

SOUTH YORKSHIRE POLICE AND CRIME PANEL

RECEPTION ROOM, TOWN HALL, CHURCH STREET, BARNSELEY, S70 2TA

2 DECEMBER 2019

PRESENT: Councillor D Nevett (Doncaster MBC) (Chair)

Councillor S Sansome (Rotherham MBC) (Vice-Chair)

Councillors: M Cook (Sheffield City Council), J Grocutt (Sheffield City Council), P Garbutt (Sheffield City Council), J Otten (Sheffield City Council), P Short (Rotherham MBC) and S Wilkinson (Doncaster MBC)

Independent Co-opted Members: Mr A Carter and Professor A James

Dr A Billings (South Yorkshire Police and Crime Commissioner)

M Buttery, M Clements, S Parkin and K Wright
(Office of the South Yorkshire Police and Crime Commissioner)

M McCarthy, L Noble and A Shirt
(Barnsley MBC)

Apologies for absence were received from
Councillor M Dyson (Barnsley MBC) and Councillor K Mitchell (Barnsley MBC)

1 **WELCOME AND INTRODUCTIONS**

Councillor Nevett welcomed Professor Adrian James, the Panel's newly appointed Independent Co-opted Member to his first meeting.

Councillor Peter Short was also welcomed back to the Panel.

2 **APOLOGIES FOR ABSENCE**

Apologies for absence were noted as above.

3 **ANNOUNCEMENTS**

Councillor Nevett congratulated Councillor Sansome on his appointment to Vice-Chair of the National Association of Police, Fire and Crime Panels.

The appointment had been made at the recent Annual Police, Fire and Crime Panels Conference held in Warwick on 18th - 19th November 2019.

4 **URGENT ITEMS**

None.

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

None.

6 DECLARATIONS OF INTEREST BY INDIVIDUAL MEMBERS IN RELATION TO ANY ITEM OF BUSINESS ON THE AGENDA

None.

7 PUBLIC QUESTIONS:-

7A TO THE POLICE AND CRIME COMMISSIONER

There were no public questions to the Police and Crime Commissioner.

7B TO THE POLICE AND CRIME PANEL

There were no questions to the Police and Crime Panel.

8 MINUTES OF THE MEETING HELD ON 2ND SEPTEMBER 2019

Councillor Sansome commented that Members of the Panel had previously raised concerns about the inadequacies of the 101 service. He added that, for some residents the 101 and 999 service was the only route to report crime and anti-social behaviour.

At the November Public Accountability Board, Chief Constable Watson had confirmed that the Force had almost completed their own internal review of the 101 service.

Councillor Sansome asked if Panel Members could receive a copy of the Force's report when this was available, as this would impact upon the achievability of the priorities contained within the Commissioner's Police and Crime Plan.

Furthermore, he felt that the Panel should have input into the Force's review and/or the independent review being carried out by the OPCC to enable the Panel to fulfil its scrutiny role.

RESOLVED – That the minutes of the Police and Crime Panel held on 2nd September 2019 be agreed and signed by the Chair as a correct record.

9 MONITORING DELIVERY OF THE POLICE AND CRIME PLAN - QUARTERLY REPORT (JULY - SEPTEMBER 2019)

A report of the Commissioner was submitted to present the Quarterly Report for the period July-September 2019, produced from the developing Police and Crime Commissioner's (PCC's) Police and Partners Performance Framework.

The report also aimed to provide information around how the police and partners, as well as the Office of the PCC (OPCC) are working to achieve the outcomes and priorities set out in the Police and Crime Plan for South Yorkshire.

A copy of the Quarterly Performance Report was presented at Appendix A to the report for Members' information.

The Commissioner reported that:

- The recorded level of Anti-Social Behaviour had been steadily decreasing. The levels so far during 2019-20 were lower than the same period in the previous year.
- The recorded level of Stop and Search had increased, primarily as a result of the Force receiving Surge funding to specifically tackle organised crime gangs.
- The number of 999 and 101 calls had shown an increasing trend since January 2019.

In response to Councillor Sansome's earlier comments around 101, the Commissioner stated that there were alternative means for residents to contact the Police other than the 101 service.

The Commissioner explained that caller demand continued to rise on a daily basis. On an average day, the Force receives 2,383 telephone calls. Of this 1,624 were to 101 and 759 were, 999 calls.

Up to the 26th November 2019, the average wait time for a 101 call to be answered was 8 minutes, with the bulk of calls being answered more quickly. The average wait time for a 999 call to be answered was 13 seconds.

The Commissioner had asked the Force how many 101 calls were answered within a few minutes and the answer provided was that, 68% of 101 calls are now answered within two minutes and 83% are answered within three minutes by the switchboard.

The Commissioner went on to state that, although this is not a satisfactory position, it was much better than the public perception. The Force now has 'call back assist', used at busy periods to allow callers to leave their details for a return call later. In the New Year, a new function would be released, whereby people would hear recorded messages with a full menu of options, allowing callers who know who they need to speak to bypass call handlers.

Councillor Wilkinson queried the length of the recorded messages, suggesting that people would abandon their call if it was too long.

The Commissioner agreed to raise this with the Chief Constable.

In relation to the data collected for call times, it was confirmed that the 'clock' only starts after callers have heard the recorded messages, which added 90 seconds to the length of the call.

Councillor Sansome stated that, although he could not challenge the accuracy of the figures provided by the Commissioner, the feedback he had received from the public suggested a different experience. The figures provided did not include abandoned calls. He suggested that the 'call back assist' function be extended to 24 hours a day to get trust and confidence back in the call handling system, and reduce the number of people abandoning calls.

A Carter paid tribute to the work undertaken by the call handlers at Atlas Court. From recent Panel visits to Atlas Court he had been impressed with the professionalism of the call handlers who were very conscientious and empathetic in dealing with the public.

Professor James commented that providing information on average waiting times was not a helpful measure. The actual figures were being distorted with occasionally very long waits. He asked if there might be other measures that could be looked at that might present a more accurate picture of the waiting times.

The Commissioner acknowledged Professor James' comments. He replied that he was nervous about using another way of measuring waiting times, when the Force had been consistently using the same set of measurements. He added that he would ask the Force to look at the median value.

In response to a question from Councillor Nevett, the Commissioner assured the Panel that they would be involved in the reviews of the 101 service.

Professor James highlighted that the number of referrals for restorative justice appeared remarkably low. He asked what scope there might be for increasing referrals for restorative justice and if there were any figures available that would show, for example, gender of those referred and the offences for which they were referred etc.

The Commissioner acknowledged the request. He replied that restorative justice was relatively new, and for it to work, it required the consent of both the offender and the victim.

Councillor Otten referred to 'Protecting Vulnerable People' and identifying "cuckooing" of victims. He asked if there was a joined-up approach with partner organisations to ensure that intelligence was passed to the Police.

The Commissioner replied that there were some areas in South Yorkshire where the Police, local authority and partners' work very closely with each other, however this was different in each area. He acknowledged that this was an area which required improvements, in respect of organisations passing information to the Police.

Councillor Otten added that, due to current demand on the 101 system, there was a risk of intelligence not being received by the Police in a timely manner. He asked if the Force had made any progress in implementing the online reporting system.

K Wright replied that the online reporting system was now fully operational. He agreed to obtain information from the Force to show how many reports had been made to the Police via the online reporting system.

Councillor Garbutt asked if future reports could include the long-term performance trends.

The Commissioner agreed to the request.

Councillor Grocutt asked if there was any information available on the outcomes of Stop and Search. She asked if a breakdown could be provided on the age and ethnicity of those individuals who had been subject to Stop and Search, the number of Stop and Searches that had been undertaken as a result of surge funding and the number of Stop and Searches that had been undertaken routinely by officers on patrol.

Furthermore, she asked if information could be provided on the results obtained from the Stop and Search online feedback form and if there had been any complaints received.

The Commissioner acknowledged the requests for information. He added that no complaints had been brought to his attention in respect of Stop and Search.

M Buttery tabled a University College of London diagram to contextualise what the Commissioner had reported in terms of increasing demand. The diagram explained that, in five years crime-related demands on the Police had almost doubled.

K Wright reported that the OPCC would be running a Workshop early in the New Year to engage with Panel Members around setting measures for the Police and Partners Performance Framework.

RESOLVED – That Members of the Police and Crime Panel:-

- i) Noted the contents of the report and commented on any matters arising.
- ii) Noted that the Commissioner had agreed to raise with the Chief Constable the Panel's concerns regarding the length of the recorded messages which would detail the full menu of options being released in the New Year.
- iii) Noted that the Commissioner had agreed to ask the Force to look at the median value in respect of call waiting times.
- iv) Noted that the Commissioner had agreed to provide Professor James with details on the gender of those referred for Restorative Justice and the offences for which they were referred etc.
- v) Noted that K Wright had agreed to obtain information from the Force to show how many reports had been made to the Police via the online reporting system.
- vi) Noted that future reports would contain a long-term performance trends.

- vii) Noted that the Commissioner had agreed to provide Councillor Grocutt with information on the outcomes of Stop and Search, a breakdown on the age and ethnicity of those individuals who had been subject to Stop and Search.
- viii) Noted that the Commissioner had also agreed to provide Councillor Grocutt with a breakdown in relation to the number of Stop and Searches that had been undertaken as a result of surge funding and the number of Stop and Searches that had been undertaken routinely by officers on patrol.
- ix) Noted that the Commissioner had agreed to provide Councillor Grocutt with the results obtained from the Stop and Search online feedback form.

10 USE OF RESOURCES - QUARTER 2 BUDGET MONITORING REPORT 2019/20

The Commissioner introduced a report which provided Members of the Panel with a summary of the forecast financial position for the period 1 April 2019 to 30 September 2019. The report covered the budget managed by the Chief Constable of South Yorkshire Police force and budgets managed by the Office of the Police and Crime Commissioner.

As at 30 September 2019, the projected year end outturn position was a £427k underspend on the Chief Constable's budget, and a forecast underspend of £112k on the PCC and OPCC budget.

Members were informed that the main reasons for the quarter two forecasted variances related to pay and overtime. A summary of the forecasted underspends were set out in the report for Members' information.

Councillor Otten asked if the 2019/20 budget contained a certain amount of catch-up which was undelivered in previous years.

M Clements replied that the original 2019/20 approved budget did contain an element of catch-up from previous years.

Councillor Sansome asked if the Panel could be provided with information on the Force's savings targets which had been achieved. He also asked if information could be provided on the last 3 years' of underspends showing the impact on reserves.

The Commissioner acknowledged the request.

Councillor Sansome asked what savings had been achieved from the PCSO review.

The Commissioner replied that the PCSOs review was not an exercise in making savings; any savings that were released as a result of the review would be re-applied to strengthen Neighbourhood Teams.

RESOLVED – That Members of the Police and Crime Panel:-

- i) Scrutinised the reports and noted the forecast revenue and capital financial positions as at Quarter Two (period ending 30 September 2019).
- ii) Noted that the Commissioner had agreed to provide the Panel with information on the Force's savings targets which had been achieved.
- iii) Noted that the Commissioner had agreed to provide information to the Panel on the last 3 years' of underspends showing the impact on reserves.

11 SOUTH YORKSHIRE CRIMINAL JUSTICE BOARD

A report of the Commissioner was submitted to provide a brief overview of the priorities of the South Yorkshire Local Criminal Justice Board (LCJB) and to provide Members with an update in relation to forthcoming changes in relation to the provision of Probation services.

Members noted that the South Yorkshire Criminal Justice Board had reviewed its progress in relation to local delivery plans during 2019-20 when it met in October, within the context of locally agreed priorities. Progress in relation to criminal justice measures, that are publicly available, featured within the report at Item 9, 'Quarter 2 - Performance Report against the Police and Crime Plan'.

M Buttery stated that she would make enquires with L Mayhew to ascertain if a further report could be presented to the Panel on the 2019/20 performance year, given much of the data collected is not publicly available.

Members noted the forthcoming changes in relation to the provision of Probation services, which were expected to be fully implemented by late spring 2021.

RESOLVED – That Members of the Police and Crime Panel:

- i) Noted the contents of the report.
- ii) Noted that M Buttery would make enquires with L Mayhew to ascertain if a further report could be presented to the Panel on the 2019/20 performance year.

12 HEALTH AND WELLBEING - SUPPORT PROVIDED TO SOUTH YORKSHIRE POLICE OFFICERS AND STAFF

The Commissioner introduced a report to provide Members of the Police and Crime Panel with information on the work taking place to support the health and wellbeing of South Yorkshire Police officers and staff.

Members noted the measures implemented by the Force to support police officer and staff wellbeing.

Councillor Grocutt stated that she welcomed the measures implemented by the Force, but felt that the term 'improving absenteeism' as set out in the report could be taken out of context.

Furthermore, Councillor Grocutt asked if the Panel could receive a report at a future meeting on the Force's Workforce Strategy.

The Commissioner acknowledged Councillor Grocutt's comments. M Buttery added that she would work with L Noble on the timescales for providing a report to the Panel.

M Buttery reported that she would provide feedback to the Force in relation to the language used around improving absenteeism. It was suggested that "supporting good attendance" would be more appropriate.

RESOLVED – That Members of the Police and Crime Panel:-

- i) Noted the contents of the report and commented on any matters arising.
- ii) Noted that M Buttery would work with L Noble to identify the timescales for providing a report to the Panel on the Force's Workforce Strategy.
- iii) Noted that M Buttery would provide feedback to the Force in relation to the language used around improving absenteeism. It was suggested that "supporting good attendance" would be more appropriate.

13 HER MAJESTY'S INSPECTORATE OF CONSTABULARY, FIRE AND RESCUE SERVICES (HMICFRS) UPDATE

A report of the Police and Crime Commissioner was presented to provide Members with an update on the latest South Yorkshire HMICFRS inspection reports.

The Commissioner circulated a document which provided the Panel with a table of results detailing the Force's PEEL: Police Effectiveness, Efficiency and Legitimacy 2018/19 report published on 27 September 2019.

HMICFRS had rated the Force as "Good" in all 3 areas and in the particular areas of developing an ethical culture and tackling corruption, the Force had been rated as "Outstanding".

Councillor Sansome asked if Panel Members could be provided with narrative around HMICFRS recommendations published in 2015, and the progress against these.

The Commissioner replied that the recommendations from 2015 had now been closed off, but agreed to provide the Panel with the information requested by Councillor Sansome.

Professor James highlighted that, in relation to protecting vulnerable people, he had noted that, 'officers need to spot less obvious signs of vulnerability more consistently'. He asked what measures were being taken to ensure high levels of consistency.

The Commissioner suggested that Members be referred to the HMICFRS report in regard to this particular area and the Chief Constable's response.

M Buttery added that the Force kept a database of all recommendations that had been issued by HMICFRS and the progress tracked against those. From an assurance perspective, K Wright (OPCC) works in liaison with the Force to ensure that recommendations are being discharged in a timely manner, and that risks are understood. In addition, there was a monthly meeting of a Performance Group, Chaired by the Deputy Chief Constable where HMICFRS actions are discussed.

In relation to paragraph 23 of the report, Councillor Wilkinson noted that one of the areas highlighted as a 'cause for concern' was in respect of the Force not consistently meeting the requirements of PACE, code C of its codes of practice, or section 31 of the Children and Young Persons Act 1933, which requires that all detained girls should be in the care of a woman. She asked if this related to a female police officer or a social worker.

The Commissioner replied that the cause for concern had arisen from an unannounced inspection of the Custody Suites in Doncaster, Sheffield, Rotherham and Barnsley. He was of the impression that a female police or detention officer should be available for a female detainee.

RESOLVED – That Members of the Police and Crime Panel:-

- i) Noted the contents of the report and commented on any matters arising.
- ii) Noted that the Commissioner had agreed to provide narrative around the Force's HMICFRS recommendations published in 2015, and the progress against these.

14 HOME OFFICE FUNDING UPDATE

A report of the Chief Finance and Commissioning Officer was submitted to provide Members with further information on additional Home Office funding received in 2019/20, specifically relating to tackling serious violence and increasing police officer numbers.

The Commissioner highlighted that there were challenges associated with the Violence Reduction Unit monies and Surge funding due to there being no confirmation yet that the Home Office grant would continue to be received in 2020/21.

The Home Office had confirmed the national funding allocation for VRUs of £35m would continue in 2020/21. It was noted that South Yorkshire's share of this would not be confirmed until bids had been submitted.

In relation to the uplift in police officer numbers, the funding share for South Yorkshire in 2020/21 would not be known until the funding settlement is received, and this is now expected to be in January 2020 due to the General Election.

RESOLVED – That Members of the Police and Crime Panel noted the contents of the report and commented on any matters arising.

15 COMPLAINTS UPDATE

A report of the Deputy Clerk was submitted to provide the Panel with a regular update on complaints made against the Police and Crime Commissioner (PCC) during the period April to November 2019.

Members noted that one complaint had been received by the Panel in relation to the PCC. The complaint was considered by the Panel's Legal Adviser as non-recordable. A letter was issued to the complainant and no further correspondence had been received.

Councillor Nevett noted that the complaint had been received in July, but a reply had not been issued until October. He asked what the standard reply time was for responding to complaints.

L Noble replied that there had been a delay in responding due to the previous Legal Adviser leaving Barnsley MBC and a change-over taking place. Discussions would take place with Legal Services to ensure that complaints are responded to in a more timely manner.

RESOLVED – That Members of the Police and Crime Panel:-

- i) Noted the update.
- ii) Noted the synopsis of complaints received.

16 POLICE INTEGRITY REFORMS - COMPLAINTS REFORM

A report submitted to the Public Accountability Board (PAB) held on 7th October 2019 was presented to provide Members with details of forthcoming changes to the police complaints system and the role of the Police and Crime Commissioner (PCC) within that.

Members noted that the legislation provides three possible models for adoption. Model 1 being the mandated model, with further more enhanced roles for PCCs described in Models 2 and 3.

On 15th August 2019, the PCC decided to adopt Model 1 and not to extend his role beyond the minimum required by the new legislation. It was noted that the PCC would revisit this decision in the future, once the new regulations are implemented and the impact of the changes are more clearly understood.

Members noted that preparations were currently underway to implement this decision.

The Independent Ethics Panel (part of the OPCC's governance structure) would provide assurance in respect of the implementation of this decision.

RESOLVED – That Members of the Police and Crime Panel noted the Complaints Reforms as reported to the PAB on 7th October 2019.

17 **GATHERING THE VIEWS OF THE PUBLIC IN SOUTH YORKSHIRE**

A report was presented to provide the Panel with an overview of the main areas of activity undertaken by the Commissioner in fulfilling their statutory duty to consult with the public as well as holding South Yorkshire Police to account for making arrangements to consult.

Members noted that in respect of gathering the views of the public, Police and Crime Commissioners have a statutory duty to:

- Consult with the public and the Police and Crime Panel on the level of council tax precept for policing.
- Consult with the public and the Police and Crime Panel in order to set the priorities outlined in the Police and Crime Plan.
- Hold the Chief Constable to account for making arrangements to obtain the views of local people.

The report provided Members with a brief overview of some of the main areas of activity undertaken to comply with this statutory duty.

Professor James referred to the 'Your Voice Counts' survey delivered to around 7,000 randomly selected households. He asked if this was an accurate description of the methodology applied and if the survey was helpful in terms of receiving feedback. He also asked if a representative survey would be more useful that actually represented the demographic make-up of South Yorkshire.

K Wright replied that the 'Your Voice Counts' survey was undertaken by the Force; he was unsure how the Force's random sample was undertaken. Generally, the Force had experienced difficulties in obtaining responses to the survey.

It was noted that the OPCC had undertaken a survey previously to obtain the views of hard to reach individuals, which showed a different perspective to the Your Voice Counts survey.

Professor James added that it would be reassuring to know that the views from rural communities in South Yorkshire were being obtained.

The Commissioner replied that some of the OPCC's postal survey returns would have been from rural communities.

Councillor Nevett asked what the response rate had been from the 7,000 surveys issued.

K Wright agreed to obtain details and provide Members' with an update after today's meeting.

RESOLVED – That Members of the Police and Crime Panel:

- i) Noted the contents of the report.

- ii) Noted that information would be provided by the OPCC on the response rates to the Your Voice Counts survey.

18 PCC DECISIONS

A report of the Police and Crime Commissioner was presented to provide Members of the Panel with information on the decisions taken by the Commissioner since the last meeting.

RESOLVED – That Members of the Police and Crime Panel noted the contents of the report and commented on any matters arising.

19 LEARNING AND DEVELOPMENT UPDATE

A report was submitted to update Members on current events – national, regional and local, together with future plans in respect of learning and development for the Panel.

Since the September Panel meeting, three new Members, Councillor Cook, Councillor Short and Professor James had joined the Panel and received formal inductions.

Professor James asked that his thanks be placed on record to the Commissioner and to the OPCC for providing his induction. He also thanked L Noble and A Carter for the support they had provided to him.

Four Panel Members and L Noble had attended the Annual Police Fire and Crime Panels conference in Warwick on 18th – 19th November 2019. A summary of the key points and presentations from the conference would be circulated to Members shortly. A link would also be circulated to details of the Strategic Policing Review in England and Wales and how Members' could contribute.

A Carter suggested that the Panel may wish to consider a co-ordinated (Panel) submission to the Strategic Policing Review rather than individual responses. Any submissions should be sent to L Noble who will ensure a collated response by 20th December 2019.

Councillor Cook provided the Panel with her observations from the Annual Police Fire and Crime Panels conference.

A Panel visit to Atlas Court was scheduled for 4th December 2019. A visit to the SARC would be arranged for the end of January 2020.

In relation to future events, Members noted that an Annual Session with Frontline Consulting to review the Panel's activities over the year and discuss any issues / plan for 2020/21 was provisionally scheduled for 6th April 2020 (this is currently in the work programme as a Panel meeting, but was dependent on the date of the PCC elections and purdah).

Councillor Wilkinson informed the Panel that she had attended a Doncaster Domestic Abuse Conference at the beginning of November, which had been a

fantastic event. Councillor Wilkinson asked that her thanks be passed onto the event organisers.

RESOLVED – That Members of the Police and Crime Panel:-

- i) Noted the update.
- ii) Provide suggestions for future learning and development.

20 WORK PROGRAMME / PAB DATES

Members considered the 2020 Work Programme and were reminded that they could submit issues for the Work Programme that fall within the Panel's Statutory role in supporting and / or holding the Commissioner to account.

All issues would be given full consideration by the Chair, Vice-Chair and Commissioner at the pre-agenda planning meetings.

Additionally, Members were encouraged to attend meetings of the Commissioner's Public Accountability Board (PAB) to increase their operational knowledge.

Councillor Nevett referred to the PAB meeting scheduled for 7th February 2020. He asked if a visit to Doncaster's Custody Suite could be arranged for Members, prior to, or at the conclusion of, the PAB on 7th February 2020.

The Commissioner acknowledged the request.

RESOLVED – That Members of the Police and Crime Panel:-

- i) Noted the contents of the 2020 Work Programme.
- ii) Noted that (if possible) arrangements would be made for Members to visit Doncaster's Custody Suite on 7th February 2020.

21 DATE AND TIME OF THE NEXT MEETING

RESOLVED – That the next meeting of the Police and Crime Panel be held on Thursday 6th February 2020, 1:00 pm in Meeting Room 14, Town Hall, Church Street, Barnsley (this date had been moved from 3rd February 2020 due to the late announcement of the budget settlement).

A Budget Familiarisation Session for Panel Members will be held on Wednesday 29th January 2020, 2:00 pm in Meeting Room 3, Town Hall, Church Street, Barnsley.

CHAIR