

OVERVIEW & SCRUTINY COMMITTEE - THURSDAY, 14TH NOVEMBER, 2019

SUPPLEMENTARY PAPERS

The following presentations were tabled at the meeting:

<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
4.	Presentation from the Thames Valley Police and Crime Commissioner and Chief Constable	1 - 30	All
5.	Performance and Projects Report Quarter 1 2019/20	31 - 44	All

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Chief Constable John Campbell QPM

www.slough.gov.uk
Slough
Borough Council

14th November 2019

Serving with pride and confidence

THAMES VALLEY POLICE
**STRATEGIC
PLAN**

19/
20



Thames Valley will deliver an excellent service and be regarded as an outstanding force

- We will focus on crime reduction and the disruption of criminal activity, creating a hostile environment for those that would do harm
- When people call us for help we will provide a caring, effective and swift response to those in need
- Where crimes are committed, we will investigate appropriately and relentlessly seek justice for victims
- Our response to major and serious incidents and our policing operations will be first class

The public will know that when things are at their very worst for them we will be at our very best.

Through these endeavours our communities will have high levels of trust and confidence in Thames Valley Police.

Priority Outcomes 2019/20

SP^{19/20}

Reduce crime and incidents through targeted and effective problem-solving

The Force will focus on:

Knife crime;
The disruption of organised crime groups, including those committing rural crime;
County drugs lines
Making best use of our time and resources by effectively reducing need.

Bring more criminals to justice by improving the quality and timeliness of investigations

The Force will focus on:

Residential burglary;
Robbery;
Violence with Injury;
Rape and serious sexual offences;
Increasing overall positive outcomes.

Improve how we protect the vulnerable by pro-actively identifying, understanding and reducing risk and harm

The Force will focus on:

Domestic abuse including stalking and harassment;
Exploitation;
Vulnerable victims of fraud.

Increase the satisfaction of victims and other people in need by responding appropriately and improving communication with them

The Force will focus on:

Improving non-emergency call answering times;
The timeliness of our initial response;
Understanding caller and victim expectations;
Improving the updates provided to victims;
Our response to major and serious incidents and policing operations.

Sustain a valued workforce with the capacity and capability to manage the challenges of modern policing

The Force will focus on:

the retention, recruitment, development and wellbeing of all officers and staff to effectively tackle the most serious, complex and challenging threats or risks facing the organisation

Manage resources to invest in priority areas and maintain core policing services

The Force will:

ensure the available resources are managed to maximise investment in priority areas; develop our understanding of current and future demand; and manage planning processes within a clear governance structure.

Implement digital development, integrating new technologies to advance our organisational and operational response

The Force will deliver:

an effective digital strategy, adopting innovative business, process and cultural change that will maximise the investment in technology and improve service to the public.

Operational ●

Organisational ●



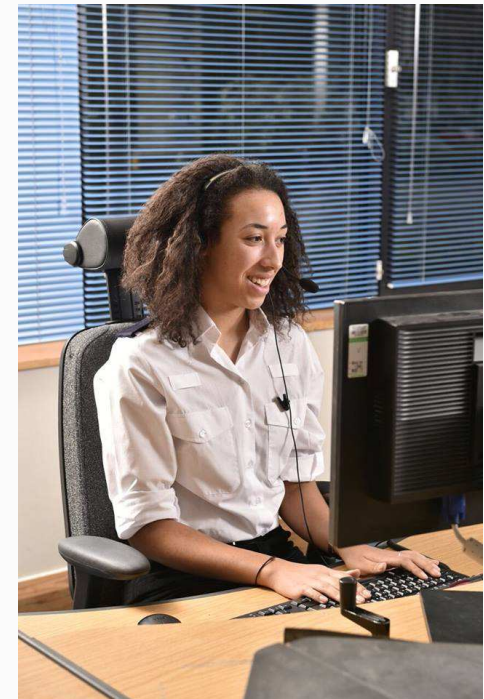
Call volumes



Average time to answer 101 calls

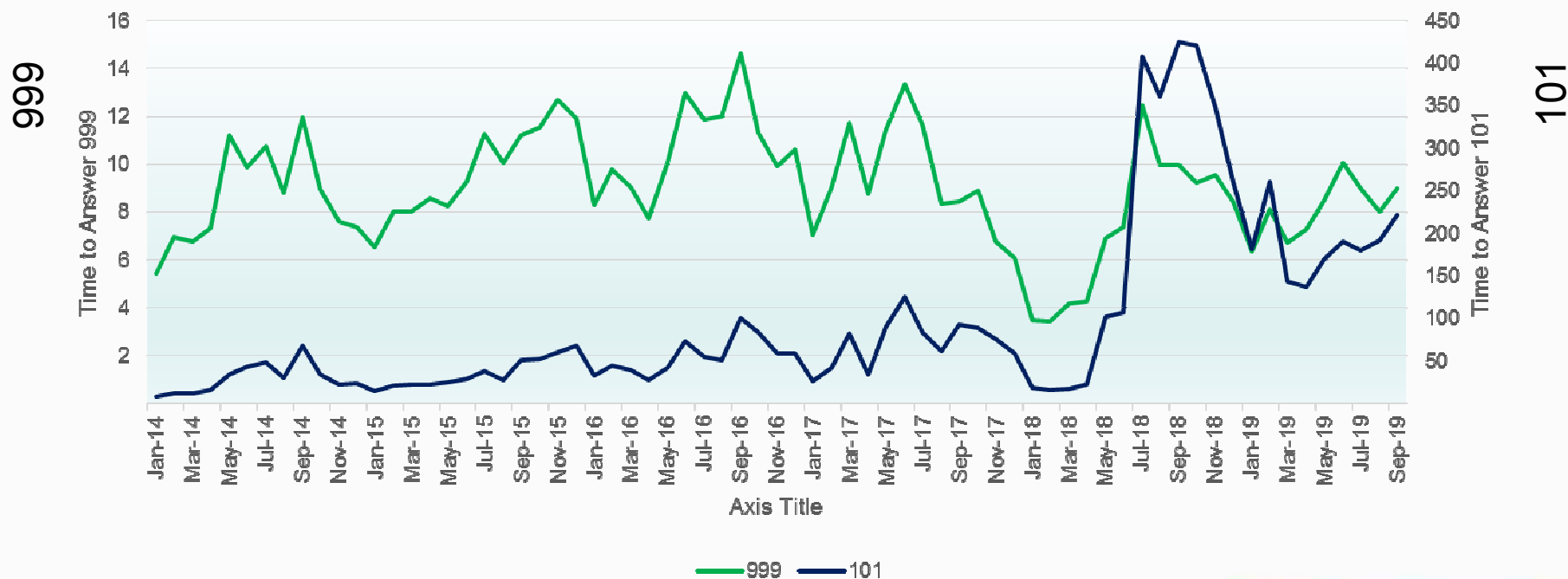
As of Sept 2019 the average time to answer 101 calls was 3 minutes.

In April to Sept 2018, 101 calls were taking 8 minutes to be answered.



Time to Answer (seconds)

101 Call Volumes – Rolling 12 months ending September



Officers Assaulted – 2019

- 589 officers assaulted during use of force incident Force wide-
61 in Slough
- 216 officers have been spat at Force wide –
33 in Slough
- 23 officers exposed to Blood Borne Virus risk Force wide –
1 in Slough

Some Key Crime Areas

Offences - Slough

	Previous	Current	% Change
Assault (GBH)	39	20	-49%
Rape (Domestic)	58	52	-10%
Burglary (Dwelling)	367	290	-21%
Burglary (sheds/garages)	124	75	-40%
Theft of Vehicle	275	273	-1%

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Data year to date: 1st Apr 19 – 7th Nov 19

Crime Prevention

- Combatting Serious Violence
(LPA top priority)
- Knife Crime — Section 60 Order



Community

- Re-structure of LPA NHPT
- Problem Solving in Partnership

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Local Issues

- Car Cruise
- Bike Thefts

Force Challenges

Capacity v Demand

Maintaining establishment levels across TVP

Managing budget shortfalls

Quality of investigations

- Op Endeavour
- Investigation restructure
- Crime Data Integrity

Improving Call Handling performance

20,000 Officers - Uplift

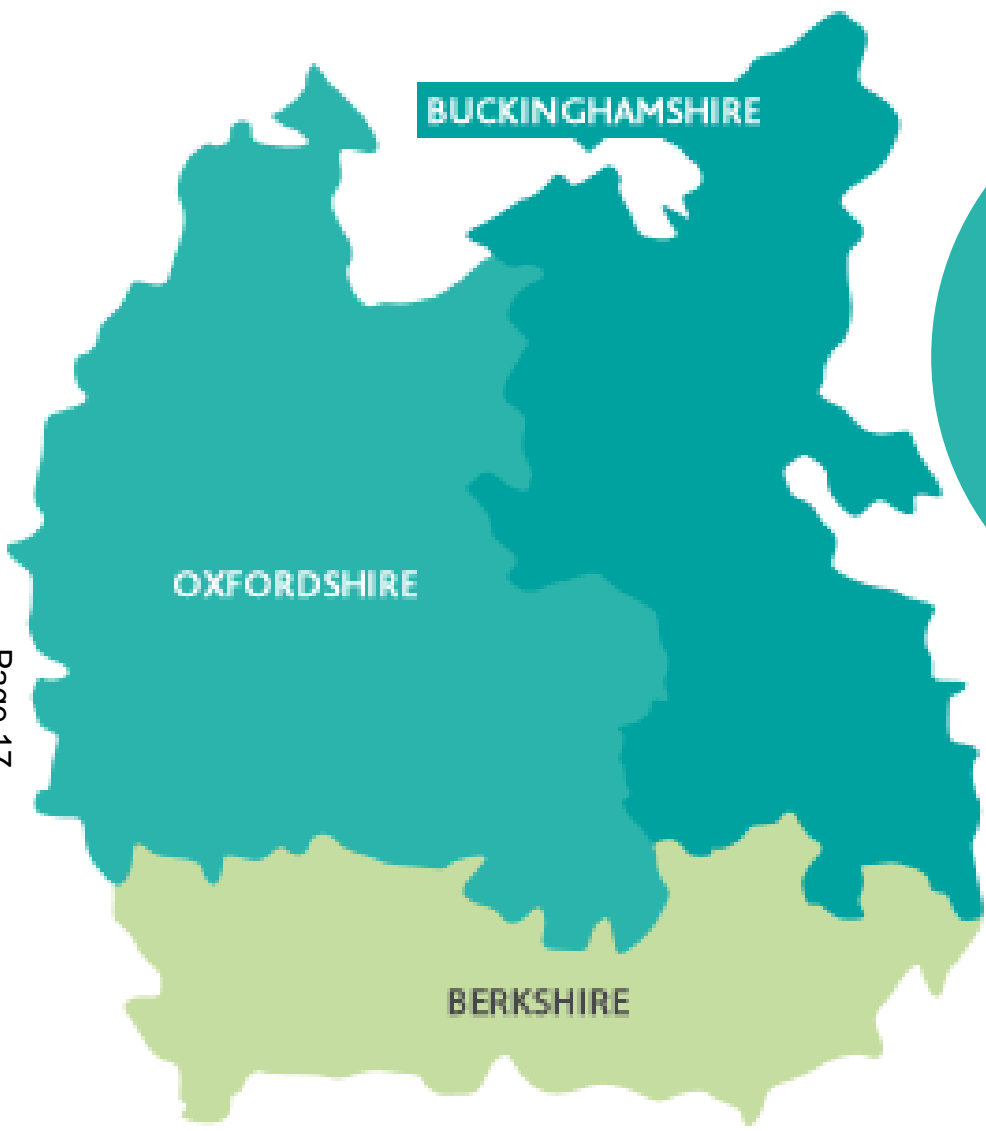
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- **Hold the Chief Constable to account for policing**
- **Develop and publish a Police and Crime Plan**
- **Set the policing precept to fund local policing**
- **Scrutinise, support and challenge performance**
- **Engage with communities and seek their views on policing and crime**
- **Commission services and award grants including services to support victims of crime and Restorative Justice**



2.3
MILLION
POPULATION

18
LOCAL
AUTHORITIES

196
MILES OF
MOTORWAY

6
MILLION
VISITORS EACH
YEAR

2,200
SQUARE
MILES

PREVENTION & EARLY INTERVENTION



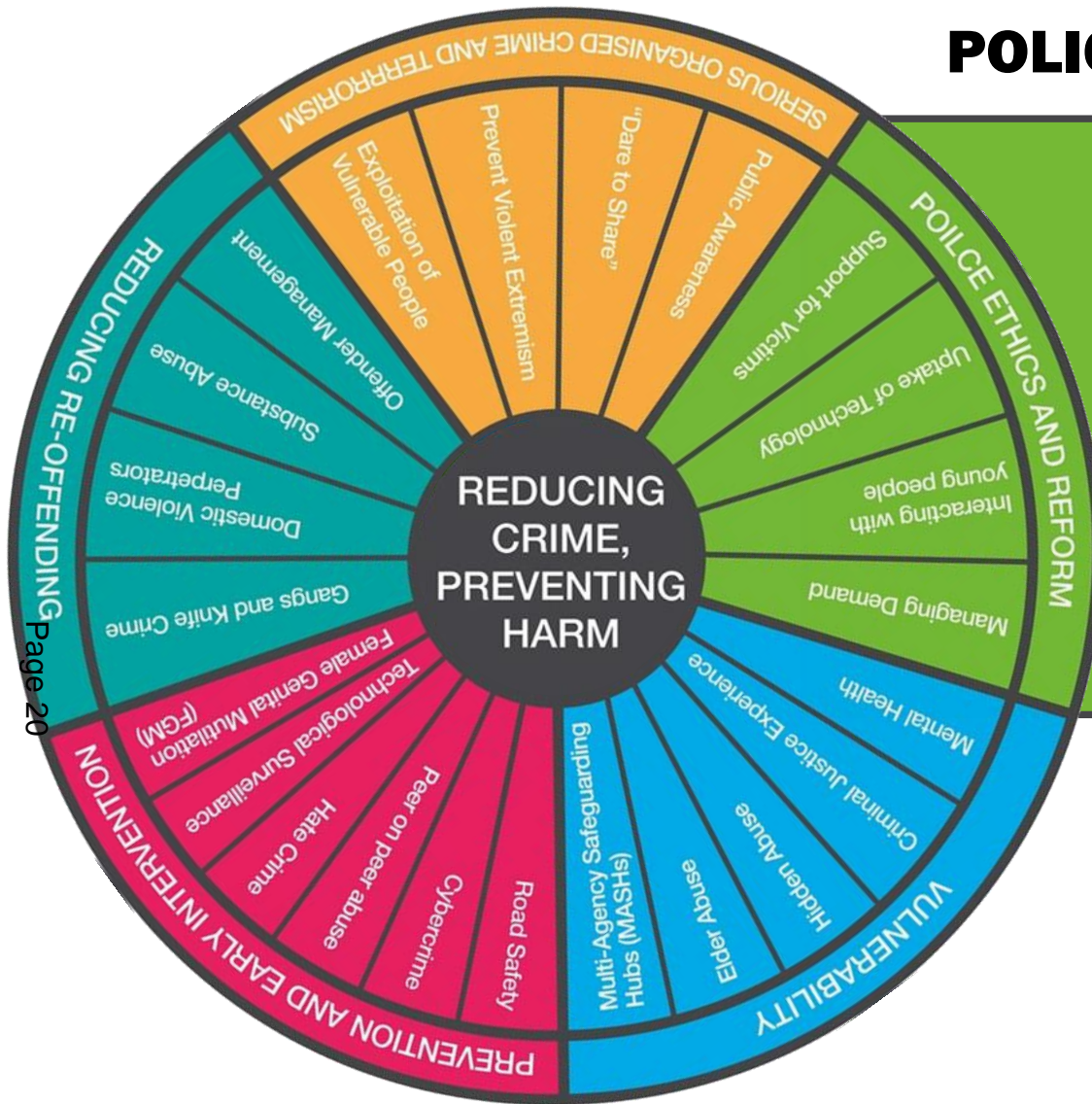
- Awarded £213k to organisations to raise awareness and provide training on cybercrime
- Grant funding of £120k awarded to seven organisations, including those targeting schools which require FGM prevention activities
- Commissioned **SAFE!** to provide Young Victims Services including a focus on 'peer on peer' abuse
- Operation Signature launched to safeguard victims of financial abuse.
- Hate crime awareness campaign encouraging victims to report continues to be promoted.
- #SlowDown social media campaign highlighted the risk of illegal/inappropriate speeds.

VULNERABILITY



- Supported officers and staff to improve victim welfare through direct contact with Victims First Hub
- Funded AGE UK £55k to work with organisations engaged with elder abuse and safeguarding
- Launched awareness campaign 'Know This Isn't Love' to raise awareness of coercive control.
- Phase 3 of the TVP 'Hidden Harm' campaign raised awareness of HBV and Forced Marriage.
- LPA's are working with Force Intelligence Hubs to identify modern day slavery victims and those in brothels.
- Thames Valley ISVA Service funded by the OPCC supports victims of sexual violence

POLICE ETHICS & REFORM



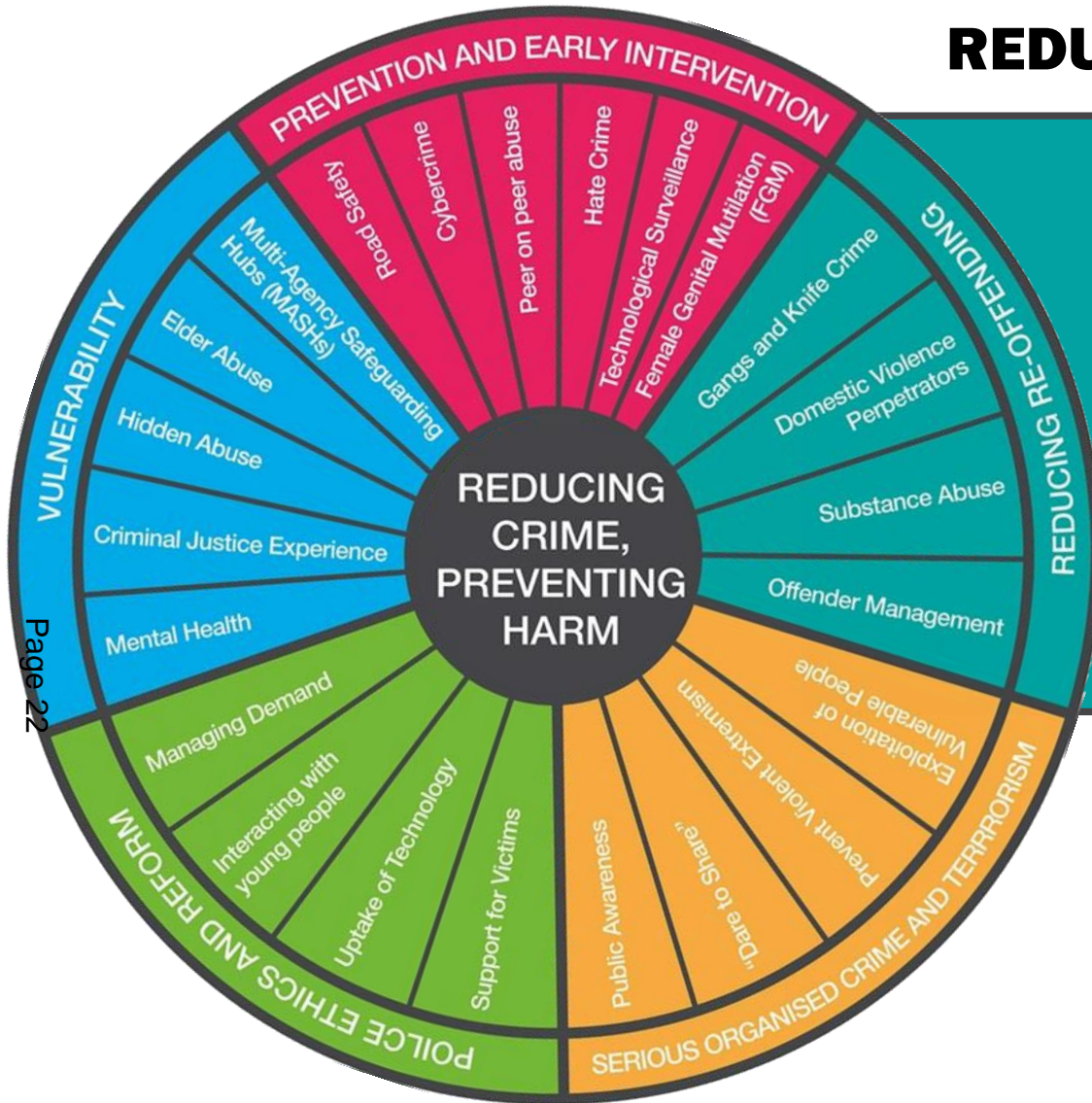
- Official launch of Victims First
- Launched Victims First Connect which provides access points in local communities for support and referral
- The Force has launched its new website and has seen a significant take-up in the number of people reporting crime on-line
- Force-wide communications to promote Victims Code
- Key criminal justice partners engaged to establish complementary approaches to diversion and offender aftercare referrals.
- CPS evidence exchange system 'Egress' - reduces paper and disks.

SERIOUS ORGANISED CRIME & TERRORISM



- County Drugs Lines week saw: 106 people arrested, 27 warrants, 156 stop and searches, £133k seized along with 2,800 wraps of drugs.
- 43 children and 69 vulnerable adults were safeguarded
- Serious Organised Crime Drug Exploitation meetings are now linked with Protecting Vulnerable People teams, sharing common themes of exploitation.
- Prevent training delivered by the OPCC.
- A numbers of LPAs have structured neighbourhood policing to ensure more effective intelligence is gathered, with a focus on organised crime and recognising radicalisation.

REDUCING RE-OFFENDING



- Awarded over £820k from Home Office Early Intervention Youth Fund to help tackle youth violence, vulnerability and exploitation.
- Over £72k awarded to a project which works with offenders 'through the gates' to help them into employment.
- Over £52K awarded to work towards rehabilitation of high risk sexual offenders.
- The out of court disposals framework is being rolled out. This provides a two tier disposal strategy of conditional cautions or community resolutions and ensures appropriate disposals are made.

**£2.7
MILLION**

**Community Safety Fund
provided councils to help
deliver crime reduction,
prevention and support
services.**

**NEARLY
£3
MILLION**

**Supporting victims of
crime across the
Thames Valley.**

£199k

**Awarded from the Police
Property Act Fund in
18/19 to charities and
community groups who
assist in reducing crime
and reoffending.**

VICTIMS FIRST

Care | Empower | Recover

Victims First is dedicated to making sure that all victims of crime receive the support they need to cope and recover from the impact of their crime. Victims First provides free emotional and practical support to all victims and witnesses of crime. It is available across Berkshire, Buckinghamshire and Oxfordshire and can provide help regardless of whether or not the crime has been reported to the police.

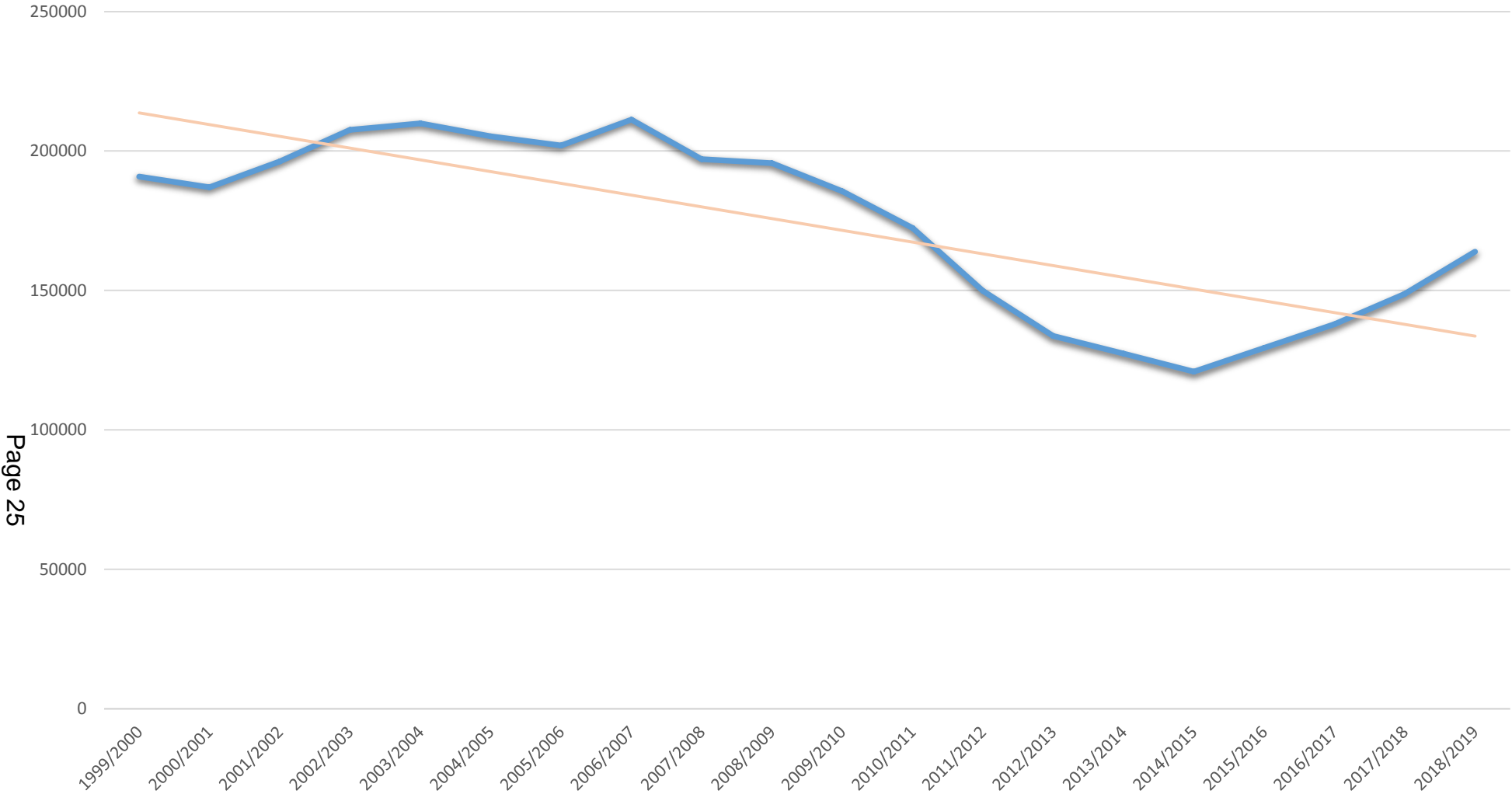
Our Services

- **Telephone support**
- **Face to face support**
- **Advocacy, including help to access other services such as sexual health clinics, drug and alcohol or legal services**
- **Support through the criminal justice system**
- **Therapeutic counselling**
- **Specialist services which include help for victims of sexual violence and domestic abuse**



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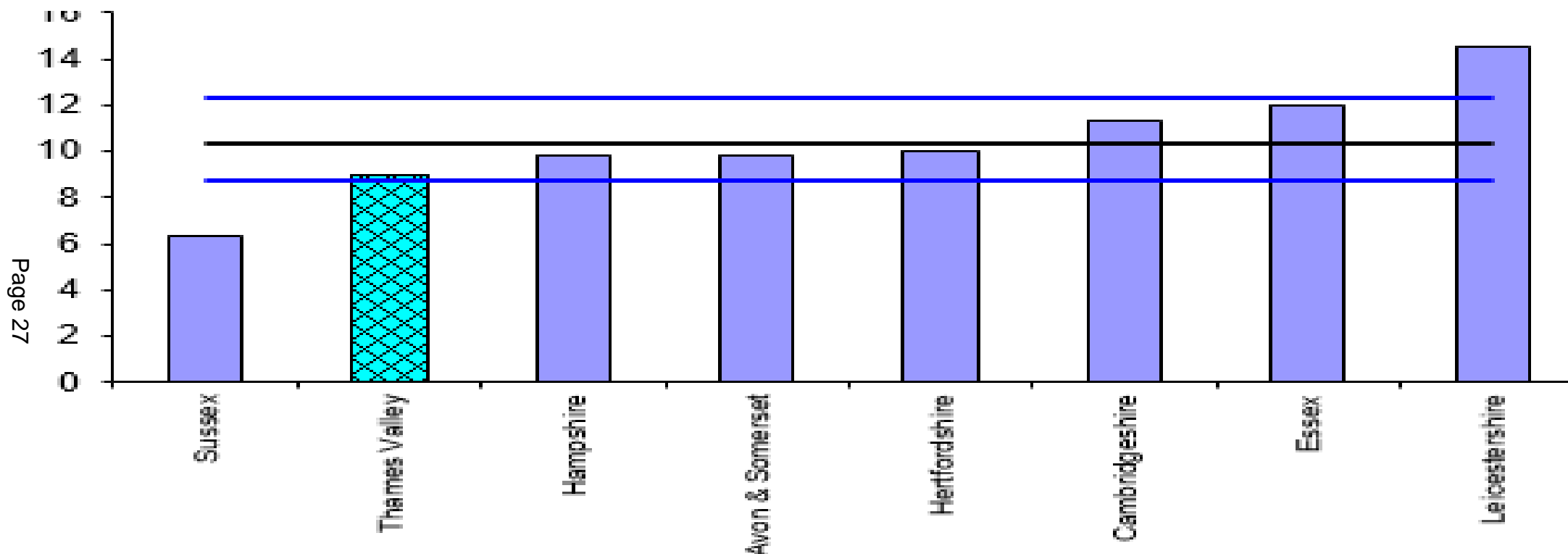
All Crime: TVP 20 Year Trend		
20 years ago	↓	-14%
15 years ago	↓	-20%
10 years ago	↓	- 12%
5 years ago	↑	+36%



- **The overall increase in crime remains historically low in Thames Valley: 21,671 fewer crimes compared to 10 years ago (186,612) and 41,322 fewer offences compared to 15 years ago (205,264)**
- **Thames Valley saw recorded crime increase by 10.3% (148,821→ 164,153) compared to the national increase of 8%**
- **Violence against the person offences have risen by 40.7% (compared to a 20% increase nationally)**
- **Sexual offences increased by 16.2%% over the past year (compared to a 7% increase nationally)**
- **Burglary dwelling decreased by 2% (3% decrease nationally)**
- **Criminal Damage and Arson decreased by 2.6% (compared to a 3% decrease nationally)**
- **Drug offences increased by 9.9% (compared to a 11% increase nationally)**
- **Possession of weapons offences increased by 28.2% (compared to a 19% increase nationally)**

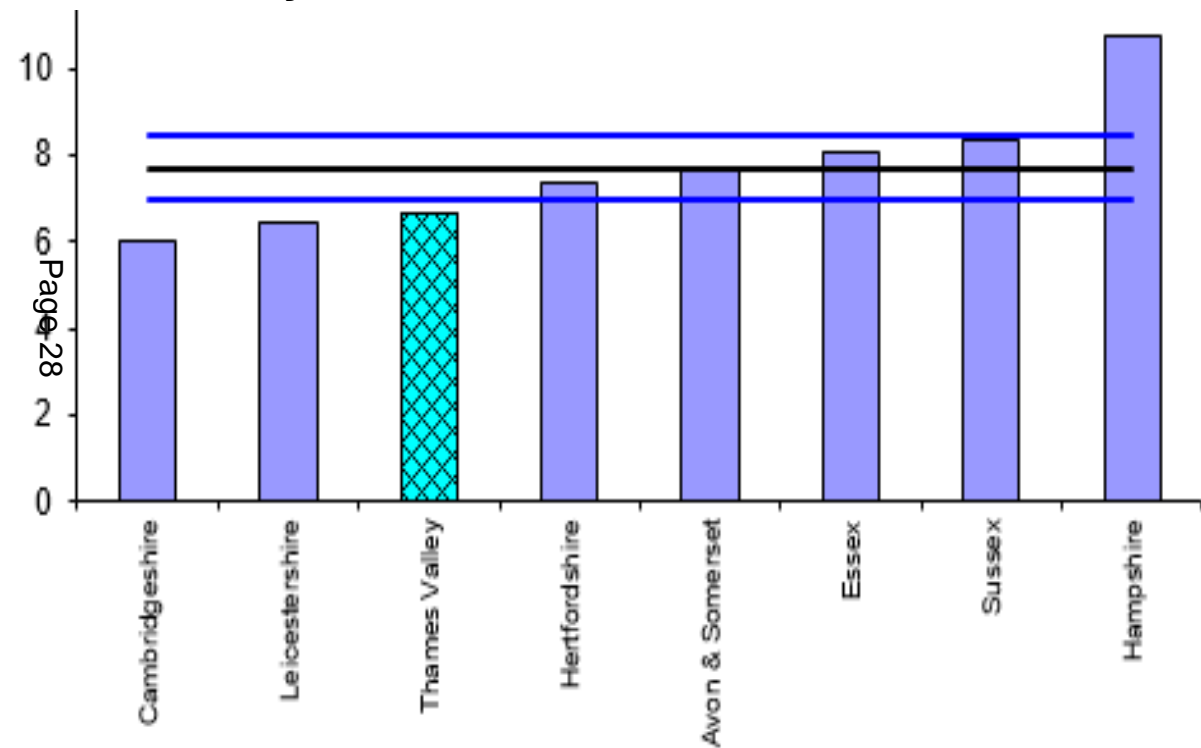
Residential Burglary in TV 2018/19 <i>(Residential = Dwelling + Sheds/garages)</i>	Crimes per 1,000 in TV 2018/19 (Residential Burglary)	Crimes per 1,000 Household: Most Similar Group (comparison as at 31.3.19*)
Recorded: -7%	9.001	MSG average: 10.352

Residential Burglary in TV (Crimes per 1000 Households) 01 Apr 2018 - 31 Mar 2019*



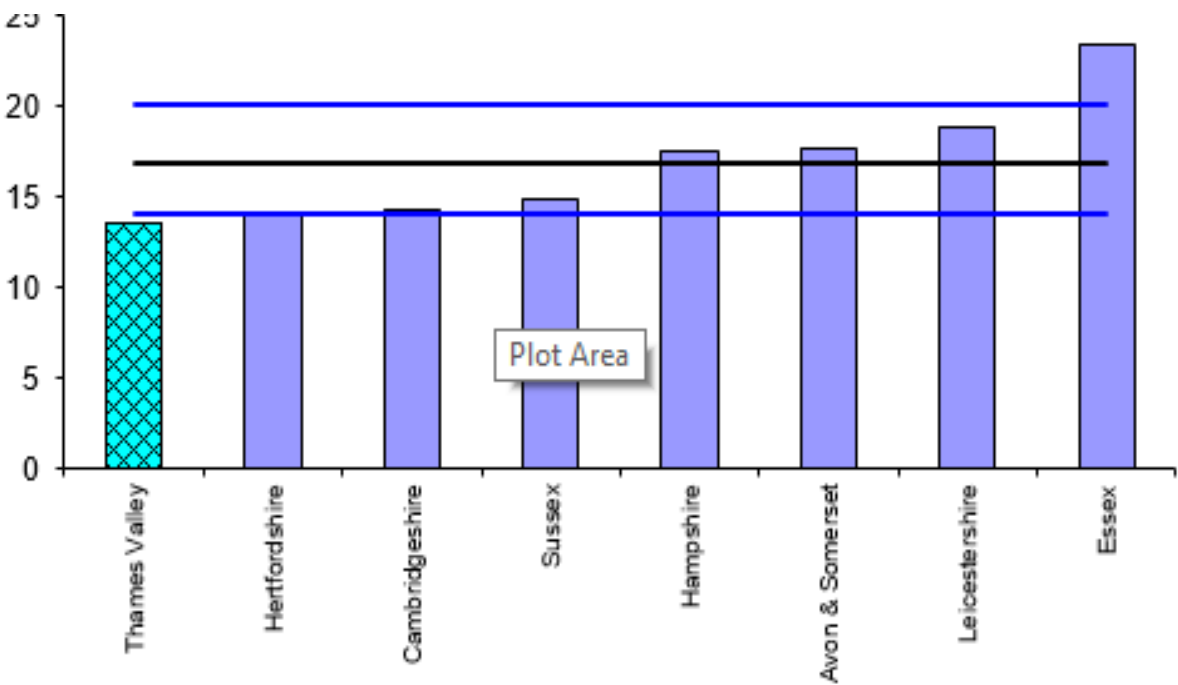
Violence with Injury

- Up 15% in 2018/19; per 1,000 offences = 6.631 (MSG average = 10.757)
- 35% fewer GBH (section 18) offences than the same time last year



Violence without Injury

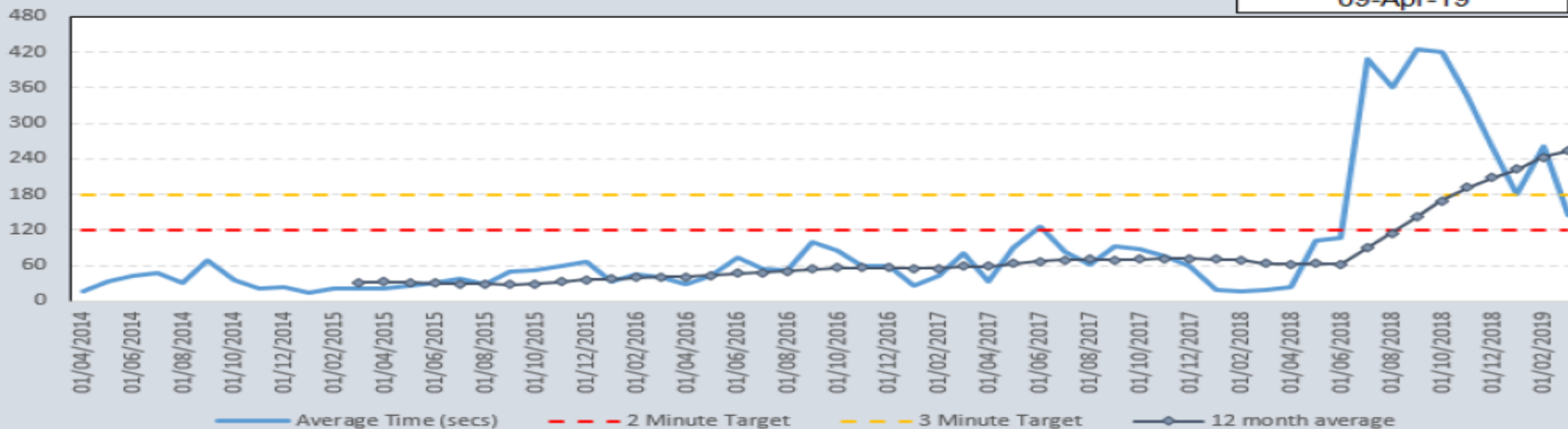
- Significant increases within a wide-range of categories including Harassment, Threats to kill, and Dangerous Dog offences
- Up 45% in 2018/19; per 1,000 offences = 13.566 (MSG average = 16.815)



Average time to answer 101 calls

Last refreshed:

09-Apr-19



- **TVP answered 554,316 '101' calls and 341,233 '999' calls**
 - **13% increase in the volume of 999 calls received;**
 - **16% decrease in the number of 101 calls (signs of improvement in the last few months of 18/19) – average time to answer = 2.5 mins (2020/21 aim of improving this towards 2 mins);**
 - **On-line reporting publicised and continues to increase**



Contacting the Office of the Police & Crime Commissioner

01865 541957

www.thamesvalley-pcc.gov.uk

pcc@thamesvalley.pnn.police.uk

@TV_PCC

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Care | Empower | Recover

Contacting Victims First

0300 1234 148

www.victims-first.org.uk

www.facebook.com/victimsfirstTV



Any questions?

Corporate Performance Report

Quarter 1 2019/20

Clare Priest

Aman Gill

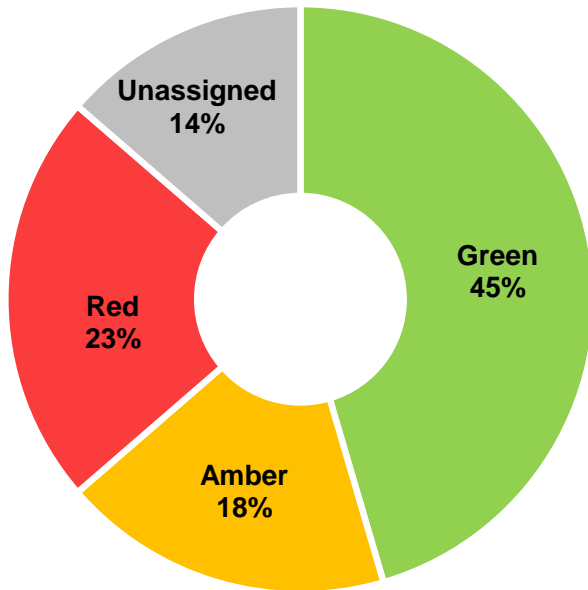
Strategy & Performance

Corporate Performance Report Q1 2019/20

- This presentation sets out the performance for Q1 2019/20 relating to the period 1st April to 30th June 2019.
- Comprises of three sections:
 - High-level performance indicators of the Corporate Balanced Scorecard
 - Summary of Project Portfolio from the Council's Project Management
 - Summary of progress against the Manifesto Commitments

Key Performance Indicators Q1 2019/20

Key Performance Indicators



There are 22 high level performance measures included in the Corporate Balanced Scorecard of which:

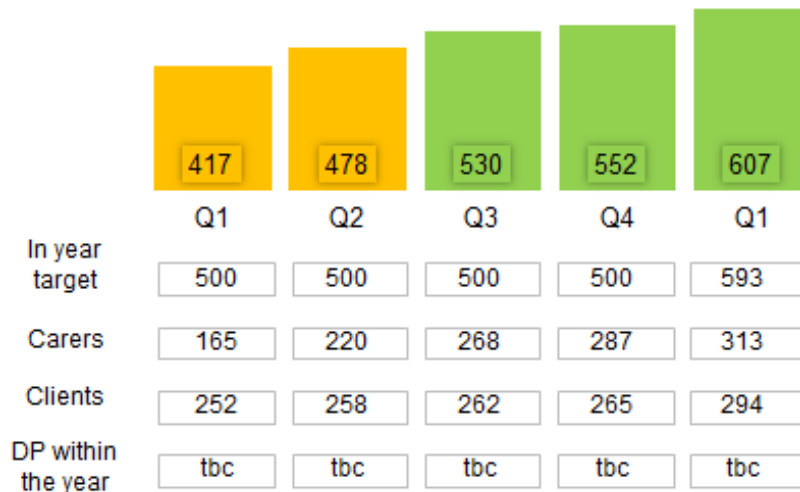
- 10 rated overall as **Green**
- 4 rated overall as **Amber**
- 5 rated overall as **Red**
- 3 currently has no agreed target value

Key areas of performance improvement

1. Number of adults managing their care and support via a direct payment

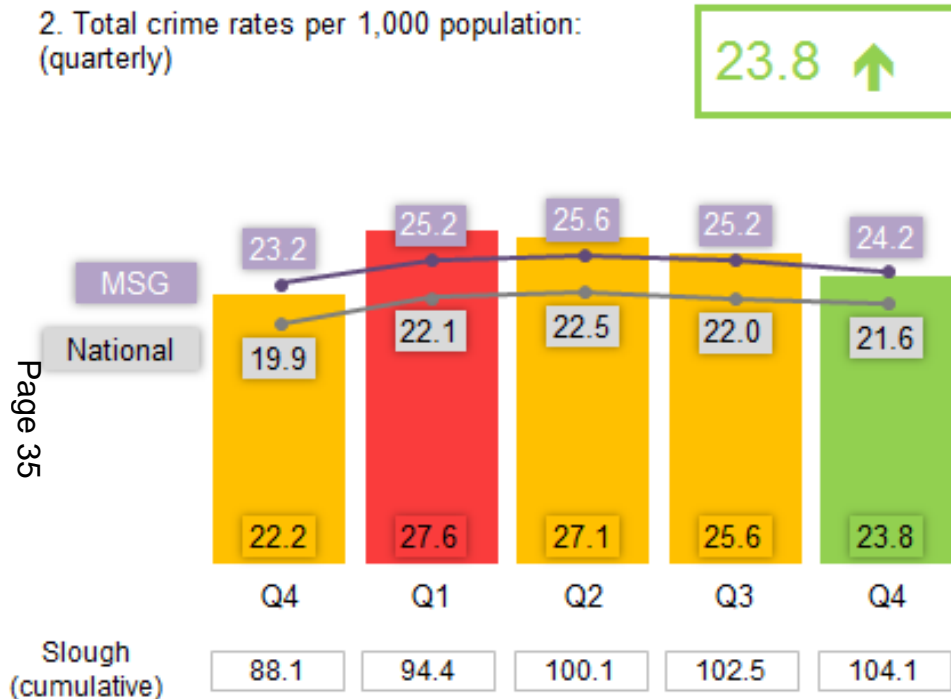
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- Achieved by primarily targeting carers
- Taken steps to make direct payments easier to manage
- All new clients referred offered a direct payment

Key areas of performance improvement



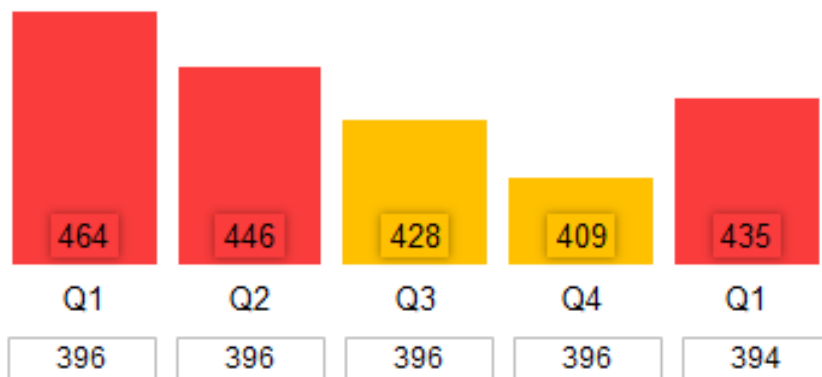
- Reduction in the overall crime rate since Q2
- Below the MSG average of 24.2
- Violence without injury most prevalent offence type

Key areas of noteworthy concern

1. Number of homeless households accommodated by SBC in temporary accommodation

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In year target



- An increase in the number of households in TA
- The number of approaches remains high
- Sourcing new private landlords

Key areas of noteworthy concern

4. Number of empty properties brought back into use

0 ↔

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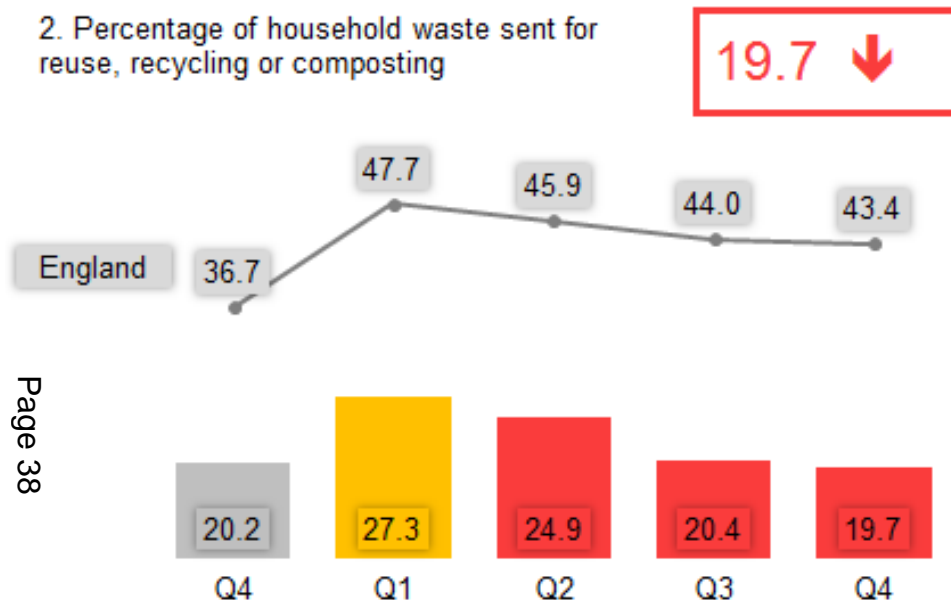
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Q1	Q2	Q3	Q4	Q1

In year target

-	-	-	-	7
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- New measure added this quarter
- Developing processes to assist owners to bring properties back into use
- Aim to bring more than 29 empty properties brought back into use by March 2020

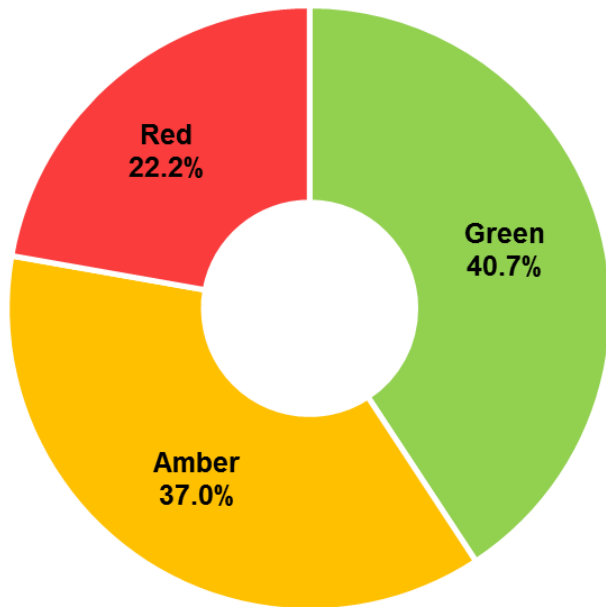
Key areas of noteworthy concern



- New measure added this quarter
- Recycling rates have fallen since Q2
- Residents including items in their red bins which we are unable to recycle
- Launched '**Just 4**' campaign to encourage recycling more of the right things

Project Portfolio Q1 2019/20

Project Portfolio: Overall Status



End of Q1, there were 27 live projects on the project portfolio of which:

- 11 rated overall as **Green**
- 10 rated overall as **Amber**
- 6 rated overall as **Red**

Summary of the Gold projects

Gold Project title	Timeline	Budget	Risks & Issues	Overall Status
Arvato Exit	Green ↔	Amber ↓	Amber ↔	Amber ↔
Building Compliance	Green ↔	Green ↔	Green ↑	Green ↔
Direct Services Organisation Commercialisation	Green ↔	Green ↔	Amber ↔	Green ↔
Grove Academy	Amber ↔	Amber ↑	Amber ↔	Amber ↑
Highways and Transport Programme	Red ↔	Green ↔	Red ↔	Red ↔
Hotel and Residential Development at the Old Library site	Green ↑	Green ↑	Green ↑	Green ↑
Housing Strategy – Homelessness Reduction	Green ↔	Green ↔	Green ↔	Green ↔
Localities Strategy	Green ↔	Green ↔	Amber ↔	Amber ↔
Slough Urban Renewal (SUR) projects	Green	Green	Amber	Amber
Town Enhancement Programme - Clean, Safe, Vibrant	Green ↔	Green ↔	Amber ↔	Green ↔

Project Progress

Town Enhancement Programme – Clean, Safe, Vibrant

- Businesses voted for the development of a Business Improvement District (BID) for Slough
- Celebrating our Town Centre Conference took place on 1st July 2019

Hotel and residential development at Old Library Site

- Contract closed on 5th June for the mixed use development on the former Old Library Site comprising two Marriott International Hotels, 64 apartments and associated retail

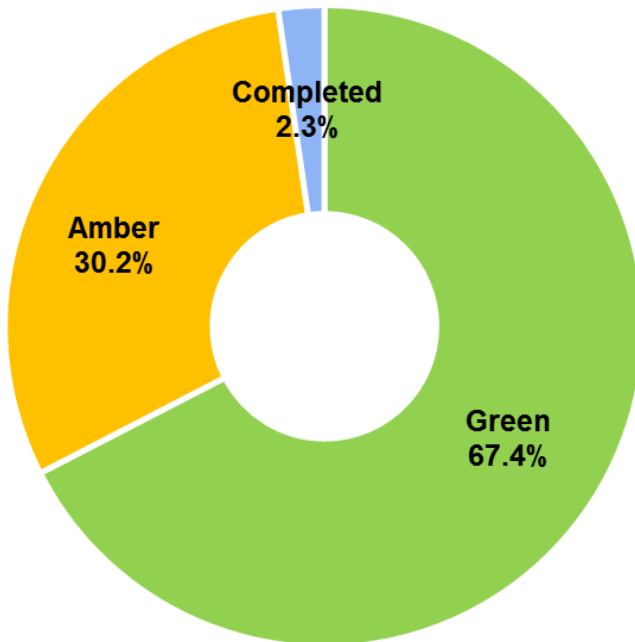
Lessons Learned

In the last quarter, the PMO undertook an End Project Review and recommendations included:

- Establish at business case stage how benefits will be measured and evidenced for both internal & external purposes
- Schedule school building projects in one, rather than multiple phases taking a whole school approach and expand school support spaces and infrastructure to match the new capacity
- A strong working relationship and continuity of project manager contributes to successful project delivery.

Manifesto Commitments Q1 2019/20

Manifesto Pledges: Overall Status



There are 43 new Manifesto pledges across the key areas of which:

- 29 rated overall as **Green**
- 13 rated overall as **Amber**
- None rated overall as **Red**
- 1 reported as **delivered** this quarter

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