



# POLICE AND CRIME PANEL MEETING

REPORT TITLE	INTERIM UPDATE REPORT
REPORT OF	POLICE AND CRIME COMMISSIONER FOR DERBYSHIRE
DATE	7 November 2024

## 1. PUPOSE OF REPORT

- 1.1 For members of the Panel to receive a general update from the Commissioner following her election and commencement in role on 9 May 2024 up until 24 October 2024.
- 1.2 The report will provide an overview of work undertaken by the Commissioner and her office during this approximate six-month period. The update will be provided across six key areas: Casework, Police Complaint Reviews, Consultation & Engagement, Commissioning & Projects, Police Scrutiny and Working in Partnership.

## **2. UPDATE FROM THE COMMISSIONER**

### **2.1 Casework Received**

2.2 The Commissioner receives contact from the public either by post, in person, via her website, or through third parties such as local MPs or local councillors. It is appreciated when people take the time to get in touch directly and every effort is made to help with any issues raised.

2.3 Between the period 9 May until 24 October 2024, 351 items were received by the Commissioner's office. Of these received, 70% were allocated to Derbyshire Constabulary for an appropriate response, and the remaining 30% were dealt with exclusively by the Commissioner's office. Comparing this period with the same period from the previous financial year, there has been an increase in casework by 11%. Through the Commissioner's engagement work, there has been an open policy to encourage residents to contact the office to discuss issues which matter to them the most.

### **2.4 Police Complaint Reviews**

2.5 Since 2020, the Commissioner has had responsibility for reviewing complaints made against the police, following an appeal being lodged by a member of the public.

2.6 The Policing and Crime Act 2017 (and supporting regulations) made significant changes to the police complaints and disciplinary systems. They introduced several changes designed to achieve a more customer-focused complaints system. Local accountability was enhanced through changes to the role of local policing bodies (Police and Crime Commissioners), where appeals were previously handled by either the chief officer or the Independent Office for Police Conduct (IOPC). The new right to apply for a review is to either the Police and Crime Commissioner or the IOPC. This change aimed to increase independence and transparency. Where the complaint has been concluded by Derbyshire Constabulary, and the complainant has received a complaint outcome letter from the Professional Standards Department, but the complainant remains dissatisfied with the outcome of their complaint, they have a right to apply for a review of that outcome within 28 days to the Police and Crime Commissioner. The review conducted by the Commissioner considers whether the outcome of the handling of a complaint has been dealt with in a reasonable and proportionate manner.

2.7 During the period 9 May 2024 to 24 October 2024, 38 complaint reviews have been received by the Commissioner's office.

## 2.8 **Consultation & Engagement**

2.9 **Police & Crime Plan** - The Commissioner launched a public consultation programme to inform her Police and Crime Plan on Monday 8 July, and this ran until 1 September 2024. As a result of extensive promotion and engagement with the public, the consultation received 3,340 responses in total. This is the largest number of responses for any Police and Crime Plan Consultation ever conducted in Derbyshire.

2.10 There was a good spread of responses from across the force area with more than 200 responses received from each of the nine local authority areas. Effort was placed into ensuring responses were received from harder to engage communities to ensure a representative sample. As such, the consultation received an array of responses across the various demographics, including 360 responses from people from an ethnic minority background.

2.11 In addition, the Commissioner met with local council leaders, community safety partners and business owners to discuss the Police and Crime Plan consultation and listen to local concerns which are faced in different communities across the county. The outcome of this consultation has helped shape the Commissioner's Police and Crime Plan to ensure it truly reflects the priorities of concern for the wider public.

2.12 **'Listening to You'** – The Commissioner launched her 'Listening to You' survey earlier in autumn to continue efforts to give the public a greater voice in policing. This survey will run until March 2025 and will allow the public to continuously feed into policing priorities and help to ensure that resources continue to be distributed effectively in areas of concern for residents across Derby and Derbyshire.

2.13 **Increased social media reach** – The Commissioner and her team have worked hard during this initial period to increase the efforts on reaching and engaging more residents online, specifically through social media channels.

- 2.14 Following the initial three months of being in office, the Commissioner's Facebook page has seen an 86% increase in content interactions, Instagram, an 89% increase in page visits per month and X (formerly Twitter), an 87% increase in impressions per month.
- 2.15 There have been further efforts to increase the following and reach online further by ramping up efforts on platforms such as LinkedIn and Nextdoor to further engage residents. Regular updates and posts will continue on these platforms to further grow following and improve reach.
- 2.16 **E-newsletter** – To maximise efforts to engage residents across the county, the Commissioner has launched an e-newsletter which has been distributed online, through contact groups and circulated to over 25,000 registered users on Derbyshire Alert. The newsletter will be used to highlight new initiatives, policy changes, progress against the Police and Crime Plan and opportunities to feedback through Commissioner led consultations relating to crime and policing.
- 2.17 **Engagement events/meetings** – The Commissioner has made a commitment to prioritise engagement during her term of office and to regularly meet with residents, community and political leaders, businesses, and local organisations from all corners of the county. In total, the Commissioner and her office have attended 70 separate engagements spanning across all nine local authority areas situated across the county and city.
- 2.18 Every effort will be made to ensure each district, borough and the city are visited proportionately over the course of a 12-month period, however, factors outside of our control may impact on this.
- 2.19 A short video has been produced showcasing some of the engagement events the Commissioner has attended since coming into office. This is available through the office YouTube channel here:  
<https://www.youtube.com/watch?v=fNXgkjFP-IY>

2.20 **Scrutiny Programme**

The Commissioner has developed a comprehensive scrutiny programme which seeks to hold the Chief Constable to account for delivering against her Police and Crime Plan utilising a variety of different methods. This programme of scrutiny has been fully implemented during the past six months. Details are provided below:

- 2.21 **Performance Assurance Meetings (PAM)** – The Commissioner has established a new framework for holding the Chief Constable to account in public. These meetings will shine a spotlight on one of the six priorities in the Commissioner’s Plan to help identify any fluctuation, areas of concern or progress in force performance. This new format of accountability will be in two parts and see the Commissioner first consider and scrutinise a detailed report from the Chief Constable which will be published online to further promote transparency. Secondly, the Commissioner will request questions to be pre-submitted by the public which relate to the priority being scrutinised. A selection of these questions will be answered directly by the Chief Constable and others will receive a response through the Commissioner’s casework process. To make this accessible and transparent, the Commissioner will provide a list of all pre-submitted questions and responses via her website and a video recording of the meeting in which public questions will be addressed.
- 2.22 **Weekly Chief Constable meetings** – Since being elected, I have established and maintained regular weekly meetings with the Chief Constable and their Chief Officer Team to be updated on key issues affecting policing. During these meetings, I request updates and briefings on matters of concern to the public when required.
- 2.23 **Attendance at key internal meetings** – Representatives from the Commissioner’s office attend a range of key performance and governance boards led by Derbyshire Constabulary to keep updated on emerging areas of concern for the public. The Commissioner is then subsequently briefed on these matters which encompass every aspect of police business.
- 2.24 **His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) monitoring** – The Commissioner has introduced a new method of monitoring Derbyshire Constabulary’s response to HMICFRS inspections and external audits by ensuring resources within her office are dedicated to overseeing this area of work. This involves

closely monitoring and working with the Constabulary to drive actions and deliver improvements in a timely manner.

- 2.25 **Volunteer scrutiny** – The Commissioner has continued to facilitate a range of volunteer schemes made up from members of the community who provide an independent perspective on performance across a range of business areas. These include:
- 2.26 **Custody Detention Scrutiny Panel (CDSP) volunteers** – The Commissioner has established this new Panel which is made up from volunteers who scrutinise material retained by the Force in cases where bail has been refused to a detainee in custody or where an individual has required a strip search. The purpose of the scrutiny is to ensure any action taken is proportionate and adheres to legislation, guidance, policy and procedure.
- 2.27 This new approach brings an extra layer of independent scrutiny to the custody process. It aims to increase the public's understanding and trust on how and why police exercise various powers and will help to maintain high standards of integrity and transparency in custody procedures. In turn, this should also give police officers greater confidence in using these powers with the support of their communities.
- 2.28 **Independent custody visiting** – These volunteers assist the Commissioner and provide assurance that those being detained in police custody are being treated fairly and have their needs met.
- 2.29 **Stop and Search Scrutiny Panel** – These volunteers dip sample stop and search records which have been carried out by officers within the Force to ensure fairness and equality has been applied to everyone.
- 2.30 **Animal welfare scrutiny** – These volunteers observe, comment, and report to the Commissioner on the conditions in which police dogs are housed, trained, and transported.

2.31 **Working in Partnership**

2.32 The Commissioner has engaged in several key multi-agency partnerships during the initial six months she has been in office. These partnerships span across a broad range of policing and community safety related business areas which are priorities for the public and ultimately help deliver work against the Commissioner's Police and Crime Plan.

2.33 A non-exhaustive list of multi-agency local partnerships the Commissioner has been engaged with since being elected are listed below:

Derby and Derbyshire Drugs and Alcohol Strategic Partnership

Derby and Derbyshire Road Safety Partnership

Derbyshire Criminal Justice Board

Derbyshire Safer Communities Board

East Midlands PCC and Chief Constable Board Meeting

Victims Partnership Governance Board

Derby and Derbyshire Safeguarding Children's Partnership Chief Officer Group

Derby City Health and Wellbeing Board

Chesterfield Town Board

Derbyshire Partnership Against Rural Crime

2.34 Additionally, the Commissioner and her office regularly attend a variety of internal police governance board meetings which include:

Chief Constable Assurance Board

Resources Board

Performance Assurance Board

Strategic Change Board

Force Improvement Board

2.35 Aside from local multi-agency partnerships, the Commissioner now jointly leads on the Economic and Cyber Crime (including fraud) national portfolio on behalf of the Association of Police & Crime Commissioners (APCC). This role will see the Commissioner take a more active role on national issues relating to tackling online crime, harassment, fraud, hacking,

economic crime, and identity theft. It is known that almost 50% of all crime in the UK is now digital and only 1% of the police budget is spent on tackling it. Nationally, this is the biggest crime we fight in our country. Additionally, the Commissioner is a board member of the East Midlands Cyber Resilience Forum who aim to support small and medium size businesses to be more resilient against online crime.

### 2.36 **Commissioning & Projects**

2.37 Since being elected, the Commissioner has taken decisions to extend and fund a number of programmes which are operating across Derby and Derbyshire which deliver both preventative and victim based support services. These include:

2.38 **Deaf-initely Women - Deaf Abuse Free project** - This project was developed in response to listening to deaf and hard of hearing women who were bullied, exploited, trolled and abused and having nowhere to go for specialist support with full understanding of deaf culture, language and the social conditioning that comes with deafness. This funding contributes towards a highly qualified BSL signer (Level 6) to work as an Independent Domestic Violence Advisor (IDVA) and Independent Sexual Violence Advisor (ISVA) and who is also now the Domestic Abuse Service Manager, supporting deaf, deafblind, and hard-of-hearing women living in Derby and Derbyshire.

2.39 **Rural Action Derbyshire – The Willow Project** - The challenges faced by victims of domestic abuse who live in the countryside can be quite different to those living in the town or city. The Willow Project delivers awareness training throughout Derbyshire. This will help people identify the signs of domestic abuse, give them the confidence to report it and also to challenge attitudes that perpetuate domestic abuse, particularly in rural areas.

2.40 The Willow project remains ground-breaking in terms of both its nature and its long-term vision. There has been a great deal of interest shown in this project with requests to attend the training workshops coming from various other locations across the country.

2.41 The project continues to build on existing links and relationships to develop a network of supportive, knowledgeable people who understand the issues around domestic abuse and can help to identify, support and signpost individuals at risk to services and help.



- 2.42 **Sporting Communities – provision of a mobile youth bus** - Sporting Communities has a mobile youth vehicle that has been specially designed to target youth anti-social behaviour in Derbyshire. It is a collaborative effort between agencies such as the local council, police, and housing.
- 2.43 The vehicle has various resources, including video and audio equipment, gaming consoles, and internet access. It's goal is to provide a safe and engaging space for young people to socialise and interact with peers, reducing the likelihood of participating in anti-social behaviour. The Mobile youth vehicle is a vehicle that has been specially designed to target youth anti-social behaviour. It creates a safe space whereby targeted conversations can take place around wellbeing, education, community safety messages such as drug and alcohol abuse, knife crime, domestic abuse, fire safety, sexual health and others.
- 2.44 The vehicle also facilitates opportunities to break down barriers between young people and public sector services.
- 2.45 **E-Safety Training Ltd - i-vengers Programme** – Earlier in the year, both the County Council and City Council pulled their funding for the i-vengers programme to continue operating across secondary schools. However, the Commissioner has ensured it will continue, despite being a scaled down programme, by providing funding for a further academic year given its popularity and success at engaging young people. The i-vengers programme remains a vital initiative for safeguarding children online. The i-vengers programme will operate in secondary schools throughout Derby and Derbyshire which will see impactful digital safety education, ensuring that our pupils are protected and well-informed in an ever-evolving digital landscape.
- 2.46 **Neighbourhood Watch Support Fund** – The Commissioner has launched a new funding scheme in conjunction with Derbyshire Neighbourhood Watch Association Trust (DNWAT). This scheme enables local watch groups to apply for small amounts of funding to enable them to grow their membership base, or fund projects or initiatives aiming to improve community safety. The first projects will receive funding in early 2025.

- 2.47 **Anti-Social Behaviour (ASB) Hotspot Scheme** – The Commissioner’s ASB Hotspot Scheme continues to operate across Derby and Derbyshire. Regular patrols are undertaken by police officers across 20 hotspot areas which are disproportionately impacted by ASB.
- 2.48 During September 2024, 890 patrols were carried out which generated 37 arrests, 15 stop and searches, 395 dispersals, 82 crime or incident reports and 73 intelligence items.
- 2.49 **Anti-Social Behaviour (ASB) Immediate Justice Scheme** – The Commissioner’s ASB Immediate Justice scheme received a further 60 referrals in September 2024. Based on analysis, 76% of people have not reoffended who have participated in the scheme.
- 2.50 **Tackling E-Scooters** – Since being elected, the Commissioner has taken a strong approach to tackling e-scooters which have been raised as a significant concern by the public across Derby and Derbyshire. A summary of what the Commissioner has done is provided below:
- 2.51 Working with the Chief Constable to identify ways to make Derbyshire Constabulary’s enforcement of e-scooters more robust, which has seen the Constabulary plan to move to a ‘seize and dispose’ approach. This will see officers seizing e-scooters on first interaction, before sending it to be disposed of.
- 2.52 Spearheaded a public awareness campaign to increase awareness of the illegality of e-scooters, which is running alongside the new enforcement drive.
- 2.53 The Commissioner has written to school leaders across the county and city, as well as MPs and Councillors, to ask for their support in disseminating awareness materials to ensure the public are as informed as possible in light of the new approach.
- 2.54 The Commissioner has written to both the Home Secretary and Transport Secretary to ask government to review enforcement, engagement, and the overall sale of e-scooters with the aim of seeking legislative change to ease the work of the police in tackling them.

2.55 The Commissioner is also collaborating with the Association of Police and Crime Commissioners to develop a unified national lobby asking HM Government to work with PCCs and Forces to help resolve the current blight of e-scooters to bring tangible differences being made to residents' safety.

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