



**POLICE & CRIME
COMMISSIONER
for Leicestershire**

Your voice in Leicester,
Leicestershire & Rutland

LORDWILLYBACH

Our ref: OPCC/2/D/2017/1

Date: 2 March 2017

Dear Jre,

Response to Police and Crime Panel's Recommendations on Police and Crime Plan 2017-2021

Thank you for your thorough and constructive response to my draft Police and Crime Plan. I welcome your feedback and have pleasure in responding below.

If I may I will respond to each point in turn:

- *The Panel welcomes the emphasis on Partnership working within the Plan and in particular the additional theme that has been added to the Plan entitled 'Viable Partnerships'.*

Partnership working is crucial to the delivery of my Plan and indeed community safety across Leicester, Leicestershire and Rutland. I am pleased to note the Panel's appreciation of the significance of 'Viable Partnerships'.

- *With regard to 'Value for Money' the PCC appears to be devolving more responsibility to partner agencies through existing structures whilst in contrast 1.2% of the police budget is being spent on the OPCC. The Panel would seek reassurance that this balance is correct.*

We discussed this point in some depth at the panel meeting. Every year the HMIC issue Value for Money indicators which I will review in detail. I will also report annually to the Police and Crime Panel regarding the cost of my office. I'm pleased to confirm that currently, staffing and office costs of Leicestershire OPCC are much less than the national average, with more being allocated to both Commissioning and the Force. Naturally I will continue to keep the costs of the office under review. This will include a review of the allocations between the Force, the OPCC and Commissioning, the findings of which I will also report to the Panel.

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- *The Panel notes with regard to the telephone and web based surveys which were carried out in connection with the Police and Crime Plan that there was an underrepresentation of respondents from certain demographics. This is disappointing and the Panel would welcome the PCC's thoughts on how this could be improved in future.*

The survey generated more responses than any previous survey conducted by the OPCC and I am pleased to be able to reassure you that the sample contained sufficient responses from persons of every demographic to enable me to conclude that there were no significant differences in opinion between people of different demographics. That said, every effort will be made in future surveys, if and when these are undertaken, to encourage people from all demographics to respond. This may include for example focus groups, or work with the BME Independent Advisory Group to benefit from members' advice.

- *The Panel welcomes the intention in the Plan to increase the number of those from black and minority ethnic backgrounds in the Force. The Panel would welcome further details on how this will be achieved.*

I believe it is tremendously important that the workforce is representative of the community it is here to serve. However, I also have to be realistic. The years of austerity have inevitably had an impact on the Force's ability to undertake recruitment, which in turn has had an impact on the diversity of the workforce. I am pleased to see that recruitment is now underway again, giving us the opportunity to boost the number of our workforce from black and minority ethnic backgrounds.

Members will recall that an Action Plan has been developed to further support the work to increase diversity and the drive for a wholly representative workforce. The outcomes from this Action Plan will be shared with the Panel through the normal reporting mechanisms.

- *It is noted that there is no reference in the aims of the Plan to improving public confidence in the Police. This could be a stronger theme as public confidence in the Police can be enhanced by increased visibility, ease of access to Police services, or providing a sufficiently robust response to specific crime or problems in a specific locality. There is also no reference in the Plan to monitoring victim satisfaction and the Panel would ask that the PCC gives consideration to this.*

Improving public confidence is an integral component of the Plan's successful delivery. With that in mind, I have modified my Foreword slightly in response to your point.

Turning to victim satisfaction, you will recall that I have made my decision to commence a review of victims' services very clear. An absolutely critical element of this review will be feedback from those who have had cause to use the support currently available. These views will help to shape the development of a Victims' Strategy which will incorporate the monitoring of victim satisfaction. For total clarity, this has now been highlighted in the plan. **Please see Para 40.**



- *The Panel welcomes the PCC's aim to broaden the scope of the 101 telephone service so that it can deal with issues wider than merely reporting crime. The 101 service is as much a part of visible policing as is officers on the street. However, it is noted that the effectiveness of the 101 service is dependent on the number and quality of staff in the control room and the Panel would be interested to hear the PCC's comments on how he intends to achieve the required improvements.*

At our meeting in December 2016 you will recall that I agreed to submit a report to the Panel on the 101 service. This is minuted at **Para 44**, item ix of the minutes for that meeting. This report will cover sustaining levels of service, managing demand and exploring ways in which the service delivery can be enhanced for the user. I do not believe that this needs to be noted within the Plan.

- *It is noted that at point 24 the Plan refers to diversity and the Panel suggests that that the threat vulnerable people can face from radicalisation could be included at this point in the Plan. It is notable that the threat of radicalisation of young people can frequently be linked to safeguarding issues, for example the threat can be linked to the young or vulnerable persons being exploited. Even if 'Prevent' as a strategy is not mentioned in the Plan, it is significant that the exploitation linked to many of those "at risk" is becoming a priority for partner agencies.*

Reference to the Prevent Strategy can be found at **para 57** under the Vulnerability section of the Plan.

- *The Panel would ask that the PCC give consideration to making the tackling of cyber-crime a priority in the Plan. Whilst the Panel recognises that more needs to be done nationally to tackle this issue, it is felt that there is a role to be played locally in tackling cyber-crime, particularly with regard to raising awareness of the potential hazards of going online and of relevant services such as Action Fraud, the national Fraud and Cyber Crime Reporting Centre.*

I have considered this point carefully. Cyber-crime is certainly one of the biggest challenges facing criminal justice agencies today. In response to your comments I have revised the Plan slightly in this regard. Please see **Para 32**.

- *It is noted that the PCC intends to adopt a zero tolerance approach to the supply of Class A drugs and it is questioned whether in conjunction with this the PCC intends to adopt a zero tolerance approach to firearms.*

I have considered this point at some length. While I believe that there is a zero-tolerance approach to any form of criminality involving firearms, I do not feel that at the current time I need to highlight this within my Plan. Of course, should the situation change I will indeed reflect this when I come to refresh the Plan in the future.



- *It is noted that the 18 to 24 year age group have not been singled out as a priority in the draft Plan. This age group are more at risk of becoming first time entrants into the criminal justice system and are at risk of receiving less support from a modernised probation service under the new arrangements, and of receiving age appropriate sanctions from the courts. Therefore the Panel would suggest that the PCC includes a form of words in the Plan to highlight that this age group will receive attention. The Panel would also ask the PCC to give consideration to making more explicit reference to elderly people in the Plan as part of the 'Vulnerability' section.*

I read this point with interest. I believe that **Para 23** covers the focus I have placed upon working with Young People in sufficient detail. At the current time I am reluctant to place more emphasis on this age group until I can gauge the success of these initiatives. Of course, this can be addressed if necessary when the Plan is refreshed.

Turning to your comment on vulnerability, I feel that the word is an emotive adjective and am reluctant to categorise all elderly people as vulnerable. However, I do accept that some elderly people are more at risk from crime and antisocial behaviour than others. Furthermore, on reflection I feel that it should be made clear that all people in rural communities should be feel safe, not purely the elderly. I have therefore modified the Plan slightly to reflect your comments, please see **Para 46(e) and 52**.

- *It is noted that section 54 of the draft Plan is entitled 'Mental Health and Learning Disabilities' however it is the view of the Panel that learning disabilities should not be linked together with Mental Health in the Plan as they are different issues and not necessarily related. It is also noted that the section on Mental Health refers to suicide but suicide does not appear elsewhere in the document. It is suggested that cases of suicide are not always related to mental health issues but could be as a result of a crime that had been committed, therefore consideration could be given as to whether the issue of suicide merits a standalone section of the Plan. It is suggested that the Plan could contain more on the role of the community in tackling mental health issues and that the Police could play a role in facilitating training in this area.*

I concur with the view that Learning Disability and Mental Health are different issues and have amended **Para 54** to reflect that. I have also included a separate point addressing the need to reduce suicide, with our partners - please see **Para 54, section F**.

- *The wording of paragraph 47.a needs to be clarified to make it clear that the new service provider for LLR is to tackle the problems of drugs and alcohol.*

A typographical error, it has now been addressed.

- *Clarification needs to be given in the Plan that the figure of 13,250 referrals given at point 49.b of the Plan relates to the number of occasions when police officers or staff attended a property and had concerns about children. Therefore there could be multiple referrals for each visit.*



I can confirm that the Leicester Police Child Abuse Investigation Unit identified incidents of child vulnerability, making referrals to multi agency partners to share concerns about children, on over 13,000 occasions last year. This figure relates to the amount of referrals made and not the amount of visits conducted by police officers or staff. **Para 49b** has been amended to reflect this.

- *The Panel has reservations on how the performance of the PCC can be judged at the end of his 4 year term of office when no specific targets have been included in the Plan. The Panel asks the PCC to consider whether there are other ways to judge his performance such as crime figures or public satisfaction surveys. Alternatively if the PCC does not wish to set numerical targets then he could write a brief statement against which he could be scrutinised.*

There is a statutory requirement on me to produce an Annual Report which will give a clear indication of progress towards delivery of the aims set out in the plan. The Annual Report will describe quantitative goals where appropriate, supported by qualitative measures for scrutiny by the panel.

The Annual Report will set out the aims described in plan, activity undertaken in support of that aim during the reporting period, and achievements accomplished. In addition, naturally the Panel will receive regular performance reports throughout the year as part of its ongoing scrutiny process.

I should also point out that the Plan will be subject to periodic review and refreshment. This permits an agile response to changing circumstances including national policing requirements, local crime trends and the views of the Panel itself. A section to this effect has been inserted into the Plan, please see **Para 71**.

I trust these responses provide the reassurance and clarity that you seek. I thank you for your help, constructive challenge and support in the development of my Plan and look forward to working with you throughout its lifespan.

*Yours truly,
Willys.*

Lord Willy Bach
Police and Crime Commissioner

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