on local level engagement with communities, which is why the Chief Constable has commissioned the aforementioned review into Neighbourhood policing. However, the force has made considerable effort to maintain engagement in the absence of dedicated Neighbourhood teams.
- As part of the Neighbourhood policing review the Chief Constable has been visiting communities throughout South Yorkshire so that they can directly influence how the force is structured and how local policing teams meet public expectations.
- Each LPU maintains a problem-solving hub of tasking and ASB officers who deliver proactive capability. In addition, the Barnsley and Sheffield public service hubs have provided a model of public service collaboration aimed at tackling those in the most need within hard to reach communities.
- The force's Corporate Communications department was described as "vibrant" by HMIC. As well as winning numerous awards for campaign design they have ensured that the forces social media following is one of the largest in the country. 150,000 Facebook followers, 126,000 Twitter followers, 14,700 Instagram followers as well as a Youtube channel and LinkedIn account.

- The force conducts monthly operations focussed on one geographic area at a time. These are covered extensively in social and conventional media with the April operation attracting 320,000 hits on Twitter.

Adhering to the Code of Ethics

- The force has established the Code of Ethics as part of the Chief's plan on a page with Code of Ethics champions across the force.
- The force has delivered "ethical dilemma" training to officers and staff so that the application of the Code of Ethics is readily understood.
- The ethical application of stop and search powers is considered a key factor in maintaining engagement with hard to reach communities and where done incorrectly can erode public confidence. HMIC found that South Yorkshire Police is now fully compliant with the Best Use of Stop and Search (BUSS) scheme. All stop and search figures are now published on the force internet site along with the ethnicity of those searched so any disproportionality is visible.
- Similarly, HMIC found that the force's arrangements for the use of TASER were fair and governance robust. All TASER officers receive specialist training and regular reaccreditation. Each TASER deployment is scrutinised by the force lead to determine whether its use was lawful and proportionate and they also oversee any remedial action or referrals to Professional Standards. The force is further developing training, not out of any cause for concern, but to further enhance the ability of TASER trained officers to deploy ethically and in line with national guidance.

Workforce wellbeing

- HMIC expressed concern that the force had not taken enough steps to understand the feelings and needs of the workforce. As a result, the Chief Constable commissioned a staff survey, which was conducted in partnership with the University of Durham. The overall response rate was 54% which is one of the highest nationally of any police staff survey.
- The results have been analysed and are in the process of being delivered to the workforce in the form of staff workshops and an infographic made available to all staff. The results show that officers are still motivated by public service and feel that their role has meaning.
- The survey identified the need for senior leaders to demonstrate they value the ideas and contributions of staff, which is being addressed via colleague panels and other engagement activity. The clarity provided by the plan on the page as to strategic direction is addressing staff concerns that they wanted greater clarity as to the direction the force is taking. .
- The Sergeants Leadership pledge aiming at improving the effectiveness and capacity of front line supervision has been implemented. A further leadership survey has been launched to better understand the behaviours and impact of the leaders within the force and the Colleague Panels have been established to give officers and staff a platform to air their views on issues that affect them.

Public Encounters

- Public encounters refers to the interaction between front line staff and the public, including stop and search, use of force and TASER along with general interactions such as at call handling and enquiry desks.

- The force is currently implementing a comprehensive training programme to implement changes to stop and search practice in line with College of Policing guidance. There is significant oversight of the use of search powers with a scrutiny panel sitting monthly and delivering feedback to any officers where the recorded grounds are ambiguous.
- Stop and search figures are published on the force internet site for transparency, including details of any disproportionality in terms of the ethnicity of those searched. Any complaints received due to the use of stop and search powers are always referred to the theme lead who identifies any lessons that can be learned. Whilst the process is set up to do this, it should be noted that there have been no complaints regarding stop and search during the reporting period.
- All use of force is recorded using an online system that is scrutinised by the personal safety department so that they can ensure the circumstances were lawful and whether the tactics need to be reviewed for effectiveness. Any circumstances where grounds for use of force appear ambiguous results in a referral to Professional standards. The force is in the process of introducing a use of force panel to provide strategic oversight to this area.
- The force has been inspected for its use of TASER by HMIC previously who found the training and governance of this area to be effective. Every TASER officer receives specialist training and must keep up to date with regular refresher training. Similarly, to use of force all TASER usage is recorded using an online system and each is reviewed by the force firearms lead. Guidance is being constantly refreshed to ensure that South Yorkshire Police TASER officers are trained to an extremely high standard.

Summary

The key challenge for the force moving forward remains implementing the Chief Constable's vision of moving "upstream of demand", particularly in the more challenging neighbourhoods in the county. The force is addressing the areas for improvement identified by HMIC, moving to an operating model based on neighbourhood policing and establishing solid foundations in terms of crime recording, public protection and staff wellbeing. The force now has an entirely new senior leadership group and substantial change is underway that will see improvements to how policing is delivered in South Yorkshire.