

**NORTH HERTFORDSHIRE DISTRICT COUNCIL**



**NOTICE IS HEREBY GIVEN OF A  
MEETING OF THE HERTFORDSHIRE POLICE AND CRIME  
PANEL**

to be held as a

**VIRTUAL MEETING HOSTED BY  
BROXBOURNE BOROUGH COUNCIL**

On

**THURSDAY, 23RD JULY, 2020 AT 7.00 PM**

**\*\*MEMBERS PLEASE ENSURE THAT YOU DOWNLOAD ALL AGENDAS AND REPORTS VIA THE MOD.GOV APPLICATION ON YOUR TABLET BEFORE ATTENDING THE MEETING\*\***

## **Agenda**

### **Part I**

<b>Item</b>		<b>Page</b>
<b>1.</b>	<b>APPOINTMENT OF CHAIR AND VICE CHAIR FOR 2020/21</b>	
<b>2.</b>	<b>INTRODUCTION, APOLOGIES AND WELCOME BY CHAIR</b>	
<b>3.</b>	<b>AGREE CONTINUED APPOINTMENT OF INDEPENDENT MEMBERS</b>	
<b>4.</b>	<b>MINUTES OF THE MEETINGS OF 6 FEBRUARY 2020</b> if members of the public have any comments on the draft minutes, please email <a href="mailto:pcp@broxbourne.gov.uk">pcp@broxbourne.gov.uk</a>	(Pages 5 - 8)
<b>5.</b>	<b>MATTERS ARISING FROM MINUTES</b>	
<b>6.</b>	<b>PUBLIC QUESTIONS TO THE POLICE AND CRIME COMMISSIONER</b> Questions are to be sent to <a href="mailto:pcp@broxbourne.gov.uk">pcp@broxbourne.gov.uk</a> by 16th July 20, seven days in advance of the meeting to allow for a quicker and more complete response. (20 minutes are permitted)	(Pages 9 - 12)
	The Panel is aware the Commissioner's office received a Freedom of Information request asking for:-  "Full details with results of any scrutiny undertaken to date by the Commissioner's office of any potential racial bias in the issuing of FPNs by Herts Constabulary in enforcement of covid lockdown measures".  The response provided to this FOI is attached.  The Panel asks the PCC on behalf of this resident:-  Why isn't the PCC scrutinising potential racial bias in the issuing of FPNs by Herts Constabulary in the enforcement of the Covid 19 lockdown? And shouldn't the PCC be carrying out this scrutiny?"	
<b>7.</b>	<b>QUESTIONS TO THE PANEL AND PETITIONS FROM THE PUBLIC</b> Questions are to be sent to <a href="mailto:pcp@broxbourne.gov.uk">pcp@broxbourne.gov.uk</a> by 16th July 20, seven days in advance of the meeting to allow for a quicker and more complete response. (20 minutes are permitted)	
<b>8.</b>	<b>POLICE AND CRIME COMMISSIONER'S ANNUAL REPORT</b>	(Pages 13 - 36)
<b>9.</b>	<b>INDEPENDENT CUSTODY VISITORS ANNUAL REPORT</b>	(Pages 37 - 52)

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|------------|---|--------------------|
| <b>10.</b> | <b>STOP AND SEARCH SCRUTINY PANEL ANNUAL REPORT</b>                               | (Pages<br>53 - 70) |
| <b>11.</b> | <b>INDEPENDENT DOG WELFARE ANNUAL REPORT</b>                                      | (Pages<br>71 - 78) |
| <b>12.</b> | <b>REPORT FROM COMMISSIONER ON ISSUES ARISING FROM COVID 19</b>                   |                    |
| <b>13.</b> | <b>REPORT ON FINANCIAL PERFORMANCE</b>  | (Pages<br>79 - 82) |
| <b>14.</b> | <b>NOTIFICATION OF CHIEF CONSTABLE'S CONTRACT EXTENSION</b>                       |                    |
| <b>15.</b> | <b>ANY OTHER BUSINESS</b>   |                    |
| <b>16.</b> | <b>DATE OF NEXT MEETING 12 NOVEMBER 2020</b><br>Venue: To be confirmed or virtual |                    |

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# MEETING OF THE HERTFORD SHIRE POLICE

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## MINUTES

**(Please note the minutes are a brief summary of the discussion and are not intended to be verbatim)**

**Members Present:** Cllr I Imarni (Vice Chair in the Chair), Dacorum Borough Council  
Mr C Cowdrey, Independent Member  
Dr M Ramsay, Independent Member  
Cllr C Woodward, Hertfordshire County Council  
Cllr G Saffery, Watford Borough Council  
Cllr S Hodgson, St Albans City and District Council  
Cllr P Choudhury, Hertsmere Borough Council

**Also Present:** Mr David Lloyd, Police and Crime Commissioner  
Mr David Gibson, Deputy Police and Crime Commissioner  
Mr Chris Brace, Chief Executive, PCC  
Dr Amie Birkhamshaw, Director of Strategy, PCC  
Mr Stephen Billington, Acting Clerk to the Police and Crime Panel

### 1 WELCOME AND APOLOGIES

Apologies received from Councillor S Monaghan (Chairman), Councillor A Curtis, Councillor A Scarth and Mr I Laidlaw-Dickson.

### 2 MINUTES OF THE MEETING OF 19 SEPTEMBER 2019

Agreed.

### 3 MATTERS ARISING

There were no matters arising from the minutes.

#### **4 PUBLIC QUESTIONS TO THE POLICE AND CRIME COMMISSIONER**

The following public question received from Ms S Brady was put to the Commissioner:

- (1) Why is it that the police budget cannot be maintained for the coming year?
- (2) What difference have the additional police officers recruited in 2019 made to the service?
- (3) Have the additional police officers been a deterrent to crime i.e. has the crime rate increased, stayed the same or decreased since their recruitment in 2019 as there must be more presence on the streets?
- (4) Have the figures for solving crime (rather than deterrent) improved since these additional police officers were recruited in 2019?

The Commissioner replied as follows:

- (1) The precept is set to reflect the requirements for each year and the proposed increase is to support central Government's plans for policing and the views of the public. Whilst more police officers are to be funded via the Government, they require infrastructure such as IT support, uniforms, accommodation, etc., which results in additional accompanying costs.
- (2) It is too early to tell as many of the officers are still undergoing training, but feedback from neighbourhood chief inspectors is that districts have far more resilience as a result of the additional recruitment.
- (3) There is positive news on the County crime rate and the provision of more police officers is a factor that would affect this position, but it is not possible to make a direct comparison although crime levels have reduced.
- (4) Similar to the answer provided at (2) above, it is too early to directly link outcomes to additional police officers and Home Office recording requirements also do not make this comparison.

#### **5 QUESTIONS TO THE PANEL AND PETITIONS FROM THE PUBLIC**

None

#### **6 PROPOSED POLICE AND CRIME COMMISSIONER'S PRECEPT 2020/21**

The Police and Crime Commissioner (PCC) presented his precept report for 2020/21 for the setting of the police budget for the year ahead. He referred to his open letter on the precept and the circulated report on the precept consultation and commented on the plans and proposal for 2020/21 resulting in a precept of £198 for a Band D property.

The Panel members considered the precept proposals and posed a series of questions to the Commissioner including the following:

Panel: Are there any specific risks to the current 2019/20 budget that may require the use of reserves?

PCC: Expenditure is broadly in line with the budget and there were no expected risks to necessitate utilising reserves in the current year.

Panel: What is the intention for utilising the additional 300 police officers? Would it be business as usual or redirecting resources into new areas of criminality such as cyber crime, for example?

PCC: The additional officers being provided had only been recently notified to PCCs and the 2020/21 precept sets out the direction of travel. Over the next twelve months the strategic use of the additional resources would be considered, also perhaps by a new Police and Crime Commissioner following the elections in May. Work would continue in partnership with other agencies and ideas for the deployment of the new policing resources would always be welcome.

Panel: As gas and electricity costs in 2020/21 are shown to be increasing, is sufficient consideration being given to the climate emergency?

PCC: The increase in cost is not due to usage, and energy consumption is being considered for example during the development of plans for the new police headquarters, for example. Consideration was also being given to greener vehicles and the sharing of offices with other local government agencies to maximise the use of space and spread energy costs.

Panel: Is the £400,000 for additional investment in file quality sufficient or is more needed?

PCC: This additional funding is for quality control and is considered sufficient to provide for the more expeditious referral of decisions to Court.

Panel: What are the issues, and are there any concerns, regarding officer retention?

PCC: It is acknowledged that there are pressures on constabulary areas adjoining London, but this can work both ways with the potential of more varied policing roles in Hertfordshire with it being a smaller force when compared to the Metropolitan Police. Also, pay rates were set nationally and, therefore, were not able to be influenced by Commissioners.

Panel: The budget for the Office of the Police and Crime Commissioner appeared less detailed than usual. What are the expectations for 2020/21?

PCC: Comments on the budget for the Office are given in the report. The percentage increase attributable to pay was due to a larger establishment as responsibility had been assumed for the complaints regime which was now entitled the 'Complaint Resolution Team' requiring an increase of three full time equivalent staff and the cost of the Criminal Justice Board was now met by the PCC office budget.

Panel: Are there any concerns over the closure of police front desks with regard to public service?

PCC: The need to operate front desk enquiry offices is reducing and was expected to continue as there were now alternative means of contacting the police and many services were now available online.

Panel: The cost of the national police air service appeared to be increasing. What is the reason for this?

PCC: This service charges retrospectively and the cost reflects the percentage of the total usage by the county force and the large core/base costs and, therefore, costs do vary annually.

Following scrutiny and questioning of the Commissioner and the precept proposals, it was recorded that the advice of the Panel members present was to agree the precept.

## **7 ANY OTHER BUSINESS**

None

## **8 DATE OF NEXT MEETING**

**The date of the next meeting and the future meeting programme would be agreed by the Chairman in consultation with the Panel Clerk.**

# Agenda Item 6



8<sup>th</sup> June 2020

Via email only to: [REDACTED]

Dear [REDACTED]

I write in reply to your request for information under the Freedom of Information Act 2000, our reference number [REDACTED]

Please be advised that the Police and Crime Commissioner's office is not currently undertaking any scrutiny of potential racial bias in the issuing of FPNs by Herts Constabulary in the enforcement of COVID-19 lockdown measures as requested in your email. There are therefore no details available to send to you.

If you disagree with the decision in respect of your freedom of information request or are otherwise unhappy with how the OPCC has dealt with your enquiry in the first instance you may request a review by [REDACTED] at the office address at the foot of this response or by email at [REDACTED]. If you would like to request an internal review, please reply within 2 months of the date above.

Should you remain dissatisfied with the outcome you have a right of appeal under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

[REDACTED]

[REDACTED]  
On Behalf of the Police and Crime Commissioner  
15 Vaughan Road, Harpenden, Hertfordshire, AL5 4GZ

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## Question from the Police and Crime Panel, 23 July 2020

The Panel asks the PCC on behalf of this resident: **“Why isn’t the PCC scrutinising potential racial bias in the issuing of FPNs by Herts Constabulary in the enforcement of the Covid 19 lockdown? And shouldn’t the PCC be carrying out this scrutiny?”**

### Response

On 21 May the OPCC staff representative on Hertfordshire Constabulary’s Coercive Powers Board received an invitation to attend an ‘Extraordinary’ Coercive Powers Board<sup>1</sup> meeting on 12 June to discuss in detail the figures that had been released from the live ACRO Criminal Records Bureau database on the number of Fixed Penalty Notices (FPNs) issued across the country since 23 March 2020 broken down by force area and by self-defined ethnicity<sup>2</sup>.

In advance of the Coercive Powers Board, Hertfordshire Constabulary shared with the OPCC the detailed breakdown of the FPN figures for the first 9 weeks of Covid-19 lockdown broken down by self-defined ethnicity. These figures were then discussed internally between the Police and Crime Commissioner and the Executive Management Team ahead of the Coercive Powers Board meeting. On initial scrutiny of the data, the OPCC were not concerned that there was disproportionality in the ACRO figures against BAME individuals, but recognised that there represented a number of records in the ‘not recorded/not-stated’ pile.

Following this review, the OPCC requested further information from Hertfordshire Constabulary on those FPNs where the ethnicity was ‘not recorded/ not stated’. This also coincided with the findings from the Extraordinary Coercive Powers Board which sought to address the data quality concerns and gaps with a view to further analysis.

As of 30 June 2020, ACRO figures showed that Hertfordshire Constabulary had issued 317 FPNs. When broken down by ‘self-defined’ ethnicity there were 87 FPNs that did not have an ethnicity recorded or stated. However, when cross checking these against ‘officer defined’ ethnicity, this reduced the number to 21 ‘not recorded or stated’. Overall, the 317 FPNs issued when combining ‘self-defined’ and ‘officer-defined’ ethnicity are broken down as follows:

- **21** not recorded / not stated
- **220** White
- **27** Asian
- **40** Black
- **5** mixed
- **4** other

The Extraordinary Coercive Powers Board is meeting regularly to track and scrutinise the volume of FPNs being issued and the ethnicity of those being issued. The next meeting is scheduled for Monday 20 July of which the OPCC is invited and is able to ask questions and scrutinise the data on behalf of the Commissioner. When the OPCC received the Freedom of Information request on 3 June, the Coercive Powers Board had not formally met and the OPCC was awaiting the data to be released to Hertfordshire Constabulary from ACRO.

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<sup>1</sup> Membership of the Coercive Powers Board includes: Superintendent and Policy Lead for Best Use of Stop and Search, Superintendent for Local Policing Command, Head of Custody, Chief of Staff, Head of Performance, Director of Strategy, OPCC and Independent Chair of the Stop and Search Panel.

<sup>2</sup> ACRO – Criminal Records Bureau use self-defined ethnicity alone.

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# ANNUAL REPORT

2019/2020

## STAY IN TOUCH

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15 Vaughan Road  
Harpenden  
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- Facebook hertspcc





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# 1

## Foreword by David Lloyd



This Annual Report was prepared during the worldwide Covid-19 pandemic. While the longer-term impact of the pandemic on the reporting of crime is not yet clear, and will not be realised for some time as we move into the recovery phase, there have been changes to both the nature and volume of crime. The report highlights the key progress and achievements from 1 April 2019 to 31 March 2020 which includes the early part of the UK's response to the Coronavirus pandemic. For a full account of activity against my Community Safety and Criminal Justice Plan 2019 -2024 (CSCJ Plan), please read my Annual Delivery Plan: <https://www.hertscommissioner.org/police-and-crime-plan-herts-pcc><sup>1</sup>.

Last year showed a very positive picture for the performance of Hertfordshire Constabulary with crime down by 1.8 per cent and a criminal justice outcome rate of 13.4 per cent. As a county, Hertfordshire continues to be very safe with the second lowest level of crime within its Most Similar Group (MSG) of forces and fourth in its MSG for criminal justice outcomes.

<sup>1</sup> Hertfordshire Constabulary's MSG is identified by the Home Office and comprises Avon and Somerset, Hampshire, Leicestershire, Staffordshire, Surrey, Sussex and Thames Valley. The figures cover the period 12 months to 31 March 2020.

I am pleased that victims now have the confidence to come forward to report crime and get the support they need.

Under-reported crime means that victims are not getting justice and perpetrators are free to harm others. During 2019/20, reported domestic abuse increased by 11.2 per cent (12,259 crimes), sexual offences by 0.7 per cent (2,209 crimes) and other crimes involving vulnerable victims including stalking and harassment also increased.

Policing is not just about numbers though and I was pleased that our policing inspectorate, Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) judged Hertfordshire to be 'good' across each of the areas of Police Effectiveness, Efficiency and Legitimacy (PEEL) in keeping people safe and reducing crime.

During 2019/20 Hertfordshire was experiencing locally some of the national challenges seen around modern slavery, county lines and serious and organised crime. During the budget setting, the public overwhelmingly told me that they are prepared to pay more to meet these operational demands through an increase in officer numbers. As a result of the £24 increase on the average (Band D) property, I was able to ask the force to support recruitment of 75 more police officers, setting the establishment figure over 2,000 for the first time since 2011. With the additional officers through this year's national uplift programme, the Constabulary now has 2,123 officers<sup>2</sup>.

Over the last year I have continued to support the Chief Constable to move towards a 'Prevention First' approach, making substantial investments in early intervention measures to work with those young people at risk of violence and exploitation and have funded a dedicated Modern Slavery Coordinator to develop awareness packages to help local organisations identify victims and perpetrators, and tackle exploitation in supply chains.

<sup>2</sup> Figure as of 31 March 2020 based on headcount.

I have also been at the forefront of driving better services for victims by piloting a new safeguarding Hub in the force's Domestic Abuse and Safeguarding Unit (DAISU), introducing a specialist ASB Caseworker and, following a trial, formalising a local and innovative response to victims of fraud in Beacon, our Victim Care Centre.

As Chair of the Hertfordshire Criminal Justice Board I have been calling for reform of the criminal justice system, recognising that currently it serves neither the accused /defendant, nor complainant /victim well characterised by low rates of guilty pleas at first hearing, over-listings, a backlog of cases and high rates of victims and witness attrition.

In a civilised society both parties require our full support through the system, and beyond. That is why I commissioned a review of file quality in 2019 to examine how we can reduce the number of prosecutions that cannot be progressed due to inadequate file preparation. It is also why I awarded funding from my [Criminal Justice Innovation Fund](#) to develop innovative solutions including one that sends a text message to the accused/defendant of the date of first hearings at court, so that we can reduce the number of defendants who fail to appear and improve the effective trial rate.

I am pleased that work has progressed at pace this year to achieve the benefits of closer integration and collaboration between our emergency services following the signing of the Memorandum of Understanding (MoU) in January 2019 with Hertfordshire Fire and Rescue Service. As a result, we now have protocols in place for missing people and a new state of the art drone to enhance capability. Looking ahead, the ambulance service is now engaged in our Collaboration Board and we will take advantage of enhanced collaborative opportunities including co-location and a joint training base.

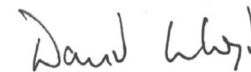
A key responsibility of a PCC is to listen to public concerns and articulate these to the Chief Constable to help guide police priorities, especially regarding local policing. I hear from, and speak to, thousands of people across the county every year, collating feedback and

ideas, and making sure that individuals feel their voices are heard. My community connection stands across the county have provided invaluable touchpoints with the public to test ideas and seek views, including those on my draft refreshed [Community Safety and Criminal Justice Plan \(2019- 2024\)](#) that I published in September 2019.

Local communities often have the best ideas for preventing crime which is why I am still committed to making funds available from my [Action Fund](#) and [Road Safety Fund](#). In 2019/20, 24 projects have benefitted from the Action Fund in the last year alone amounting to £114,250 and 9 projects benefitted from the Road Safety Fund totalling £122,250 during 2019/20.

None of the programmes, initiatives and results described in this report could have been achieved without the dedication and professionalism of my staff, countless police officers and police staff at all ranks and grades, or without the enthusiasm and perseverance of our partners and volunteers. It really is 'Everybody's Business' to continue keeping Hertfordshire the safe county it is to live and work.

I look forward to continuing the conversation with you on how we can all work together to build on the successes over the next year to keep us all safer in Hertfordshire.



**David Lloyd**

Hertfordshire Police and Crime Commissioner

# 2

A YEAR IN  
FOCUS:

PROGRESS  
MADE  
AGAINST THE  
COMMUNITY  
SAFETY AND  
CRIMINAL  
JUSTICE PLAN  
PRIORITIES

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# 2a

A YEAR IN  
FOCUS:

BUILDING ON  
SUCCESS

- Protect local policing and ensure services are visible and accessible
- Intervene early to prevent crime and safeguard vulnerable people
- Provide specialist capabilities to support National Strategic Policing requirements
- Work collaboratively to dismantle and disrupt criminal activity and reduce the impact of drugs and alcohol





**MAINTAINING THE LOCAL POLICING MODEL**  
*(Priorities 1 & 2)*

In 2019/20 the Police and Crime Commissioner continued to strengthen Hertfordshire's well regarded and publicly supported local policing model using extra money raised from the policing element of the council tax rise to recruit an extra 75 police officers, setting the police officer establishment figure over 2,000 for the first time since 2011.

The additional officers have supported the proactive work in neighbourhoods that the public tell the Police and Crime Commissioner they want to see including the specialist units such as the Scorpion Team to tackle threats from serious violence, county lines and travelling criminality.

In September 2019, the Police and Crime Commissioner heard the good news that there would be a further 20,000 new

officers recruited to policing in England and Wales as part of the Police Uplift Programme, setting Hertfordshire a target of 2,108 police officers for the year. By the end of 2023 there will be 305 more police officers in Hertfordshire which represents an 18.1 per cent increase on the 2018/19 levels.



**PCC WELCOMES  
MORE POLICE  
OFFICERS**

Work has also progressed at pace to deliver on the Police and Crime Commissioner's Plan commitment to redevelop and modernise police stations to improve public accessibility including better utilising police stations and enhancing the appointment-based system.

**EARLY INTERVENTION AND PREVENTION PROGRAMMES  
TO TACKLE SERIOUS VIOLENCE** *(Priority 6)*

Following the successful pilot tackling youth crime, the Police and Crime Commissioner awarded £140,000 from his Community Safety Fund to recruit four additional SOS St Giles' Trust youth project workers to be based within the districts to focus on early intervention and targeted help for young people at risk of serious violence and criminal exploitation. These posts have been critical in

supporting a countywide whole systems approach to reducing violent crime and the delivery of a three year strategy. Specifically, the focus on early intervention provides an opportunity to eradicate the exploitation of 'foot soldiers' in serious and organised gangs and establish an environment in Hertfordshire that is resilient and hostile to county lines and organised crime.

**TACKLING MODERN DAY SLAVERY AND HUMAN  
TRAFFICKING** *(Priorities 8 & 9)*

In support of this focus on exploitation, and recognition of the successful work being delivered through the Modern Slavery Partnership Board, the Police and Crime Commissioner committed to another year of part-funding with the Shiva Foundation for the dedicated Modern-Day Slavery Partnership Coordinator post. This post has helped to drive forward the countywide strategy to: build capacity within local organisations to increase identification and reporting of victims; tackle exploitation in supply chains; and identify potential perpetrators.

## NEW COUNTYWIDE FRAUD STRATEGY

2019 saw the Police and Crime Commissioner's office come together with range of statutory, community and voluntary partners to publish a 3-year countywide Fraud Strategy. Building on the success of the work with businesses since 2017, the strategy takes a whole systems approach to fraud, focusing on fraud committed against residents of Hertfordshire around three priority areas: Prevent, Protect and Pursue. The strategy recognises that fraud is visible across all sections of society and requires a wide-ranging approach in order to reach the groups that are affected by it, and to engage and tackle those who perpetrate it. Work will progress over the coming years to deliver on the SMART<sup>1</sup> objectives against the three priority areas.

**RATED 'GOOD'  
BY HMICFRS**



<sup>1</sup>SMART stands for Specific, Measurable, Achievable, Relevant and Time bound.

## IMPROVING POLICE EFFICIENCY, EFFECTIVENESS AND LEGITIMACY



The Police and Crime Commissioner continued to hold Hertfordshire Constabulary to account for Police Effectiveness, Efficiency and Legitimacy (PEEL) to improve the service provided to residents in Hertfordshire.

Hertfordshire was praised by the policing inspectorate, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), for having an efficient, effective and legitimate force, rating it 'good' and acknowledging its greater level of spend on frontline operational policing in its value for money profiles relative to other forces of its size.

HMICFRS' value for money dashboard showed that, when comparing nationally, Hertfordshire has low levels of crime, an emphasis on local

policing and lower costs of support, reflecting the relatively high level of collaboration Hertfordshire takes part in.

In line with statutory obligations, the Police and Crime Commissioner has responded to each of the inspection report's recommendations and these have been published on the website, sent to the Home Secretary and Police and Crime Panel. The reports can be viewed here: <https://www.hertscommissioner.org/holding-police-to-account-herts-pcc>

## PERFORMANCE AND ACCOUNTABILITY MEETINGS

The Police and Crime Commissioner continued to use the monthly formal meetings and Strategic Executive Board meetings, together with the Quarterly Performance Meetings, to hold the Chief Constable to account for the performance of Hertfordshire Constabulary. These meetings continue to provide transparency over a broad range of police functions and decisions.

In 2019/20, challenges in those meetings included delivery of the CSCJ Plan priorities, complaints handling, provision of victims' services, HMICFRS inspection recommendations, Proceeds of Crime Act income, the use of body-worn video, officers giving evidence in court over Live Link, serious violence, crime recording, performance of the Children and Young People Team, police officer recruitment, the Policing Education Qualifications Framework, police station visibility, performance of the Force Control Room, fire collaboration, estates strategy and redevelopment requirements, the special constabulary, health and safety, forensic provision, and the response to Covid-19.

On a monthly basis the Police and Crime Commissioner undertakes dip sampling of files that have been finalised by the Professional Standards Department (PSD), who are responsible for the management of complaints, conduct and discipline matters for the Force.

The Police and Crime Commissioner holds the Chief Constable to account in relation to any trends identified in causes of complaints so that the Chief Constable can improve the service delivered to the public. In addition, the OPCC conducts quarterly meetings whereby specific cases are discussed and reviewed with the PSD.

As well as the efficiency and effectiveness of Hertfordshire Constabulary, the Police and Crime Commissioner also holds

the Chief Constable to account for the collaborated units across Bedfordshire, Cambridgeshire and Hertfordshire, and the Eastern Region. As a result of these scrutiny mechanisms, improvements have been made to a number of areas within Hertfordshire Constabulary.

The agendas and minutes for the holding to account meetings can be viewed here: <https://www.hertscommissioner.org/holding-police-to-account-herts-pcc>



# 2b

## A YEAR IN FOCUS:

### PUTTING VICTIMS AT THE CENTRE

- Improve the overall experiences and outcomes for victims and witnesses
- Work in partnership to make those at risk less vulnerable to (re) victimisation
- Deliver the most appropriate response to vulnerable people





VICTIM SERVICES: 2020 YEAR OF BEACON (Priority 31)



In 2015, the Ministry of Justice devolved the commissioning of victim services to Police and Crime Commissioners. The Hertfordshire response was the creation of Beacon, which set out three primary aims:

- No one victim should be left behind.
- Services to be safe, accessible and empowering.
- Beacon to become an ‘expert’ organisation.

Since its inception, 250,000 victims have been contacted and supported by Beacon. In many instances all victims require information on their crime and how to stay safe, whilst for others it involves supporting people who have experienced anxiety and stress, loss and grief, or require help in navigating through what can be a complex criminal justice system.

From the outset it was important that Beacon was established as a service accessible to all, not just those who report crime, recognising that some peoples’ personal circumstances may prevent or inhibit them from contacting police or other statutory partners.

LEADING THE FIELD IN INNOVATION



Since then, Beacon has shown its expertise in supporting victims as young as 4 and as old as 96. In its fifth year, Beacon continues to innovate, by piloting a new

Safeguarding Hub in the Constabulary’s Domestic Abuse Investigation and Safeguarding Unit (DAISU), introducing a specialist Anti-Social Behaviour (ASB) Caseworker and, following a trial, formalising a local and innovative response to victims of fraud.

Beacon has also been at the cutting edge, by spearheading a service to support young people caught on the periphery of gang crime with a view to help and empower them to make informed choices. In its first five years, Beacon has made considerable inroads into its original aims and objectives and looks forward to developing its services still further over the next five years.

BEACON FRAUD HUB TO SUPPORT VICTIMS (Priority 49)

As reports of fraud continued to rise in Hertfordshire, the Police and Crime Commissioner was concerned that the national response to victims through Action Fraud was not configured to deliver the levels of victim care that would otherwise be made available through Beacon.

Following several discussions with City of London Police and Action Fraud, Beacon managed to negotiate access to information on Hertfordshire victims on a weekly basis, compared to the conventional monthly reporting elsewhere. This meant a specialist team could rapidly contact Hertfordshire victims to offer support and advice.

In the last reporting year, the Beacon Fraud Hub received 7381 cases with 4209 victims successfully contacted by phone.



FRAUD HUB CASE WORKERS SUPPORTED 4209 VICTIMS

This personal contact enabled conversations to take place which have proved highly effective in gleaning additional information that has assisted with police investigations and ensured safeguarding, including a suicide being prevented.

Whilst the Fraud Hub is not set-out as an investigative or loss-recovery service, as it focuses

on providing advice, support and advocacy, staff have been instrumental in recovering £300,000 of lost monies.

It is also known that a number of residents become 'recognised' to perpetrators of fraud as 'soft targets' and regrettably, go on to become repeat victims of crime. Of those contacted by Beacon, only 14 returned as a repeat victim, underpinning the preventative and protective nature of the service.

**£300,000  
RECOVERED  
FOR VICTIMS  
OF FRAUD**



**DRIVING CHANGE AND INNOVATION ACROSS THE CRIMINAL JUSTICE SYSTEM (Priority 46)**

In his role as Chair of the Hertfordshire Criminal Justice Board (HCJB), the Police and Crime Commissioner has pushed forward changes and improvements around some key areas, including file quality. The PCC was concerned that the file quality, as measured by the Crown Prosecution Service's (CPS) National File Standards, was consistently within the bottom quartile for file quality performance, which was an organisational risk and showed little sign of sustained improvement. The continuous churn of case files going back and forth between police and CPS was causing delays in the progression of cases, which was generating a significant volume of failure demand in the criminal justice system.



The Police and Crime Commissioner commissioned a review that highlighted key challenges around governance, quality and timeliness and a case was made for the creation of a new Case File Standards

Unit that would help to reduce pre-charge and post-charge file error rates. £400,000 of funding was approved by the Police and Crime Commissioner in the 2020/21 budget.

For the second year, the Police and Crime Commissioner chaired the Hertfordshire Criminal Justice Board (HCJB) annual meeting in public, this time focused on supporting domestic abuse victims and witnesses through the CJS. The meeting helped to highlight the issues that victims and witnesses continue to face in the criminal justice system and identified what positive action agencies need to take to reduce victim attrition and improve confidence and experience in the criminal justice system.

The Police and Crime Commissioner's Criminal Justice Innovation Fund seeks to improve the end-to-end system for victims of crime and find new and innovative ways to improve the efficiency, transparency, accountability and democratic oversight of the criminal justice system.

During 2019/20, £114,795 was awarded across three funding rounds. This included £36,045 to GamCare, a gambling support charity to provide awareness and treatment for problem

gamblers and their families. Funding has enabled the development of a screening tool, community support treatment options and clinics and in-cell access to support at HMP The Mount Prison.

£19,000 was awarded to Hertfordshire Constabulary's DAISU for Community Resolution as an out-of-court disposal option for low-level domestic abuse. The money will support a 2-day course to be delivered by 'The Change Project', providing perpetrators with awareness and strategies to prevent re-offending. A full list of the successful applications can be found here: <https://www.hertscommissioner.org/cj-innovation-fund>



**£114,795  
AWARDED  
FOR CRIMINAL  
JUSTICE PROJECTS**

**INNOVATIVE TEXT MESSAGING PILOT FOR DEFENDANTS**  
*(Priority 18)*

One of the key challenges that remains in the criminal justice system is the high proportion of defendants who fail to appear for their first hearing at court. This not only causes delays in justice being delivered for victims and witnesses, it also creates additional administrative costs in the system, including warrants for arrest.

The Police and Crime Commissioner's office has led on delivering a new and innovative

pilot, which sees an automated text message being sent to a defendant's mobile phone to remind them of their court date. Although the pilot had only been running for six weeks before Covid-19 in March 2020, early indications from the data suggest a marked drop in failures to appear and warrants being issued for the cohort in receipt of a text message. It is anticipated that the pilot will resume in the near future, following the reopening of the courts.

**NEW RAPE SCRUTINY PANEL TO DRIVE IMPROVEMENTS**  
*(Priority 47)*

In recognition of the prosecution levels of rape and serious sexual assault offences remaining low across the county, the Police and Crime Commissioner commissioned a review of existing Rape Scrutiny Panels in operation across the country (Norfolk, Essex, Durham and Northumbria) to better understand the role that one could play in improving conviction rates locally.

The review highlighted the value that an independent panel would bring in adding transparency to investigations and scrutiny to those cases that resulted in police or CPS no further action, acquittal or dismissal at court. The first panel session, consisting of key practitioners from NHS England, children and adult safeguarding teams and CPS, was convened in March 2020.

**LAUNCH OF THE SEXUAL ABUSE CONSULTATION**

Police and Crime Commissioners have responsibility to co-commission sexual assault referral services, which include the provision of sexual assault referral centres (SARCs), in partnership with NHS England and the Constabulary.

Recognising both the changing national landscape and local needs, the Police and Crime Commissioner commissioned a comprehensive engagement and consultation project to allow for full and evidence-based preparation for revised and improved services to be delivered from April 2021.

As well as consulting with professionals, colleagues and practitioners locally and across the country to understand best practice and innovative projects, a public engagement online platform was launched on the 1 March 2020 to provide a safe and comfortable place for service users and survivors of sexual violence to share their views on how services could be developed.

To date there has been a very positive response to the consultation with invaluable insights provided that will be greatly influential in the service design.





2c  
A YEAR IN  
FOCUS:  
PUBLIC FOCUS

- Ensure greater transparency, accountability and ethical behaviour
- Improve public contact and the customer journey
- Increase engagement and respond to issues that matter to the public
- Increase opportunities for volunteering
- Reduce our environmental footprint



LEADING THE FIELD IN COMPLAINTS REFORM *(Priority 76)*

A faster, easier and more transparent police complaints procedure has been launched under new legislation that came into force after 1 February 2020. This has meant a greater role for the Police and Crime Commissioner's office in resolving complaints. The new rules mean all forces must change how they deal with complaints to ensure responses are quick, effective and fair.

The Police and Crime Commissioner has committed to the more ambitious of the statutory models, which only two other Commissioner's Offices in England and Wales are adopting. This enhanced procedure will see the Complaint Resolution Team (CRT) in the Commissioner's office having first sight, initial contact and making the assessment on how the complaint will be handled.

Members of the public can make a complaint about any police conduct matter that they have witnessed or the police service generally when they have been directly affected by it, and a dedicated phone line and email address will enable the public to contact the team. All complaints are acknowledged quickly, providing an overview of how the complaint will be managed and progressed.

Complaints classified as serious, such as those which could lead to disciplinary or criminal proceedings, will continue to be managed by PSD in Hertfordshire Constabulary, after initial assessment and triage by CRT.

CRT have introduced a bespoke database to manage complaints and collate the data to identify individual and organisational learning for continuous service improvement. This represents a fundamental change in the process and moves to a culture of improvement, rather than blame. CRT are able to provide detailed reports highlighting the main themes of complaints according to the IOPC categories around areas such as quality of service, individual behaviour, criminal conduct and police powers and procedures.

This will enable specific feedback to be given to Chief Inspectors and Head of Departments, enabling them to undertake continual service improvement. Wider trends will be discussed at a strategic level to enhance service, improve performance and increase public confidence in the Constabulary.

INDEPENDENT SCRUTINY OF STOP AND SEARCH

Hertfordshire's Independent Stop and Search Scrutiny Panel has continued during 2019/20 to ensure stop and searches are lawful and proportionate in line with the Code of Practice A as part of the Best Use of Stop and Search Scheme.

Over the course of the year the Panel reviewed 329 stop and search records out of a possible 8040 (4.1 per cent), have met with eight Chief Inspectors from across Hertfordshire's districts, reviewed S60s and held a meeting in public in Stevenage.

Of those records scrutinised, the Panel were confident in 87.7

per cent of stop and searches with 12.3 per cent marked as not confident. This represents a 5.2 per cent increase in the confidence levels compared to 2018/2019.

One key area of feedback from the Panel has been the use of Body Worn Video (BWV) during stop and search encounters. This included whether BWV is being turned on at the earliest opportunity and if the officer has made it known that their camera is recording. For the full report visit: <https://www.hertscommissioner.org/stopsearch>

<sup>3</sup> S60 Criminal Justice and Public Order Act 1994 gives police the right to stop and search people in a defined area during a specific time period when they believe with good reason, that serious violence will take place and it is necessary to use this power to prevent serious violence, or that a person is carrying a dangerous object or offensive weapon.

FUNDING FOR RECORD BREAKING NEIGHBOURHOOD WATCH (Priority 79)

The Police and Crime Commissioner awarded HertsWatch, the umbrella organisation for Neighbourhood Watch, £20,000 over four years. This funding will enable it to reach out to those parts of the community that are presently under represented, and focus on increasing membership in Stevenage, Watford and North Herts. The funding will also enable progression around the development of Apps and better use of social media in support of crime prevention.

WIDENING PUBLIC ENGAGEMENT (Priority 72)

The Police and Crime Commissioner held a range of new public engagement events throughout 2019/20 including his Community Connection Days in Welwyn, St Albans, South Oxhey, Berkhamsted and Tring. These events gave residents and local businesses the opportunity to discuss any thoughts they had on the Police and Crime Commissioner's proposed refreshed CSCJ Plan and Criminal Justice Plan and raise any issues or concerns directly.





During 2019/20 the Police and Crime Commissioner commissioned The Police Foundation to conduct a series of demographically representative and geographically based focus groups across Hertfordshire to better understand the views about policing and priorities over the coming year. The feedback from these focus groups was used to shape the refreshed CSCJ Plan.

The Police and Crime Commissioner also rolled out a programme of 'Policing and Crime Review meetings' with the first ones held in Stevenage, St Albans and Dacorum. These meetings provided a forum to hear what matters most to the public, discuss where the policing pressures are locally, and support the targeting of resources to best prevent people from being victims of crime.

As in previous years, the Police and Crime Commissioner continued to attend the rural barn meetings and hear directly from the rural community and membership organisations including the National Farmers Union (NFU), and Country Landowners Association (CLA).

**TACKLING RURAL CRIME (Priority 71)**

The Police and Crime Commissioner remains strongly committed to ensuring that rural crimes are taken as seriously as urban crimes in Hertfordshire. Between March and June 2019, the Police and Crime Commissioner's office ran a Hertfordshire Rural Crime Survey following on from the National Rural Crime Networks' Survey in 2018 to better understand the issues affecting the lives of rural communities locally.

The survey received over 800 responses and has led to a series of recommendations including the formation of the Constabulary's draft Rural Crime Strategy. The draft strategy recognises both the specific crime types which can affect rural communities (farm and agricultural crime; game, sports and wildlife crime, heritage Crime), as well as the unique vulnerabilities of those who live and work in rural areas which includes rural isolation.



**TACKLING FLY TIPPING ON PRIVATE LAND (Priority 75)**

Given the level of public and business support for the fly tipping on private land pilot, the Police and Crime Commissioner decided to extend it for a further year. During 2019/20, 7 districts utilised money designated from the Proceeds of Crime Act to support private land owners who found themselves the victims of fly tipping. Broxbourne, Three Rivers, East Herts, North Herts and St Albans compensated landowners £8,269 for removing waste.

Vehicle parts, white goods, green waste, construction materials, asbestos, chemical drums and cannabis farm waste are some of the waste which the Fly Tipping Fund has helped to remove. The Police and Crime Commissioner

has also supported preventative efforts by offering crime prevention advice to landowners and providing matched financial support to introduce target hardening measures to reduce repeat victimisation. Looking ahead, the Police and Crime Commissioner's office will



**LANDOWNERS  
COMPENSATED  
£8,269 FROM THE  
FLY-TIPPING FUND**

work with the Constabulary's Serious and Organised Crime department and district partners to better exploit the intelligence opportunities that fly tipping presents and assist in pursuing criminal prosecutions.

PCC FUNDS AND GRANTS AWARDED IN 2019/20

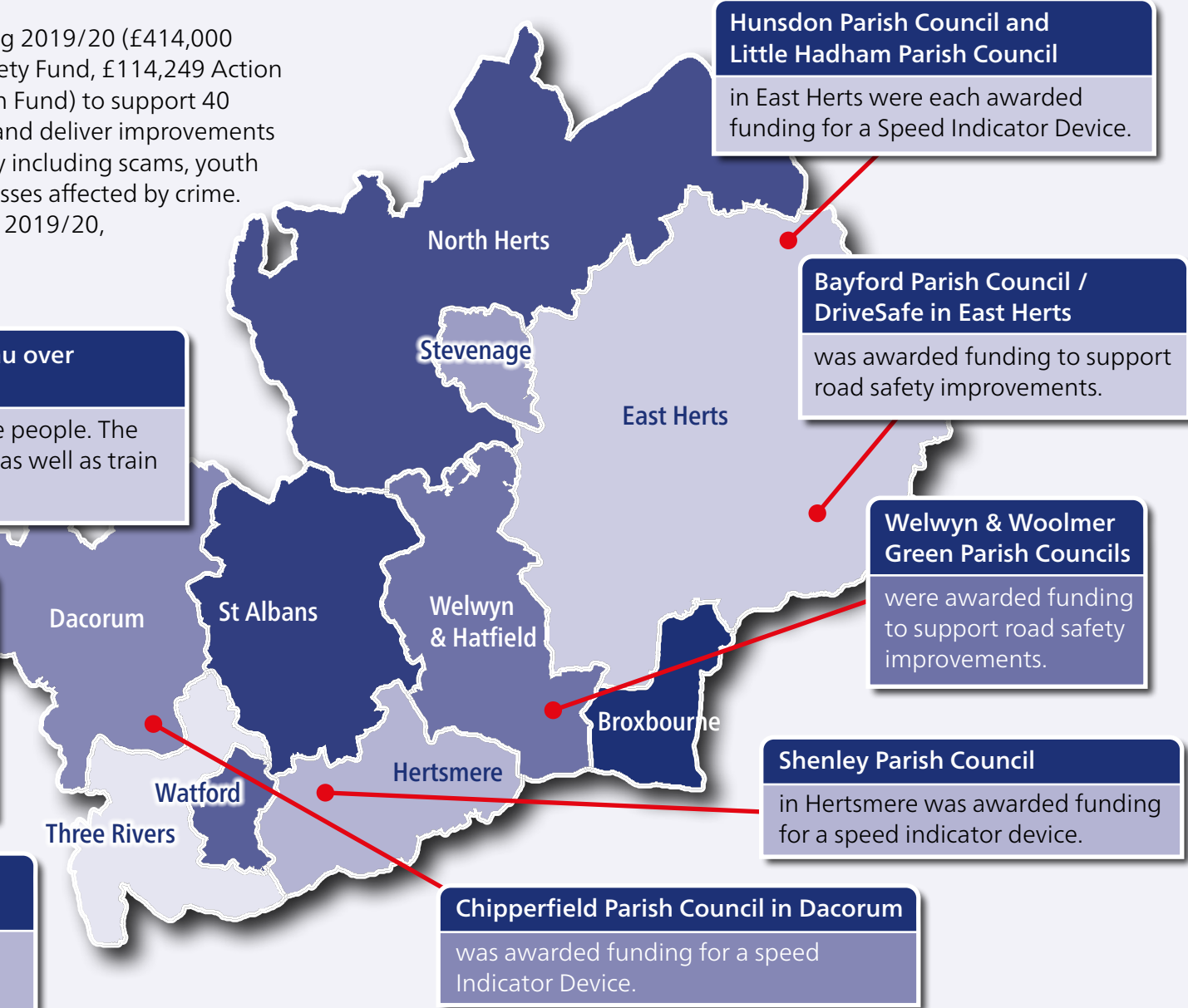
The PCC allocated £746,545 of funding during 2019/20 (£414,000 Community Safety Grant, £122,250 Road Safety Fund, £114,249 Action Fund and £96,045 Criminal Justice Innovation Fund) to support 40 projects across Hertfordshire to tackle crime and deliver improvements around criminal justice and community safety including scams, youth intervention, road safety, and support businesses affected by crime. For a full list of all the grants awarded during 2019/20, please visit the Grants Applications page on: <https://www.hertscommissioner.org/>

**£260,000 awarded to Citizen Advice Bureau over two years**  
deal with fraud and supporting vulnerable people. The scams project will work with 2,000 residents as well as train 1000 existing paid frontline staff / volunteers.

**£140,000 awarded to Three Rivers CSP and St Giles Trust SOS project**  
over two years to deal with the rise in violent crime among young people across Hertfordshire. Building on the success of the pilot, the project will focus on intervention and targeted help for young people at risk.

**£14,000 awarded to the Shiva Foundation**  
to part fund a dedicated Modern-Day Slavery Coordinator.

Road Safety Fund Recipients 2019/20





2d  
A YEAR IN  
FOCUS:  
BUSINESS  
SENSE

- Driving efficiencies and effectiveness through collaboration
- making smarter use of our property
- Working with businesses to support crime prevention and reduction



MODERNISING OUR POLICE ESTATE *(Priorities 69, 93 & 94)*

The Police and Crime Commissioner is responsible for Hertfordshire Constabulary's estate and, as the landlord, has developed an estates strategy to enable the effective governance of all land and property. The Police and Crime Commissioner has continued to oversee the estate strategy during 2019/20 to ensure that as a key element of the capital programme, property used for policing is in the right place, is fit for purpose and is efficient. The strategy is transforming the estate, freeing up resources and disposing of or redeveloping properties that will generate capital receipts, in line with this and the Police and Crime Commissioner's principle of moving towards 'one public sector estate'.

This year has seen significant work progressing to modernise the estate. The Police and Crime Commissioner reopened the refurbished Hemel Hempstead Police Station in November 2019 following an extensive three year £2.5m modernisation programme to make it fit for purpose for the next 50 years. Its retained location in Combe Street next to the council

offices enables close working to continue with community safety partners.



**£2.5M INVESTED  
IN MODERNISING  
POLICE ESTATES**

The same consideration is being given to Ware and Watford Police Stations to ensure that they have good working environments, are able to maintain a local presence in the town and work collaboratively with community safety and criminal justice partners.

2019/20 has also seen a range of new measures in place to improve the accessibility and visibility of the 20 police stations across the county. Every police station has been fitted with new noticeboards to share information with the public about their Safer Neighbourhood Team which includes the local policing priorities for their area and how the public can make an appointment, working to the principle of, 'if we're in, we're open'.



**DELIVERING EFFICIENCIES AND IMPROVING EFFECTIVENESS THROUGH EMERGENCY SERVICES COLLABORATION**  
*(Priorities 78 & 92)*

Work has progressed at pace this year to deliver on all the key aims of the Memorandum of Understanding (MoU). This has included new agreements on joint working on missing persons, and the development of a shared drone service – which has included investment from both police and fire to buy a new drone to upgrade the service.

**NEW SHARED STATE OF THE ART DRONE**



Progress is continuing on harmonising estates including a major redevelopment of the Joint Emergency Services Academy (JESA) at Longfield, and plans to bring more police and fire staff together as part of the new Community Safety Hub which is to be developed on the current Police HQ site.



The MOU also sets out a commitment to bring together the volunteering schemes between the Constabulary and Hertfordshire County Council, which includes Hertfordshire Fire and Rescue Service. This is being progressed by the development of an Emergency Services Volunteer pilot in Dacorum and will see volunteers provide proactive community prevention and fire safety initiatives including fraud and scams, ASB, home safety and missing people, helping to keep residents of Hertfordshire safe.



**CLOSER WORKING BETWEEN POLICE AND FIRE SERVICES**

**USING REVENUE PAID FOR BY OFFENDERS: ROAD SAFETY CAMERA VANS** *(Priority 73)*

During 2019/20 the Police and Crime Commissioner supported a further 9 road safety initiatives across Hertfordshire using funds from his Road Safety Fund which have been generated from motorists who have committed driving offences following prosecution.

2019 also saw a business case approved for the purchasing of two mobile and highly visible Community Safety Camera Vans to address issues relating to speeding, use of mobile phones, reckless driving and not wearing seatbelts. The community safety camera vans will seek to support the DriveSafe groups and respond to the public's road safety concerns. Due to the delays caused by Covid-19, it is anticipated that the vans will be operational by late autumn 2020.

WORKING WITH RESPONSIBLE BUSINESSES (Priority 96)

In October 2019, the Independent Business Advisory Group together with the Police and Crime Commissioner's office convened a successful breakfast seminar for local businesses and membership organisations from across the county on 'Retail Crime'. The

seminar was attended by over 60 representatives from local businesses and membership organisations to discuss the impact of retail crime on the sector, share information on how to prevent businesses from becoming victims of crime and dispel any myths.

REDUCING THE THREAT OF CYBERCRIME AGAINST BUSINESSES (Priority 95)

2019/20 saw the Police and Crime Commissioner commit further funding to continue the excellent work being delivered through the Cyber Basics Review (CBR) Scheme. CBR seeks to raise awareness of the threat of cybercrime amongst Small and Medium Enterprises (SMEs) by offering free cyber security consultations with accredited Hertfordshire IT services. The scheme which is administered in partnership with Hertfordshire Growth Hub has seen 70

businesses benefit from the scheme throughout 2019/20.

Findings from the evaluation of the scheme showed that 96 per cent of SMEs that have benefitted from the CBR have adopted a change of behaviour due to participating in the scheme and in the 12 months since taking part none of the SMEs that took part during the first 3 months of the scheme have fallen victim to a cybercrime.

3  
MANAGING  
RESOURCES



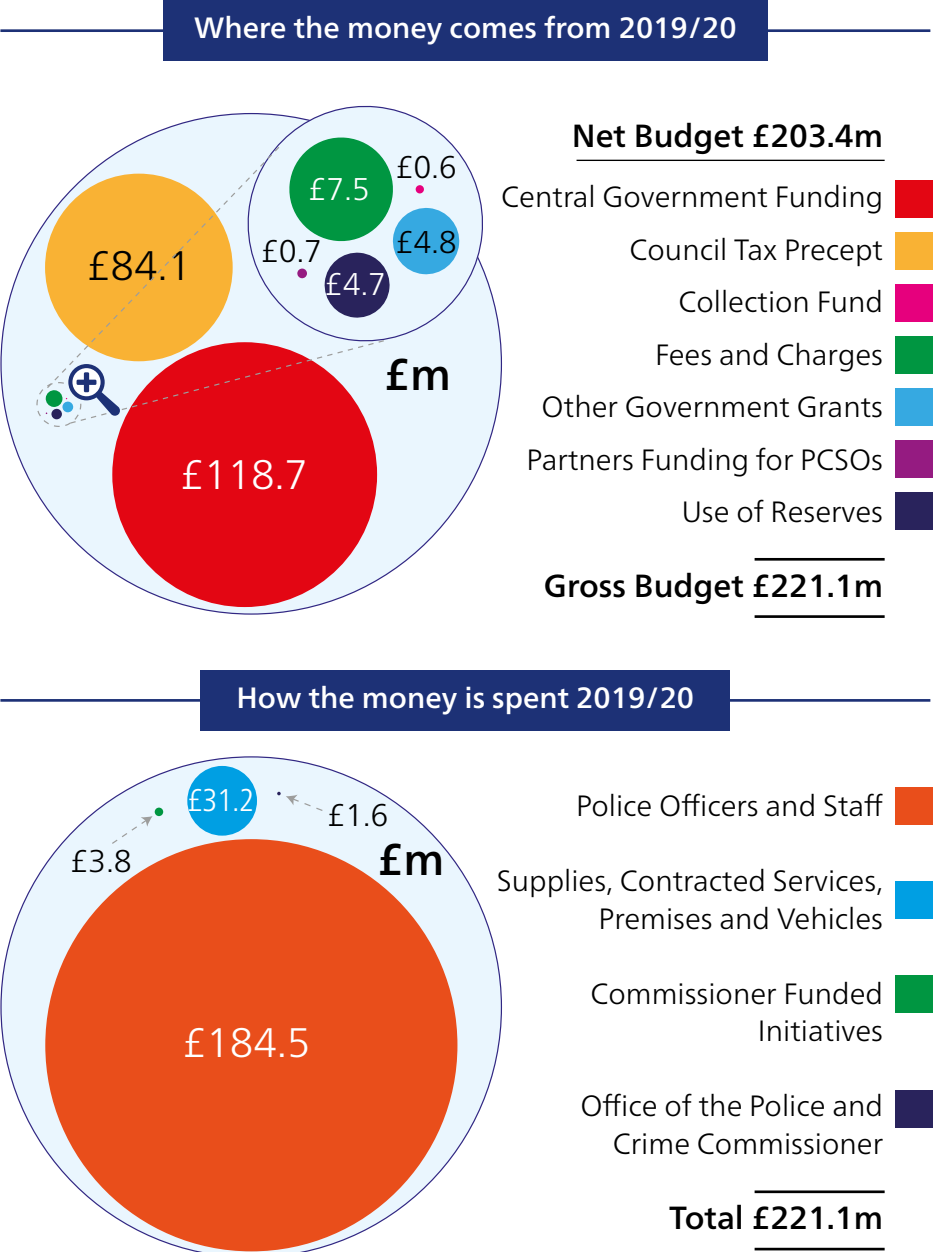
3a SUMMARY OF FINANCIAL CONTEXT 2019/20

Ahead of setting the police precept for council tax, the Police and Crime Commissioner issued an Open Letter in 2019/20 that set out his proposals and sought the views of taxpayers on the level of the precept. The Police and Crime Commissioner outlined how the force was facing a number of new challenges, including serious violence, reported fraud, cybercrime and other emerging crime types. It was acknowledged that, while detective capability remains excellent to deal with each of these threats, it was putting additional pressure on the force's resources and further investment was required to build additional capacity and develop capability to continue to meet demands.

The Police and Crime Commissioner outlined his intention to continue to invest in the local policing model, using the council tax rise to recruit an extra 75 police officers to raise the establishment figure to over 2,000. These officers would be used to support the proactive work to tackle the emerging and growing threats from serious violence, county lines and travelling criminality.

With strong support from the public, the Police and Crime Commissioner decided to increase the police element of council tax by £24 per annum for the average (Band D) property. This represented an increase of £2-a-month and helped to raise an additional £10.7m in income raising the gross budget to £221.1m an increase of 6.0 per cent.

Breakdown of Hertfordshire Constabulary's 2019/20 budget and spend



### 3b SUMMARY OF FINANCIAL HEADLINES 2019/20

At the end of 2019/20, the key financial headlines from the revenue outturn were:

- £0.708m (0.3 per cent) underspent on the net revenue budget of £203.4m and has been returned to reserves, which comprises:
  - £0.526m of the underspend was on the police budget delegated to the Chief Constable, predominantly due to officer vacancies in specialist units; and
  - £0.182m of the underspend on the budgets which are the responsibility of the Office of the Hertfordshire Police and Crime Commissioner (£0.068m underspend on the office budget and £0.114m underspend on the PCC grants budget).

The precept was increased by £24 (14.6 per cent) that provided additional funding of £10.7m to fund pressures of £6.4m (e.g. pay increase, inflation) and investments (£5.8m).

- General Reserves were maintained at £6.3m – this was 3.1 per cent of the net revenue budget.

A total of £9.958m was spent on capital and investment schemes during the year. These schemes included investment in the police estate including the refurbishment of the Hemel Hempstead Station, investment in ICT, vehicles and equipment. A further £0.637m of resources have been carried over to 2020/21 to complete schemes that were delayed in 2019/20. The Statement of Accounts includes further details of the financial performance of 2019/20 and can be viewed here: <https://www.hertscommissioner.org/my-budget-herts-pcc>

### 3c FINANCIAL OUTLOOK FOR 2020/21 AND BEYOND

By the end of 2019/20, the Police and Crime Commissioner had already delivered on the 75 additional frontline police officers promised as part of the £2-a-month precept increase and residents were seeing the benefits of increased officer numbers which had risen above 2000. During the year, the government announced the Police Uplift Programme setting out the target to increase police officer numbers from 2,049 to of 2,108 for the year. By year end of 2019/20, police officer headcount had exceeded that figure, standing at 2,123.

The Police and Crime Commissioner recognised that while 2019/20 had been a positive year in the recruitment of new officers to provide additional capacity and capability, the government's announcement offered the prospect of a police force bigger than it has ever been in Hertfordshire. It represented a significant transformation and one that provided an opportunity for fundamental

change and improvement which is something that needed to be grasped quickly and made best use of.

Using the flexibility given by government to raise the precept by £10.00 a year on the average (Band D) household would enable the Police and Crime Commissioner to maximise the additional investment in policing to ensure that the bigger force is properly resourced and plan for the next 2- 3 years. With overwhelming support from the public, the Police and Crime Commissioner used the flexibility granted to raise the precept by £10.00 a year (83p a month) for the average Band D property which generated £4.531m in additional income, representing a 5.23 per cent increase, raising the gross budget to £235.0m which is broken down in the diagram overleaf.

In doing so, the increase would help to bring in the new officers, meet standstill pressures relating to inflation and statutory pay rises and the duties placed



on Police and Crime Commissioners to introduce a new mandated complaints regime, designed to provide a better service to the public. Despite this increase, Hertfordshire continues to have the fourth lowest police precept in the country.

FOURTH LOWEST  
PRECEPT IN THE  
COUNTRY

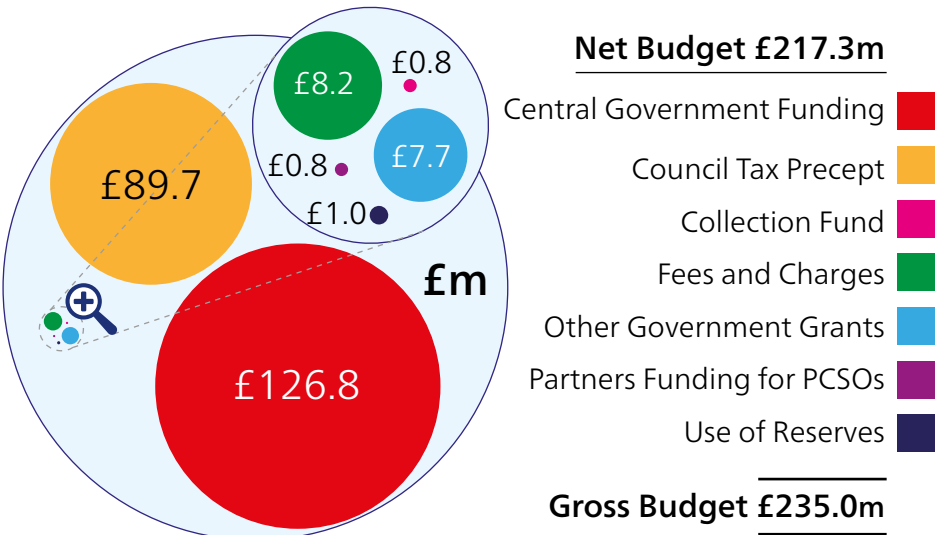


The pandemic only became apparent toward the end of 2019/20 and so far in 2020/21 additional expenditure has been incurred on Personal Protective Equipment (PPE) and police officer overtime. There are expected to be further financial implications arising from Covid-19 as the socio-economic impact takes hold.

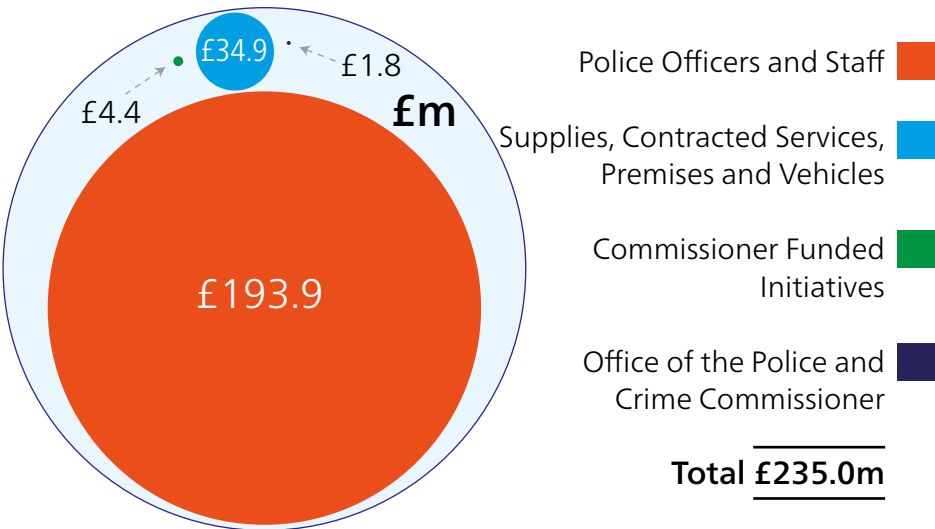
A full copy of the 2020/21 budget and precept papers can be found on: <https://www.hertscommissioner.org/my-budget-herts-pcc>

Breakdown of Hertfordshire Constabulary's 2020/21 budget and spend

Where the money comes from 2020/21



How the money is spent 2020/21



# 4

## CHIEF CONSTABLE'S REPORT



Page 34

As I reflect on policing in Hertfordshire over the last year, what strikes me is how well our officers, police staff and volunteers have continued to meet the many and varied challenges, working alongside our communities and partner agencies. It is only through collective effort that we can truly deliver an even safer society.

The most significant policing operation of the last twelve months in facilitating the NATO leaders' meeting at The Grove in Chandler's Cross in December exemplifies this. Building on existing relationships, the meticulous planning involved the public, a wide-ranging set of partner agencies and police forces from across the country. The success and legacy of that challenging operation includes even better understanding, joint capabilities and relationships between policing and partners nationally, as well as with the local community.

Another example of excellent partnership working has been our growing collaboration with the Hertfordshire Fire and Rescue Service. A well-practised protocol has seen the deployment of fire officers to support a range of policing operations, including using their drone to

locate and help save the lives of vulnerable missing people. We already support each other in terms of shared use of training facilities and we have an ambition to build on these successes further.

In last year's annual report, I highlighted knife crime as a priority. Hertfordshire's serious violence strategy has underpinned a wide range of action taken with partner agencies, including targeted activity in hotspots and against habitual knife crime carriers, a tactical knife crime group, knife test purchase operations, supporting the national Operation Sceptre weeks of action, community engagement, knife amnesties and a continued focus on raising awareness of the dangers of knives. The newly formed Gangs and Schools Team have delivered over 200 presentations in schools and other educational establishments. It has also created and delivered a bespoke targeted group input for young people most at risk, through the 'Lives not Knives' event.

Building on our success, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) again judged as 'good' the extent to which the Constabulary is effective, efficient and legitimate at keeping people safe and reducing crime, recognising that further improvements had been made in many areas. The overall crime rate fell by 1.8 per cent last year, to a little over 83,000 recorded crimes, whilst the percentage of crimes which received a positive criminal justice outcome also increased.

Building further upon the reductions of last year, residential burglary fell by another 13.5 per cent and anti-social behaviour by a further 4.3 per cent. Meanwhile, our continued efforts to ensure domestic abuse is reported saw an increase in recorded offences of 11.2 per cent, reflecting the hard work we are doing with partner agencies to encourage reporting, including through third parties. It is only when we uncover the true scale of this frequently hidden crime that we can take positive action. Independent surveying shows that nine out of

ten victims of domestic abuse are satisfied with the service they receive from the Constabulary and we know that our interventions have a real opportunity to change lives for the better.

In September, we launched ECHO, an innovative data analytics system which enables callers, communities, victims and our workforce to tell us at any time and in their own words what matters most to them. I'm delighted at the level of response so far, with over 27,000 items of feedback received. This feedback is helping us to identify and address areas for improvement, inform local policing priorities, develop patrol plans and support our problem-solving initiatives on a daily basis.

The Police and Crime Commissioner provided funding to enable an increase of 75 officers for 2019/20, raising the total to over 2000. During the year the government announced the Police Uplift Programme, setting Hertfordshire a target of 2,108 police officers for the year. At year end, I am delighted to say that the Constabulary had surpassed its target and police officer head count numbers stood at 2,123. This, and a prudent approach to balancing our budget through efficiency savings, including strong management of our overtime budget, has helped to preserve and build still further on our well proven and much-admired neighbourhood policing model.

Of course, the worldwide pandemic struck the UK in March 2020 and for all of us has had a dramatic impact on how we go about doing things. I am very grateful to my team for all the detailed planning and responses which have enabled the overall effect on operational policing to be minimised. The impact of COVID-19 changed our demand profile substantially and has led to a reduction in many categories of recorded crime, although we remain mindful that some crime may still be 'hidden' from view due to the challenges of lockdown. The Constabulary's response has included reaching out to possible victims, such as those of domestic abuse, ensuring that there are clear pathways to report in confidence.

Looking forward, I want to redouble our efforts in keeping crime and demand down permanently. In the coming year we will be developing a 'Prevention First' approach, to build upon our strong track record of problem solving with communities and partners to increasingly focus upon preventative actions. Whilst I am of course pleased when victims say they are satisfied with the way the Constabulary has treated them and investigated their crimes, I know that they would much rather never have been a victim of crime in the first place. The 'Prevention First' approach will therefore seek to ensure that preventative activity is central to the way the Constabulary operates in the years ahead as we work within and alongside our communities to make them even safer.

Undoubtedly, there will be further challenges ahead next year, not least as we recover from the health, social and economic shocks of early 2020, but I remain confident the Constabulary is well placed to tackle these given what has been achieved during the past year.



**Charlie Hall QPM M.A. (Cantab), M.Sc.**  
Chief Constable





— **David Lloyd** —  
**Police and Crime  
Commissioner**  
for Hertfordshire



**INDEPENDENT CUSTODY VISITORS SCHEME  
ANNUAL REPORT  
2019 – 2020**



## Foreword by David Lloyd, Police and Crime Commissioner for Hertfordshire

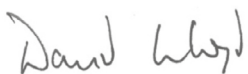
I am pleased to present this Annual Report highlighting the vital work our Independent Custody Visitors (ICVs) in Hertfordshire undertook during 2019-20.

Police custody remains a challenging and dynamic environment with many of the most vulnerable passing through its doors. The public rightly expect officers to act with integrity and impartiality and treat detainees fairly, professionally and according to their needs. This is why it is vital that we have independent visitors who are able to ensure that the high standard of detainee welfare in Hertfordshire's custody suites is maintained.

I am encouraged to see in the report that we have an increased the number of volunteers visiting custody suites unannounced during the evenings and overnight, enabling that important oversight of detainees' welfare and conditions in custody throughout a 24-hour period. I am also pleased to see that all of the 131 issues reported by Hertfordshire's 34 ICVs this year were dealt with swiftly and positively. Over the years, the learning and feedback captured on the ICV visits has resulted in a number of positive changes being adopted by Hertfordshire custody staff and my office including revisions to the ICV reporting form which captures both quantitative and qualitative information and improvements to the availability of feminine hygiene products. With the support of custody staff, these changes have quickly become embedded in custody procedures.

Most recently, the COVID-19 outbreak has caused us all to rethink how we can use alternate forms of monitoring to ensure that the rights, entitlements and welfare needs of detainees are being met while ensuring the protection of our volunteers, detainees, staff and officers. It is a tribute to the hard work and creativity of my office, custody officers and volunteers that throughout this period, the monitoring of custody has been maintained. Initially though the use of dip sampling of custody records, and latterly the setting up of 'virtual visiting' on a weekly basis in each of the custody suites. I am grateful to the volunteers for rising to the challenges in these unprecedented times.

I would like to thank all the ICVs for their continued time, dedication and perseverance to the scheme, providing that vital independent oversight of detainees' welfare and conditions in custody. I look forward to seeing how the scheme develops over the coming year and working collaboratively for an even safer Hertfordshire.



**David Lloyd**  
Hertfordshire Police and Crime Commissioner



## Comments from the Chief Inspector of Hertfordshire Constabulary's Custody Units

Police Custody is a fundamental element of policing and it remains of significant national interest. Recent developments in the service's approach to topics such as mental health and children in custody have served to maintain the high-profile nature of this essential activity.

Custody remains one of the highest risk and most challenging areas of policing - with significant risk and expectations being placed upon Custody Officers, Detention Officers and PACE Inspectors on a daily basis.

We are charged with the responsibility of looking after arguably our most chaotic, unpredictable and vulnerable individuals in society. Our aim is to deliver a consistent and transparent custody operation that is safe, effective and efficient.

The ICV volunteers' role is to ensure the Constabulary is delivering upon that aim and thereby reinforcing the already strong public confidence in its local police force.

There is much to reflect on over the last 12 months, which has seen significant change affecting Hertfordshire Custody.

I previously reported building on work that had taken place where custody cells across Bedfordshire, Cambridgeshire and Hertfordshire had been fitted with video screens to facilitate remote Inspector reviews via Skype. This innovative and creative project is the first of its kind in the country following successful securing of funding from the Police Transformation Fund. Following initial technical challenges, the system is now live in our suites. Following post implementation review, further work will continue to explore adding other features such as remote interpreter's services, legal consultation and Appropriate Adult (AA) services.

This year has seen the replacement of the cell 'call system and intercom' at Hatfield Custody Suite. This was a significant 4 week rolling building project, carefully managed whilst maintaining the operational effectiveness of the suite. The cell call system and intercom at our second Custody Suite – Stevenage is scheduled later this year. Another example of future proofing our Custody estate with the latest technology.

Significant preparation took place this year in readiness for the introduction of NHS commissioned Liaison and Diversion Services (L&D) to be embedded within Hertfordshire Custody. L&D is a process whereby people of all ages passing through the criminal justice system are assessed and those with mental health concerns, learning disabilities, substance misuse problems and other vulnerabilities are identified as soon as possible in the justice pathway.

Professionals embedded 7 days per week in our Custody Suites will identify, support and provide access to appropriate services including, but not limited to, mental and physical health care, social care, substance misuse treatment and safeguarding. Where individuals are already accessing such

services, L&D services will facilitate cross-service communications to ensure any additional needs are identified and services are working together to address the needs of individuals. This service will enhance further our current liaison and diversion services.

I am pleased to confirm that Hertfordshire Constabulary have again this year eliminated the use of police cells for Mental Health Act detentions.

With the outbreak of Covid-19, Hertfordshire Custody has had to quickly adapt. Minimising the risk of infection has been paramount with the decision to temporarily suspend the ICV scheme. These are unprecedented times with the Government implementing emergency legislation effectively requiring the vast majority of the population to remain in their homes. As a result, generally, crime reduced as did the level of suspects arrested nationally. Subsequently levels of arrests have since largely returned to normal.

The work of the ICVs is highly important and I have worked closely with the Police and Crime Commissioner's Office this year to help promote further the status and impact of the Independent Custody Visitors Scheme in Hertfordshire. I welcome and value the work of the ICV volunteers; independently visiting Stevenage and Hatfield Custody suites to check on the treatment of detainees and the conditions in which they are held and that their rights and entitlements are being observed.

The inspections and subsequent feedback - more important than ever following change, helps inform and reassure me that we remain effective, efficient and legitimate. We continue to focus on HMICFRS Custody Inspections across the country, identifying best practice and together will further look to target ICV visits in the future to support strategy and deliver improvements to custody services.

I would like to thank all of the ICV Volunteers for their outstanding effort again last year.

**Mike Todd, Chief Inspector**  
Hertfordshire Constabulary

## Overview of the scheme

Under the Police Reform Act 2002, all police force areas are required to have a custody visiting scheme in place. The scheme gives the public reassurance that detainees are being treated fairly by carrying out independent checks to ensure their legal rights and entitlements<sup>1</sup> are given as well as checking their welfare and dignity are being maintained. For detainees this is a time when they may be feeling vulnerable or confused. ICVs also review the custody suites for issues around cleanliness and maintenance.

Following the introduction of Police and Crime Commissioners (PCC) under the Police Reform and Social Responsibility Act (2011), David Lloyd was elected as PCC for Hertfordshire and took on responsibility for the operation of the Independent Custody Visiting Scheme in Hertfordshire. The Police and Crime Commissioner's Office (OPCC) manages and supports the smooth running of the scheme including the day to day enquiries, recruitment of the volunteers and ensuring improvements and development of the scheme.

ICVs are unpaid volunteers who live, work or study in Hertfordshire. Currently there are 34 ICVs from across the county, visiting the custody suites at Hatfield and Stevenage. All visits are unannounced and take place throughout the 24 hour period 7 days a week. The ICVs are trained to introduce themselves to people in custody and ask questions to ensure that their treatment is fair and that they have access to their rights and entitlements. At the beginning of each visit, ICVs are informed of the number of detainees in custody at the suite being visited. These detainees are then introduced to the ICVs and seen by them subject to the detainees availability and consent.

During each visit, ICVs complete a report form summarising their visit to individual detainees. This is forwarded to the Volunteers Administrator at the OPCC and the hard copy left with custody staff. Concerns raised by ICVs are reported to the Custody Inspector or escorting officer at the time of the visit, and to the Volunteers Administrator via the report form. The Volunteers Administrator highlights any concerns to the Custody Chief Inspector via email, telephone or during regular meetings depending on the urgency. The ICVs also have an opportunity to raise general concerns and matters arising from visits at their regular half yearly meetings. In August 2019, a new Volunteer Administrator was appointed and some changes have been implemented to ensure the scheme's continued effectiveness.

Although the role of an Independent Custody Visitor is an unpaid voluntary role, all ICVs are encouraged to complete an expenses form to allow any costs associated with visiting to be reimbursed. The Commissioner incurs other related costs for running the scheme including training, printing, catering for panel meetings, conference booking fees, and office membership of the Independent Custody Visiting Association (ICVA). ICVA leads, supports and represents Police and Crime Commissioners and Police Authorities with the Independent Custody Visiting schemes in the United Kingdom helping to shape the schemes aims and equip scheme managers to deliver effective schemes and ensure they are kept informed of legislative changes and reforms.

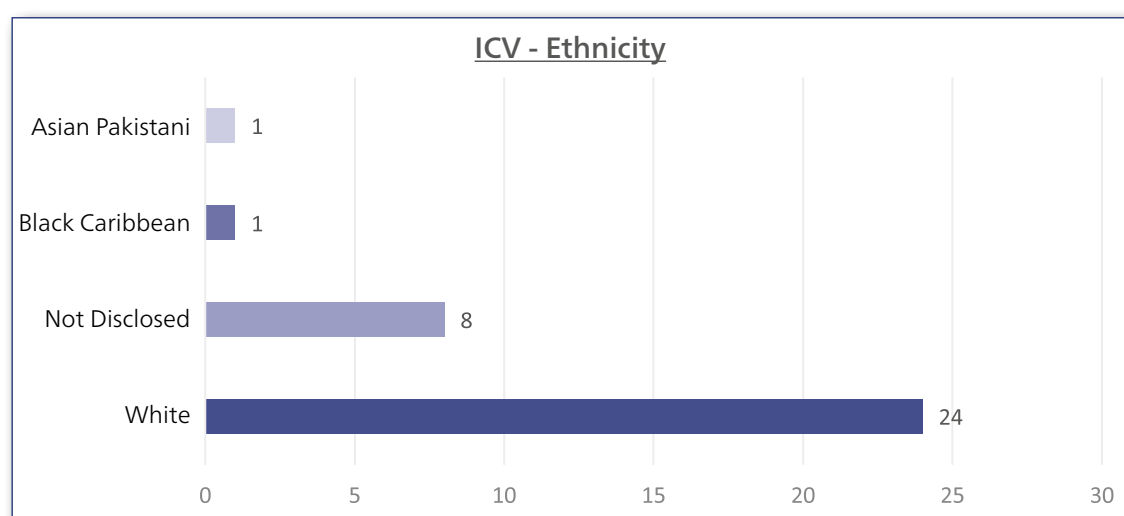
<sup>1</sup> An extensive list of these legal rights are listed in Table 3 Rights of detainees.

## Profile of the Independent Custody Visitors

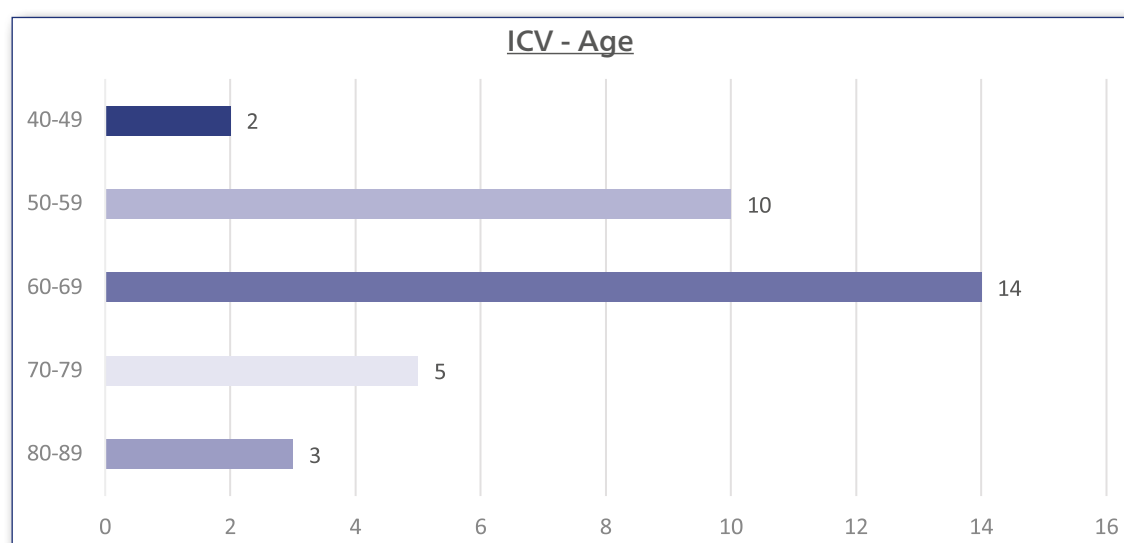
There are 34 Independent Custody Visitors who live, work or study in Hertfordshire. 65 per cent are male volunteers and 35 per cent female volunteers. The demographics of our ICVs show that they are broadly representative of the Hertfordshire population with regards to ethnicity (Figure 1<sup>2</sup>) but they are not in terms of age (Figure 2<sup>3</sup>), this along with the gender imbalance will be an area of focus for recruitment in the coming year. Of the 34 ICVs, most have volunteered in that capacity for several years, including one for 30 years.

When comparing Hertfordshire to other forces, it is evident that length of service varies between the schemes, with some having fixed term positions in order to maintain independence and a fresh perspective on scrutiny<sup>4</sup>.

**Figure 1: Ethnicity profile of the Independent Custody Visitors**



**Figure 2: Age profile of the Independent Custody Visitors**



<sup>2</sup> According to the Office for National Statistics 2011 Census Hertfordshire ethnicity is represented by White 87.6%, Asian/Asian British 6.5%, Black/African/Caribbean/Black British 2.8%, Mixed/multiple ethnic groups 2.5%, other ethnic groups 0.6%.

<sup>3</sup> According to the Office for National Statistics 2011 Census the comparable age range in Hertfordshire was represented by 22% aged 30-44, 20% aged 45-59, 6% aged 60-64, 8% aged 65-74 and 5% aged 75-84.

<sup>4</sup> Within Hertfordshire there is no fixed term of service for ICVs. ICVs are vetted every three years, terms and length of service are reassessed when the vetting comes up for renewal.

## Key Findings

During the reporting period (1 April 2019 to 31 March 2020), 13,792 detainees passed through both custody suites, 8,035 at Hatfield and 5,757 in Stevenage. This compares to a total of 14,667 detainees in 2018-2019, a decrease of 6 per cent.

This decrease is reflected across the Eastern Region of Police Forces and is indicative of the positive impact of changes including Out of Court disposals such as Drug Warnings or Cautions being given, negating the need to take some individuals to be formally processed through custody, thereby reducing the custody throughput.

Over that time period, ICVs made a total of 129 custody visits seeing a total of 555 detainees from a possible 675 who were available to visit. 120 detainees did not consent to be visited by an ICV (see Table 1).

ICVs are not always able to see detainees for a variety of reasons. This includes those who are unavailable or unable to consent to have a visit. This is often due to detainees being asleep, intoxicated, deemed too violent by custody staff, being interviewed, in Court, with a health care professional or providing a DNA sample.

It should also be noted that due to COVID-19, ICV visits were suspended on 16 March 2020 and therefore most of the planned March visits did not take place while other options to maintain monitoring were being considered and developed.

**Table 1: Breakdown of the visits for the period 1 April 2019 to 31 March 2020**

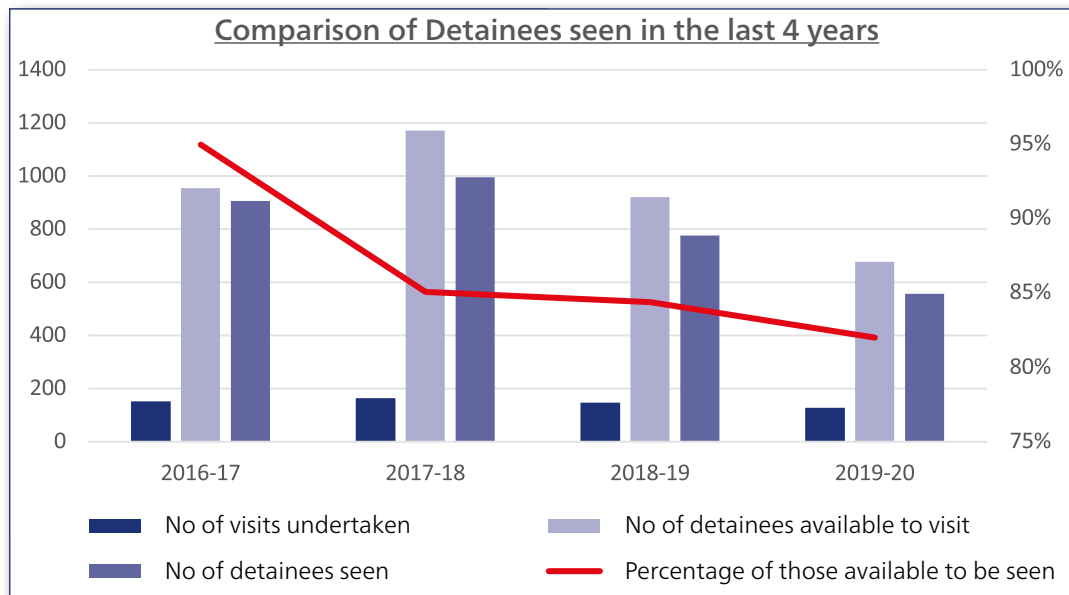
Custody Suite Visited	No. of visits undertaken	No. of detained persons held	No. of detainees available to visit	No. of detained persons visited	% of detainees visited (of those available)
Hatfield	67	900	451	372	82%
Stevenage	62	552	224	182	81%
<b>TOTAL</b>	<b>129</b>	<b>1452</b>	<b>675</b>	<b>554</b>	<b>82%</b>

The number of persons detained at the time of ICV visits is 20 per cent lower than in the previous year. The percentage of those visited in relation to those available to be visited i.e. not asleep, in interview, seeing a solicitor or medical professional has reduced to 82 per cent from 84 per cent. One of the reasons for this is because of the frequency of anti-social hours visiting where many detainees have entered their rest periods. In addition, as already stated, overall throughput in custody has reduced due to Out of Court disposals not requiring individuals to be processed through custody.

Further due to COVID-19, a number of planned visits at the end of the financial year did not take place. The annual figures above also show a drop, though less marked, in those taken into custody throughout the whole year.

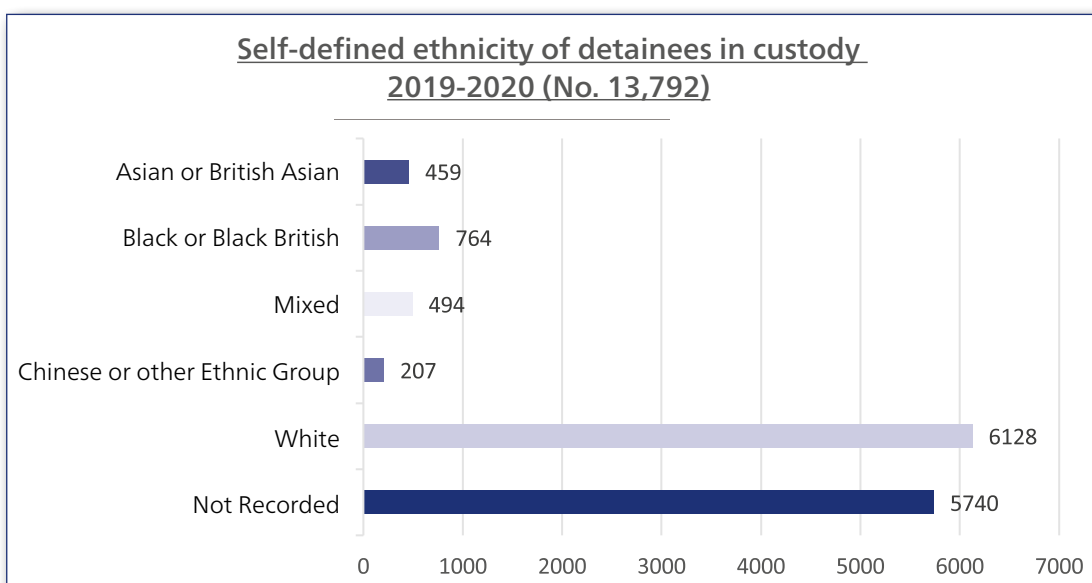
The volunteers have also been encouraged to vary their visit times with more of the evening visits now occurring in the later part of the evening which may also result in more detainees being asleep and therefore unable to be visited. There is still a high percentage that are visited however, and this is consistent with previous years' reports and illustrated in Figure 3.



**Figure 3: Comparison of detainees seen between 2016/17 and 2019/20**

### Ethnicity of detainees in custody 2019/20

It is not currently mandatory on Athena<sup>5</sup> for officers to ask detainees to state their ethnicity when being booked into custody if they are already known on the police management system and will be left as 'Not Recorded'<sup>6</sup> unless specifically asked during the booking in process. As a result, 41 per cent (5740) of 'self-defined' ethnicity records during 2019/20 were listed as 'Not Recorded' (see Figure 4) and therefore it makes and trends difficult to identify. However, using 'officer defined' ethnicity enables a greater proportion of the 'Not Recorded' to be categorised as evident in Figure 5.

**Figure 4: Self-defined Ethnicity of detainees 2019-2020**

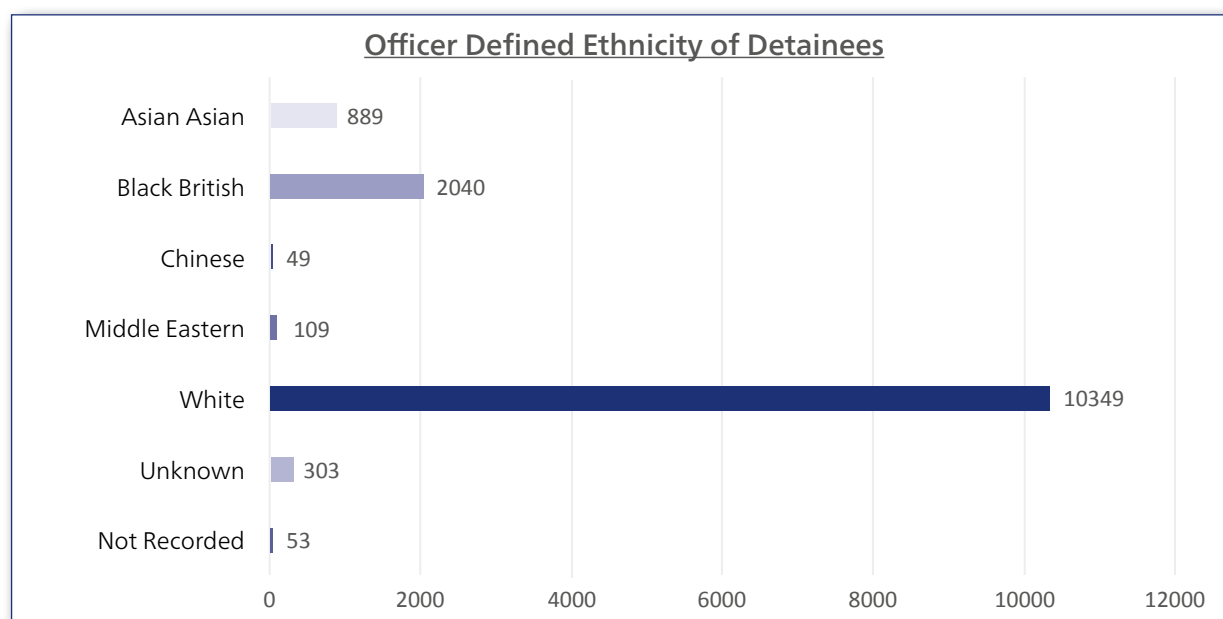
<sup>5</sup> Athena is a police intelligence and case management system used by nine forces – Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Kent, Norfolk, Suffolk, Warwickshire and West Mercia

<sup>6</sup> Not recorded are those records where the data is blank. 'Unknown' is where the officer has specifically chosen 'unknown' on the list of categories.



Figure 5 shows that the highest proportion of people coming through custody are from a White background representing 75 per cent of the total number of detainees. Those categorised as Black accounted for 14 per cent and Asian accounted for 6.4 per cent. When comparing these figures to the ethnic breakdown of Hertfordshire, it shows that the White and Asian ethnicities are broadly representative, but the Black category is over represented<sup>7</sup>.

**Figure 5: Officer-defined ethnicity of detainees 2019/2020 (No. 13,792)**



### Matters arising from custody visits

Hertfordshire Custody Visitors plan to make three visits per week to Hertfordshire's two custody suites on a rota system of two visits to one suite and one visit to the other, then the reverse the following week. This is a revision of the previous booking system which enables the better management of visitor availability while maintaining the statutory requirements. The visits take place to provide coverage over a 24 hour period, but are scheduled to ensure that both suites are not visited at exactly the same time in order to minimise operational disruption.

During 2019/2020 of the 555 detainees visited, issues were noted from 59 (11 per cent) detainees. In total 131 issues<sup>8</sup> were reviewed (see Table 2). Positively, 89 per cent of detainees did not raise any issues regarding their welfare whilst in custody, a percentage increase over the previous reporting period. 16 (3 per cent) detainees gave positive comments that were recorded by the visitors surrounding their detention, focused primarily on how they had been treated by custody staff.

Positive comments and other feedback are discussed in monthly meetings between the scheme administrator and the custody Chief Inspector who will pass on and discuss with the custody inspectors where any learning is needed.

<sup>7</sup> According to the Office for National Statistics Census 2011, Hertfordshire ethnic breakdown is White 87.6%, Asian/Asian British 6.5%, Black/African/Caribbean/Black British 2.8%, Mixed/multiple ethnic groups 2.5%, other ethnic groups 0.6%.

<sup>8</sup> More than one issue may have been reported by each detainee and some may have been expressed by an ICV and exclude the positive comments.

**Table 2: Categories of issues raised by ICVs**

	Categories of issues raised	Number of issues raised	% of total
1	Rights of Detainee	52	40%
2	ICV Staff Issues	10	8%
3	Access to Amenities	8	6%
4	Food/Drink/Reading	8	6%
5	Vulnerable Detainees	7	5%
6	Cleaning	6	5%
7	Detention Issues PACE	2	2%
8	Maintenance	1	1%
9	Services Available	0	0%
	Positive feedback	37	28%
	<b>Total concerns/comments noted</b>	<b>131</b>	

### 1. Rights of Detainee

Of the 11 per cent of the detainees that raised issues, the majority related to the Rights of Detainee where a total of 52 issues were raised (see Table 3). Table 4 breaks down the Rights of Detainee by self-defined ethnicity. From those ethnicities that are known, there does not appear to be any identifiable trends or issues of note.

**Table 3: Sub-categories of issues relating to the Rights of Detainee**

Rights of Detainee	Number of Issues raised	% of total
Access to medical help	17	33%
Phone Call	11	21%
Access to drink	8	15%
Access to free legal advice	7	13%
Access to food	5	10%
Someone informed of their location	2	4%
Not given rights	1	2%
Contact Embassy	1	2%
Privacy while receiving legal advice	0	0%
Access to "Codes of Practice"	0	0%
Can see written notice of rights	0	0%
Access to interpreter/language cards	0	0%
Access to complaints procedure	0	0%
<b>Total issues noted</b>	<b>52</b>	

**Table 4: Rights of Detainee by self-defined ethnicity**

	Rights of Detainee	Vulnerable Detainee	Access to Amenities	Services Available	Cleaning	Maintenance	Food/Drink/Reading	Detention Issues PACE	ICV Staff Issues	Positive Feedback
White British	11%	1%	2%				1%		1%	4%
White Irish	1%						1%			
Any Other White										1%
White and Black Caribbean										1%
White and Black African	1%						1%			
Mixed White and Asian										
Any Other Mixed										
Asian/British Indian										
Asian British Pakistani	1%									
Asian/British Bangladesh										
Any Other Asian										
Black/British Caribbean										
Black/British African	1%									
Any Other Black	2%		1%							1%
Chinese	2%									
Any Other Ethnic Group	2%									
Refused/Not stated	10%	2%	4%		1%		2%	1%	3%	5%
Not Recorded by ICV	11%	3%			4%	1%	2%	1%	4%	18%

Within the Rights of Detainees, access to medical help accounted for the most issues raised by detainees at 33 per cent. Of the 17 issues raised 7 detainees requested to see a Health Care Practitioner (HCP) relating to physical health issues, 10 wanted medication and one person was waiting to attend hospital. Where the HCP was required either custody staff had already made contact and were waiting for the HCP to attend or made the request, it was generally that the detainee was waiting although the request was in hand. The need for medication was addressed and was either being taken to custody by a family member or appropriate alternative medication was prescribed by the HCP. In one instance police attended the detainee's address to retrieve medication. Table 5 shows the breakdown in regards to medical help required broken down by self-defined ethnicity. Due to the high proportion of those detainees whose self-defined ethnicity was 'refused/not stated' group, it is difficult to ascertain whether there are any trends or areas for concern.

**Table 5: Access to Medical Help concern raised by self-defined ethnicity**

Ethnicity	% of total
White British	29%
Chinese	6%
Any Other Ethnic Group	6%
Refused/Not stated	41%
Not Recorded by ICV <sup>9</sup>	18%

<sup>9</sup> Not recorded by an ICV relates to the entry on the ICV report form that was not completed. Refused/Not Stated means the detainee did not provide the requested information when being booked into custody.

Issues relating to rights to telephone calls were generally initiated in conversation with ICVs. These were instances where there had been operational reasons for the delay or the detainee had changed their mind after initial arrival procedure or where a family member was seriously ill and they wished to speak to them.

Food and drink are frequently refused initially by a detainee and then requested when ICVs are present, particularly those unfamiliar with the process of being taken into custody. This remains an ongoing factor from previous reporting and was the third highest reported category. However when reported and passed on by the ICVs the requests are actioned promptly with food or drink often being brought while the ICVs are still in attendance.

## 2. Issues raised by the Independent Custody Visitors

ICV staff issues were the second highest reported issues this year. These primarily related to issues raised by the ICVs regarding the custody staff and how the ICVs are treated in the course of undertaking their functions. It was noted that these related to reports of occasional long waiting times for ICVs to access custody. Access for ICVs should be prompt but due to pressures in the custody suites sometimes access is delayed. When this occurs reasons behind the delays are investigated and addressed.

## 3. Access to Amenities

Comments were also noted with regards to accessing amenities. Access to having a shower or exercising was good, the main issues were requests for toilet paper being relayed to custody staff. In each instance this was addressed promptly.

## 4. Food, Drink and Reading material

With specific reference to food, drink and reading category, these were requests for one or more of these items made directly to the ICVs. Either they had not been offered these recently or had previously declined and then requested it from the ICVs rather than waiting for the next observation check. All matters raised in this regard were addressed promptly (see Table 6).

**Table 6: Issues raised relating to Food, Drink or Reading**

Issues relating to Food, Drink or Reading	Totals	% of total
Detainee has Access to Reading Materials	7	13%
Religious items - storage/condition/availability	1	2%
Correct Storage of Food	0	0%
Food in Date	0	0%
Dietary / Religious Requirements Catered for	0	0%
Guidance to staff available and visible	0	0%
<b>Total issues noted</b>	<b>8</b>	

## 5. Vulnerable Detainees<sup>10</sup>

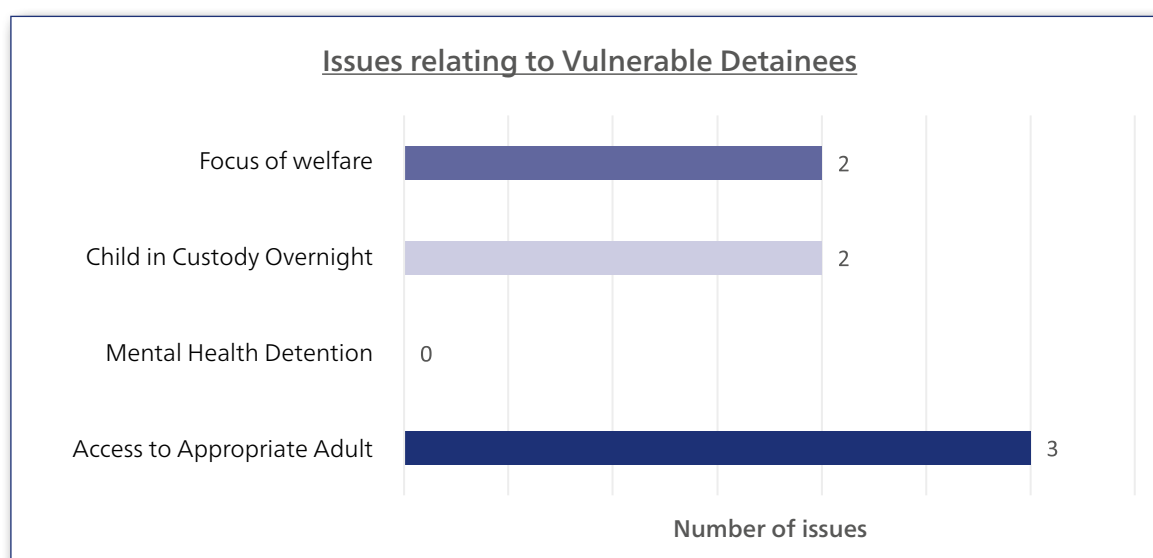
ICVs have identified seven concerns specifically relating to vulnerable detainees in custody and these equate to four concerning children and three to adults.

The lower number of concerns raised would seem to indicate that work put in place around recruitment of Appropriate Adults by the Local Authority to increase the number of volunteers available has started to address issues raised in the period 2018/19.

Work is still on-going in this area with a focus on reducing the occasions where children are in custody overnight without seeing an Appropriate Adult.<sup>11</sup>

Figure 6 shows that for the fifth year running, the Constabulary have not held anyone in a custody suite who has been detained under Section 136 of the Mental Health Act 1983, they are instead taken to a designated medical facility as a place of safety.

**Figure 6: Issues raised by Independent Custody Visitors relating to vulnerable detainees**



## 6. Cleanliness

Cleanliness issues have dropped from the second highest recorded issue during 2018/19 to sixth during 2019/20. Most of the six comments relate to cells or exercise yard awaiting cups and plates being removed, two related to the cleaning of the microwave in the kitchen as shown in Table 7. Showers and kitchen areas were consistently reported as being clean by the ICVs.

<sup>10</sup> For a definition of vulnerability, see Appendix 1.

<sup>11</sup> During the period April 2019 to March 2020 a total of 324 young people were brought into custody between the hours of 11pm and 8am, outside the operating hours of the local authority voluntary Appropriate Adult scheme, with 311 having their detention authorised and requiring an AA overnight.



**Table 7: Issues relating to cleanliness across both custody suites**

	<b>Totals</b>	<b>% of total</b>
Individual Cell	3	50%
Kitchen	2	33%
Exercise Yard	1	17%
Showers	0	0%
Interview Room	0	0%
Reception	0	0%
Corridor	0	0%
Prayer Room	0	0%
<b>Total issues noted</b>	<b>6</b>	

## 7. Issues relating to Detention or PACE

Two suggestions of detention or PACE issues, relating to their length of stay, were investigated and found to be perception issues by the detainee. ICVs checked custody records confirming that the detention was lawful.

## 8. Maintenance

Just one maintenance issue was recorded related to cell temperature.

## 9. Services Available

There were no recorded issues relating to Services available for the current year.

### Positive Feedback

ICVs also recorded a number of positive comments by detainees regarding their welfare in custody. Of the 37 positive comments, 16 detainees (3 per cent of those visited) chose to comment specifically about their welfare saying they had been well treated. In 111 cases (86 per cent of visits made) ICVs commented specifically that the facilities were clean and generally supplies of equipment and food were good. ICVs also said that police staff were helpful and professional when dealing with detainees. This is an extremely positive result and custody staff should be commended for maintaining the facilities to a high standard.

## Areas of focus this year

### Covid-19

As the year drew to a close, the effects of the Covid-19 pandemic resulted in a temporary suspension of ICV visits to maintain the welfare of both volunteers, staff and officers. To meet the Commissioner's statutory responsibility a Home Office approved method of dip sampling custody records to check that rights, entitlements and welfare needs were being met was initially undertaken. Phase two saw ICVs involved in discussions to expand the process to a conference call into custody and speaking to detained persons via mobile telephone link within their cells. This has proven to be very successful and allowed the ICVs to undertake visits remotely in pairs while further work will continue to enable them to return to physical visits at the earliest opportunity and when safe to do so.

### Appropriate Adults

Following some issues with the provision of suitable appropriate adults and delays in attendance at certain times, the way the service is provided is under review by the Constabulary to seek improvements. In liaison with the Chief Inspector of Custody this will be monitored to ensure there is suitable provision and allocation of an appropriate adult when needed.

### Supplies

Following issues with the supply of blankets in the previous year there have been improvements in stock control which have contributed to maintaining a good supply. While this is one of the key areas monitored by ICVs there have been few reports of these being low in supply, even at busy times.

### IT Systems

The Constabulary's intelligence and case management system, Athena, provides ICVs with a bespoke "snapshot" of those in custody when they arrive. There are still occasional outages causing timeliness issues with obtaining the data, but this is an improving picture.

### Quality Assurance Framework

The Quality Assurance Framework was introduced by the Independent Custody Visiting Association (ICVA) in April 2018. It enables schemes to reflect on how they comply with the Code of Practice, the legislation which underpins custody visiting. It seeks to encourage schemes to celebrate areas of strength, promote custody visiting and the achievements schemes have made, drive performance and increase sharing of good practice.

Hertfordshire achieved the Silver Award standard in 2019, showing a good standard of custody visiting and volunteer management. We will aim to build on this achievement and the great work of our dedicated custody visitors in seeking to achieve the Gold Award in the next round of reassessments which is anticipated to be in 2021/2022.

### Going Forward

In the coming year ICV reports will continue to be carefully reviewed to ensure all detainees continue to receive their rights and entitlements and are treated with dignity and respect.

There is a new force custody lead who we will continue to work in collaboration with while looking into ways of further improving the scheme and quality of reporting. The appropriate adult provision will continue to be monitored to both children and vulnerable people to ensure sufficient Appropriate Adult services. This is currently being reviewed by the Constabulary.

ICVA monitor issues raised by the scheme managers across the country in order to review and monitor national trends and cascade details of legislative changes and reforms. The Hertfordshire scheme will look to use the findings from those trends to inform the scheme's development.

Hertfordshire OPCC will be actively recruiting more volunteers to ensure, where possible, that the volunteers reflect the demographics of the county. We will be particularly interested to hear from younger age groups and those from Black, Asian and Minority Ethnic (BAME) communities.

**If you would like to find out more about the scheme or are interested in becoming an ICV, please contact:**

**Independent Custody Visiting Scheme Administrator  
Office of the Police and Crime Commissioner for Hertfordshire  
15 Vaughan Road  
Harpenden  
AL5 4GZ**

**Telephone: 01707 806100**

**Email: [pccadmin@herts.pcc.pnn.gov.uk](mailto:pccadmin@herts.pcc.pnn.gov.uk)**

For more information regarding the role of ICVs and that of the Police and Crime Commissioner for Hertfordshire, please visit: [www.hertscommissioner.org](http://www.hertscommissioner.org)

For more information on the role of the Independent Custody Visiting Association (ICVA), please visit: [www.icva.org.uk](http://www.icva.org.uk)

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## Appendix 1

The term vulnerable<sup>12</sup> applies to any person who, because of a mental health condition or mental disorder:

- (i) may have difficulty understanding or communicating effectively about the full implications for them of any procedures and processes connected with:
  - their arrest and detention; or (as the case may be)
  - their voluntary attendance at a police station or their presence elsewhere, for the purpose of a voluntary interview; and
  - the exercise of their rights and entitlements.
- (ii) does not appear to understand the significance of what they are told, of questions they are asked or of their replies:
- (iii) appears to be particularly prone to:
  - becoming confused and unclear about their position;
  - providing unreliable, misleading or incriminating information without knowing or wishing to do so;
  - accepting or acting on suggestions from others without consciously knowing or wishing to do so; or
  - readily agreeing to suggestions or proposals without any protest or question.

# **ANNUAL REPORT**

**Hertfordshire Independent  
Stop and Search Community Scrutiny Panel**

**1 April 2019 – 31 March 2020**

## Purpose of the report

This report provides a summary of the work undertaken by the Hertfordshire Independent Stop and Search Community Scrutiny Panel between 1 April 2019 and 31 March 2020.<sup>1</sup>

It is the role of the Panel to scrutinise the actions of Hertfordshire Constabulary in relation to stop and search, to ensure transparency and enhance public confidence in the Constabulary's ethical and lawful use of stop and search powers.

This report reflects the exercise of the Panel's scrutiny function, including the random sampling of stop and search records, summary data, body-worn camera footage (BWV)<sup>2</sup> and Section 60 authorisations<sup>3</sup>. It also considers the Panel's development in its role and outlines the Panel's next steps for 2020/21, in order to continue improving external scrutiny measures.

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<sup>1</sup> The Panel meet every month to review the preceding month's activity and therefore, this report covers the Constabulary's stop and search activity from 1 March 2019 to 29 February 2020. Data for February 2020 is contained in the report, however due to Covid-19 the panel were unable to meet in March to complete any dip sampling of stop and search records from February 2020.

<sup>2</sup> Body Worn Video is camera footage that refers to video captured by cameras worn by police officers.

<sup>3</sup> Section 60 of the Criminal Justice and Public Order Act 1994. This power gives officers the right to search individuals within a specified locality, without any grounds for suspicion, in circumstances in which incidents involving serious violence may take place.



## **Chair's Foreword**

Following a change in the Chair during the course of the year, it has fallen to me as interim Chair of the Hertfordshire Stop and Search Panel to take responsibility for the writing and provision of this report. I need to say that the former Chair, Chris Cowdrey was, over his 15 months as chair, active, energetic and resourceful. It is greatly to his credit that the Panel had a further successful and, we believe, efficient and effective year.

I could not have known that Covid-19 would prevent the Panel from having regular meeting. However, the Panel was able, in the last few weeks, to have a virtual meeting; 8 members of the Panel joined and were able to discuss a number of issues and, albeit on restricted information, successfully undertake dip sampling to a satisfactory extent. Further such "meetings" are planned over the coming weeks and a new Chair will be appointed.

This year the Panel has added to its numbers and, in doing so, has widened both its ethnic and its age base, as set out in more detail in the body of this report. There is still some way to go in both areas; and it is promising that a further recruitment process is, or will be when conditions permit, taking place, with an emphasis on seeking to increase the number of BAME and younger members of the Panel. The Panel has during the past year continued to examine and overlay the data on stop and searches of those from other ethnic groups. It is important that, among the 7 police forces of a similar nature to Hertfordshire, our county force has the second lowest level of disproportionality and that the issue is one which applies to all forces. Nevertheless, the Panel has continued to examine the statistics with care and to question senior officers about an issue which troubles the members; and they will continue to do so.

In the year 2019/20 the Panel has expanded its familiarity with Body Worn Video (BWV) footage. The concern expressed in last year's reports that BWV was being switched on too late has been successfully addressed, at least in the case of most of the footage which has been seen in the year to which this report relates. Watching and observing BWV gives the Panel a much more in-depth view of each incident than can be obtained from dip-sampling; but the process requires much more time. What is happening is often not clear, particularly when events are taking place in the dark or when there is loud noise. Much as the Panel would like to be able to see more BWV, at present the Panel does not have the numbers or the time to enable that to happen. This is a problem which must be addressed in the present year.

Finally, the Panel would like again to thank the staff at the Police and Crime Commissioner's office for the enormous help they give; and particular thanks are due to Chief Inspector Chris Treadwell who has continued to answer all our many questions to him with candour, enthusiasm and an obviously genuine desire to help.

**Jeffrey Burke**

**Chair of the Hertfordshire Independent Stop and Search Community Scrutiny Panel**

## **Police and Crime Commissioner's Foreword**

The Hertfordshire Countywide Independent Stop and Search Scrutiny Panel has been established for five years. In that time the Panel of volunteers have provided a vast amount of valuable feedback and scrutiny to the Constabulary which has been used to support improvements in the quality and grounds for the searches. I am incredibly grateful for the time, effort and diligence that continues to be shown by Panel members.

Stop and search remains a valuable tool for the police to protect the public, not only in solving crime but also helping to prevent crime. The existence of stop and search, and the awareness that the police are willing to use this power, can be enough to deter criminals from engaging in illicit activity, helping to keep our streets safe. The power to search is coercive however, and must always be used fairly, ethically and with just cause. It is the role of the Hertfordshire's Stop and Search Panel to provide independent scrutiny of police performance and feedback on their conclusions as to whether the performance complied with established criteria.

This Annual Report highlights the significant work undertaken by the Panel throughout 2019/20 relating to the dip sampling of stop and search records, review of countywide trend data, BWV and use of Section 60 authorisations under the Criminal Justice and Public Order Act 1994. The report shows that there has been a slight decline in the stop to arrest ratio this year, averaging 13.5 per cent, however there has been a marked improvement in the number of cases where officers had adequately justified the appropriate use of the power. The Panel found that they were confident in 87.7 per cent of the records they reviewed.

I am pleased to see that the Constabulary continue to meet the requirements in the Best Use of Stop and Search for Section 60s to be authorised by a Senior Officer (above the rank of Chief Superintendent) despite changes and relaxation being made to national guidance in August 2019. The report highlighted that there is further work for the Constabulary to do to ensure that BWV is being turned on at the earliest opportunity so that it supports the capture of clear and irrefutable evidence. We know that BWV can support a reduction in the use of force against officers, has a significant impact on public confidence and trust, can assist with complaints of conduct and ultimately support achieving swifter justice. I look forward to the Panel stepping up its scrutiny in this area over the coming year.

The Panel has identified a number of recommendations. This includes increasing the public profile of the scrutiny Panel through effective and regular engagement with wider and diverse community groups across the county. The Panel is also keen to undertake a number of deep drive reviews to understand complex areas including proportionality. I strongly support and endorse the Panel to do so and look forward to hearing the outcomes from their reviews. I will use the findings from their reviews to inform my regular meetings with the Chief Constable.

**David Lloyd**

**Police and Crime Commissioner for Hertfordshire**

## **Hertfordshire Constabulary's Foreword**

Stop and Search can be an effective tool in preventing crime and deterring criminals. In recent years there has been a significant increase in knife crime with over half of victims being under the age of 25. Our work with young people has shown that drugs and gangs are a key feature in why some carry knives.

Greater use of Body Worn Video when officers are using their powers has allowed the scrutiny Panel to examine whether officers are treating individuals with respect as well as ensuring compliance with procedural requirements. Feedback from the Panel has allowed us to learn and adapt operational activity.

Stop and search remains controversial and independent scrutiny is vital if we are to build and maintain confidence in our communities. It is encouraging to see the improvements reported by the scrutiny Panel. However, there remains disproportionality in its application especially in relation to black people. The Constabulary is committed to equality and fairness for everyone, further work is under way in this regard and we welcome the Panel's scrutiny around this complex but important issue.

We welcome feedback from our communities in relation to stop and search. The feedback form can be found here [www.herts.police.uk/Information-and-services/About-us/Transparency/Stop-and-search/Community-complaints-trigger](http://www.herts.police.uk/Information-and-services/About-us/Transparency/Stop-and-search/Community-complaints-trigger).

I would like to thank members of the scrutiny Panel for their work. We remain committed to this independent scrutiny and challenge.

**Bill Jephson**

**Assistant Chief Constable – Local Policing**

## Summary

### Key findings

- a. There has been a steady reduction in the stop to arrest ratio since 17/18, declining from 18.5 per cent to 17.5 per cent in 19/20. This has been further pronounced during 19/20 with the arrest rate now sitting at 13.5 per cent<sup>4</sup>.
- b. All districts saw a decline in average positive disposal rates compared to the previous year. East Herts was the highest-ranking district with an average positive disposal rate of over 30 per cent.
- c. 329 stop and search records were dip sampled this year out of a possible 8040 (4.1 per cent)<sup>5</sup>.
- d. The Panel's position of confidence with records dip sampled remains high, now at 87.7 per cent, with 12.3 per cent marked as not confident and 0 per cent classified as unsure. This shows a percentage increase of 5.2 per cent in the Panel's confidence levels, compared to 2018/19 when confidence was at 82.5 per cent.
- e. The Panel recognises the need to look more at disproportionality in those being stopped and searched, but that the standard nationally used metrics and measurements do not give an accurate picture. The Panel will seek to gather further local data and information in order to undertake analysis and report on findings and judgements.

### Recommendations for the year ahead

- a. Further recruitment for 2020/21, to increase the size of the Panel and ensure greater resilience if members are unwell or unable to attend. Whilst recruiting the Panel will continue to ensure a diverse membership.
- b. To increase the number of BWV incidents reviewed over the next 12 months using a purposeful sample size to include individual and group searches. It is hoped that an increase in the membership of the Panel will enable more BWV footage to be viewed over the year.
- c. Commission further research and undertake sophisticated modelling to get a better picture of proportionality rates around age, gender and ethnicity in Hertfordshire (see Section 9 for further information).
- d. Increase the public profile of the scrutiny Panel through effective and regular engagement with community groups across the county.
- e. Ensure that a senior police officer in each of the districts attends a Panel meeting during the next 12 months. This is part of a broader feedback process around stop and search with the independent Panel having an important role.

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<sup>4</sup> A positive outcome for a Stop and Search it does not have to result in an arrest..

<sup>5</sup> Dip sampling took place out 11 meetings across the year; one fewer than previous years. This was due to the March 2020 meeting not taking place due to Covid-19 restrictions.

- f. Conduct a deeper review into positive disposal rates to identify reasons why all districts saw a decline over the last 12 months.

## **Background**

In 2014, the Home Secretary introduced a package of reforms (Best Use of Stop and Search Scheme) in response to concerns about police compliance with the Police and Criminal Evidence Act (PACE) 1984 Code of Practice A<sup>6</sup>. It was intended that the reforms should contribute to a significant reduction in the use of stop search; more intelligence led stop and searches; and improved stop to arrest ratios.

The reforms included measures to allow stop and search records to be scrutinised by community representatives through independent external scrutiny. Hertfordshire Constabulary signed up to the Best Use of Stop Search Scheme (BUSSS) in August 2014, recognising the need to ensure better scrutiny of stop and search and compliance with PACE 1984 Code of Practice A. Hertfordshire Constabulary also recognised that independent scrutiny and oversight was needed and approached the Office of the Police and Crime Commissioner (OPCC) to ask if an external independent scrutiny Panel could be set up as they genuinely believed that community scrutiny would be beneficial. It followed in November 2014 that the OPCC undertook scoping work to see what models of external scrutiny were in place in other forces/PCC offices and build a Panel for Hertfordshire.

The result of this was the decision of the OPCC to set up the independent countywide scrutiny Panel in 2015. The Panel's remit was to provide a voice for community concerns; and to help inform and influence police training around stop and search practices. The Panel has evolved and changed since its inception in order to provide clear and transparent information for both Constabulary and community benefit; and to enhance public confidence in police performance.

## **Panel membership**

At its inception in 2015, the Panel had six members, but over time, additional recruitment has been undertaken to expand the membership, establishing, where possible, a diverse membership from a variety of backgrounds. The current Panel has a core membership of 16 volunteers, all of whom live, work or study in Hertfordshire.

Following the submission of an application form, each Panel member is interviewed and subject to police vetting before membership is confirmed. A training session on PACE Code A, as well as the Panel's role more generally, is delivered to enable members to understand police powers and to assist in developing their ability to critically challenge and scrutinise Hertfordshire Constabulary's stop and search data.

Wherever possible, the Panel seeks to reflect the demographics within Hertfordshire. The gender breakdown of the Panel is 62.5 per cent male and 37.5 per cent female<sup>7</sup>.

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<sup>6</sup> In 2014 Her Majesty's Inspectorate of Constabulary (HMIC) reported that 27 per cent of the stop and search records they examined did not contain reasonable grounds to search people, even though many of the records had been endorsed by supervising officers. Reasonable grounds do not include personal appearance. A police officer cannot lawfully stop and search an individual because of their age, ethnicity, style of clothing or hairstyle etc. There is no such thing as a 'voluntary search'. If you are stopped and searched, the police officer must follow the correct police procedure.

<sup>7</sup> Of the estimated population of Hertfordshire at mid-2018, 49 per cent were male



The age breakdown of the Panel is;

- 18-30 – 18.75 per cent (0 per cent in 18/19)
- 31-40 – 12.5 per cent
- 41-50 – 6.25 per cent
- 50-60 – 25 per cent
- 61 and above – 37.5 per cent

The self-defined ethnicity of Panel members is<sup>8</sup>;

- White British – 62 per cent (73 per cent in 18/19)
- Black British – 13 per cent
- British Asian – 13 per cent
- Black – 6 per cent
- Asian – 6 per cent

The District representation among Panel members is;

- St. Albans – 31 per cent
- East Herts – 19 per cent
- Broxbourne – 6 per cent
- Watford – 6 per cent
- Welwyn Hatfield – 25 per cent
- Hertsmere – 13 per cent

## Meetings

Terms of Reference (ToR) are in place to guide the Panel and are reviewed annually<sup>9</sup>. This ensures that the role of the Panel and the way in which it operates is kept up-to-date.

A Chief Inspector from Hertfordshire Constabulary's Community Safety and Crime Reduction Unit attends all meetings so that operationally specific questions can be asked directly by members. In addition, the Chief Inspectors of each district are invited to attend a minimum of one meeting a year, during which stop and search records and BWV footage from their areas are reviewed. They are accountable for any issues and concerns identified which are linked to their district area.

The Panel meets monthly to review the preceding month's activity and therefore, this report covers its activities between 1 April 2019 and 31 March 2020, correlating to the Constabulary's stop and search activity from 1 March 2019 to 28 February 2020.

Panel meetings have evolved since their inception and although there is an established process, the group is open to adaptation as its work progresses. Currently, at each Panel meeting, following the usual standing items (welcome, apologies, minutes and actions), members will engage in a variety of scrutiny exercises. These include; the dip-sampling of stop and search records, monthly summary data, BWV footage, Section 60 authorisations and complaints.

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<sup>8</sup> Hertfordshire ethnic breakdown: White 87.6 per cent, Asian/Asian British 6.5 per cent, Black/African/Caribbean/Black British 2.8 per cent, Mixed/multiple ethnic groups 2.5 per cent, other ethnic groups 0.6 per cent; ONS Census 2011

<sup>9</sup> ToR are available on the Police and Crime Commissioners Website: [www.hertscommissioner.org/stopsearch](http://www.hertscommissioner.org/stopsearch)

## **The dip-sampling of stop and search records**

During meetings members will split into small groups (2-4), and will review a random selection of the stop and searches which have taken place in the preceding month in Hertfordshire. Each group is allocated a portion (e.g. 1-25, 26-50 etc) of the spreadsheet from which they randomly select individual cases for review. They will record their conclusions for each record on a feedback form, which enables them to comment on whether they were confident, not confident or in doubt as to whether the officer had sufficient grounds to justify a stop and search. Following each meeting, the feedback forms are typed up and provided to the Constabulary's lead officer for follow-up with supervisors and officers.

## **Monthly summary data**

A segment of the meeting also involves members reviewing data provided by the Constabulary which provides an overview of stop and search activity from the preceding month. The data pack includes:

- The number of stop and searches where the object of the search was found, as well as other property found.
- The gender of those stopped and searched for all stops.
- The total number of stop and searches (including a breakdown of ethnicity, both officer-defined and subject defined), arrests and positive outcomes by CSP per month.
- The total number of stop and searches in relation to drugs and acquisitive crime per month and how many resulted in an arrest or a positive outcome.

## **Body worn video footage**

During meetings in which individual CSPs are reviewed, the Panel review randomly selected BWV footage of stop and search encounters. The Panel are provided with the correlating stop and search record, before reviewing the footage. Each clip is assessed against a series of prompts, including whether the record reflects what they saw in the footage and whether the officer complied with procedures appropriately. Following a group discussion, Panel members make a decision as to whether they felt confident or not confident in the appropriateness of the search and of the conduct of the officer(s) concerned. Similar to the feedback forms from the dip-sampling of records, all feedback is collated and fed back to the Constabulary, to be addressed with individual officers to support training and development.

## **Section 60 authorisations**

In 2018, the Panel began reviewing Section 60 authorisations. During meetings the Panel review all Section 60s which were authorised by the Constabulary in the previous month. Officers searching under Section 60 are not required to provide reasonable grounds for individual searches and therefore, there is no requirement for the Panel to scrutinise individual grounds. To ensure the Panel are able to fulfil their scrutiny function effectively, in line with the guidance under Code of Practice Code A and the Best Use of Stop and Search, the Panel are presented with the following:

- Overview of the application made to a senior officer and the rank of the authorising officer.
- Details of how the authorisation was managed.
- Outline of how, and through what means, the use of the power was communicated to the public/local community before (where practicable) and after its authorisation.
- Summary of activity during the period concerned. For example, the number of stop and searches, details of items found and positive outcomes.
- This year the Panel reviewed four Section 60 authorisations.

## Complaints

In accordance with the Best Use of Stop and Search guidance, the Panel has agreed to have sight of any complaints made by the public about a stop and search event which has undergone investigation and resolution by the Professional Standards Department (PSD) and/or the Complaints Response Team (CRT). Every six months the Chief Inspector of PSD attends a Panel meeting to provide a verbal update on the quantity and type of complaints made into their department. Additionally, the CRT provide a written update on the number of complaints made into the Police and Crime Commissioners Office and through the Force Control Room (FCR).

It was agreed by the Panel that a Community Complaints Trigger<sup>10</sup> will be issued if the number of complaints for a particular district is higher than one per month, with the scrutiny Panel being given the option to do a further deep dive of these complaints. There have been no Community Complaints Triggers for the last year.

To ensure the work and views of the Panel impact on the performance of officers on the ground, a full feedback loop has been developed. At the end of each meeting, feedback corresponding to all scrutiny activities identified above, is circulated to senior officers in the Constabulary, including the Chief Inspectors of the Local Policing teams and Professional Standards. This feedback is used to not only provide direct feedback to individual officers, but to also inform future training activities. In cases involving serious misconduct, procedures have been developed to enable the Panel to refer the incident directly into PSD.

A number of Panel members have also been active in other scrutiny roles in relation to police performance. Three of the current stop and search scrutiny Panel members sit on the Use of Force Panel which scrutinises the Constabulary's use of force, including unarmed defence tactics, handcuffs and incapacitant spray. Through the random dip-sampling of officer statements and body worn footage, the Panel looks at the appropriateness of the force used, providing feedback to the force and highlighting areas of concern or good practice. There is also representation on the Constabulary's Coercive Powers Board meeting which seeks to support organisational learning related to the use of coercive powers and the identification of any strategic, corporate and national issues that may impact on the achievement of the Community Safety and Criminal Justice Plan objectives.

As stipulated in the Best Use of Stop and Search, Panel members are provided with the opportunity to accompany police officers out on patrol. As part of the Constabulary's Ride Along scheme, Panel members are given the opportunity to see 'real-life' stop and search encounters with frontline officers.

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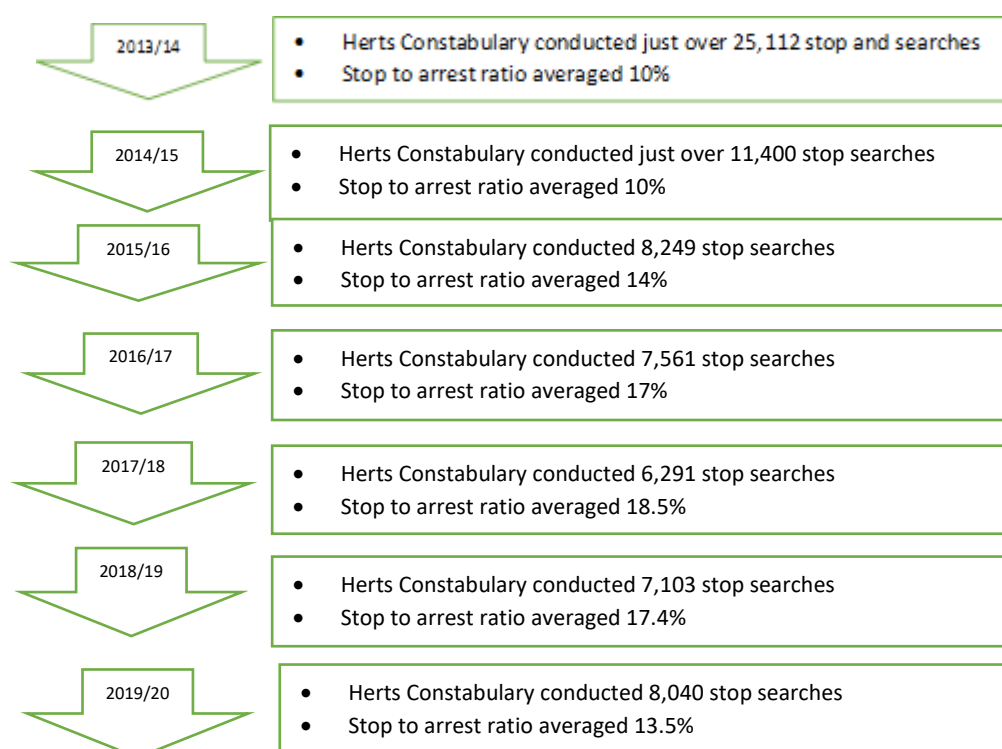
<sup>10</sup> The Community Complaints Trigger is a complaint policy that requires the police to explain to the community how the powers are being used if there is a large volume of complaints. This is in addition to the force complaints process. This allows for an independent review and ensures there is a response to any public concerns about stop and search activity in their community. More information about the Trigger can be found here - [www.herts.police.uk/Information-and-services/About-us/Transparency/Stop-and-search/Community-complaints-trigger](http://www.herts.police.uk/Information-and-services/About-us/Transparency/Stop-and-search/Community-complaints-trigger)

## Key Findings

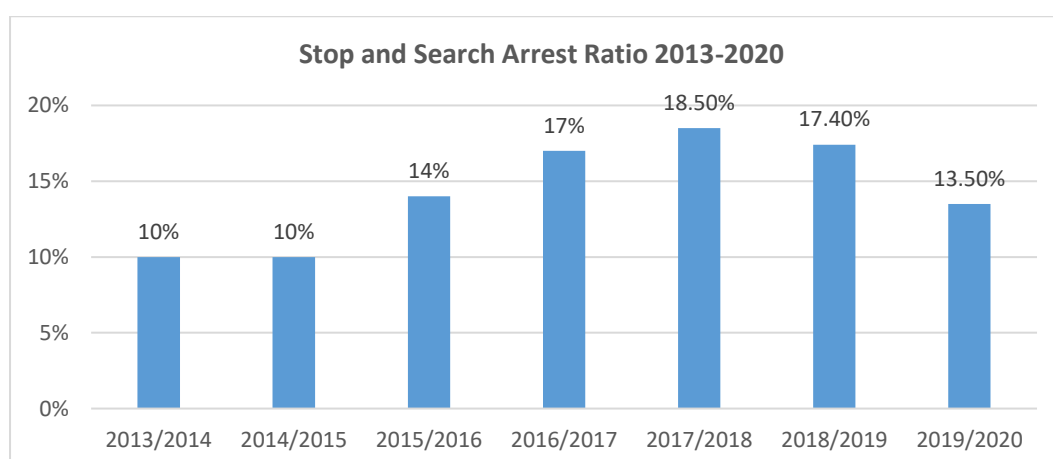
### Stop to arrest ratio

Hertfordshire Constabulary conducted 8,040 searches in 2019/20. Of these searches 1,074 resulted in an arrest, a percentage of 13.5. This is down from the previous year in which the force was able to reach a stop to arrest ratio of 17.4 per cent.<sup>11</sup>

**Figure 1: Stop and Search in Hertfordshire between 2013 and 2020**



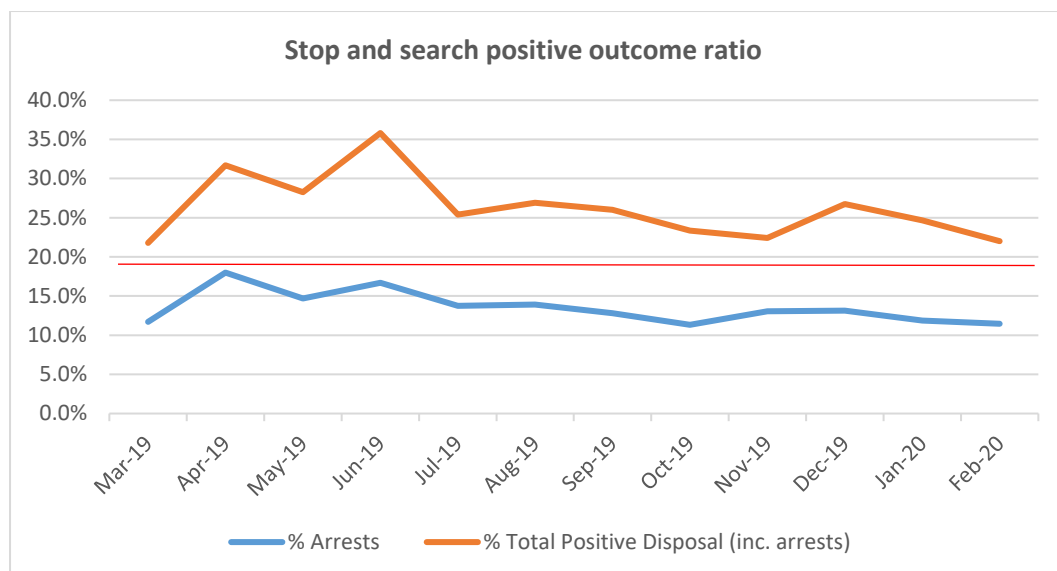
**Figure 2: Stop and Search arrest ratio between 2013 and 2020**



<sup>11</sup> In comparison to other areas: Hampshire 4307 stop and searches were carried out between April 2019 - September 2019 with a stop to arrest ratio of 18 per cent, West Midlands had 25,221 stop and searches carried out between April 2019 – March 2020 with a stop to arrest ratio of 13.6 per cent. Essex carried out 8508 stop and searches were carried out between April 2019 - September 2019.

The number of searches conducted per month has fluctuated between a low of 523 and a high of 875, averaging 670 per month. Arrest rates have been maintained at a largely consistent level, with some peaks in April and June. There has been no month where the aspirational Government target of 20 per cent has been met <sup>12</sup>.

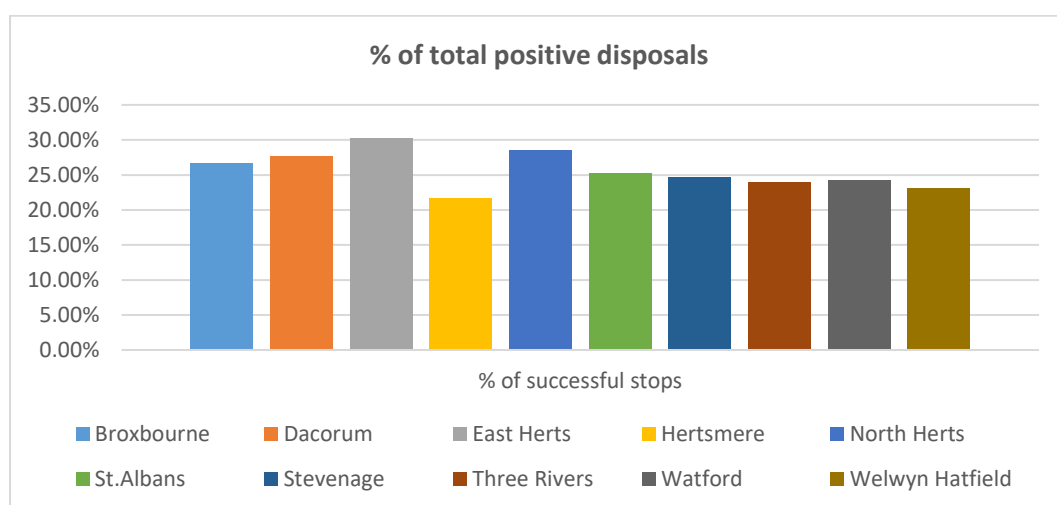
**Figure 3: Stop and Search positive outcome ratio (March 2019 – February 2020)**



The percentage of positive outcomes per search have also been disaggregated per CSP. All CSP's saw a decline in average positive disposal rates compared to the previous year. The Panel were pleased to see East Herts averaging over 30 per cent.

The average positive disposal rates for the year was 26.2 per cent, down from 31.2 per cent the previous year. This is an area that the Panel are particularly concerned; the Panel has recommended a deeper investigation of this area over the next 12 months.

**Figure 4: Percentage of total positive disposals per CSP (per 1000 population) for the period 1 March 2019 to 29 February 2020**



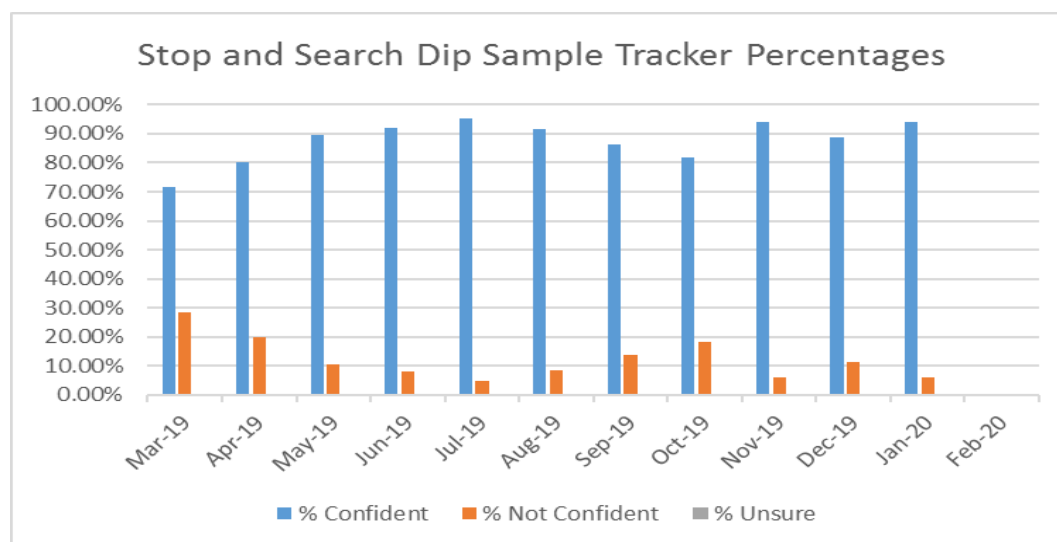
<sup>12</sup> Positive outcomes, include arrests, as well as out of court disposals, such as Drug Warnings or Cautions, which negate the need for individuals to be formally processed through custody suites.



## Stop and search records

329 dip samples of stop and search records for Hertfordshire were assessed this year out of a possible 8040 (4.1 per cent)<sup>13</sup>. The position of confidence in the stop and search forms currently sits at 87.7 per cent, with 12.3 per cent marked as not confident and 0 per cent classified as unsure. This shows a percentage increase of 5.2 per cent in the confidence levels, compared to 2018/19 when confidence was at 82.5 per cent. The Panel were pleased to note the continued rise in confidence levels since 2017.

**Figure 5: Confidence levels**



Over the current year there has been a number of common trends identified during the dip-sampling of stop and search records.

The Panel were pleased to see that officer's accounts of searches detailed in the stop and search form, show clear evidence of searches being intelligence led, as required under the Best Use of Stop and Search. This is reflected in the further rise in confidence levels this year.

The main reason for the Panel noting they were not confident in a record was due to the report not being specific or it being unclear how the intelligence is linked to the individual being searched.

There have been very few searches based on the smell of cannabis alone. The Panel are pleased to see that the Constabulary are continuing to ask officers to use additional suspicion factors on top of the smell of cannabis when determining whether there are sufficient grounds to search.

The dip sampling has identified the need for grounds in group searches to be more robust. In particular incidences where the same grounds have been cut and pasted for multiple records. These incidences have not been individually tailored enough to sufficiently justify the grounds for a search.

<sup>13</sup> Dip sampling took place out 11 meetings across the year; one fewer than previous years. This was due to the March 2020 meeting not taking place due to Covid-19 restrictions.

## Proportionality

The Panel have taken a keen interest in examining data relating to the proportionality of stop and searches by ethnicity over the course of 2019/20. Current metrics and measurements used nationally to judge disproportionality have not enabled the Panel to make any firm judgements relating to ethnicity, gender and age in Hertfordshire.

Data currently used to measure proportionality is subject to the following limitations:

- Cross-border movement in which individuals living outside of the county are stopped and searched in Hertfordshire.
- Differences in those available to be stopped and searched compared to the resident population at any one time.
- Using outdated resident population including the 2011 Census data and 2015 mid-year population estimates.
- Differences in how ethnicity is recorded. It has been shown that the ethnicity recorded both by officers and those individuals self-defining their ethnicity does not always wholly correlate.<sup>14</sup>

Given these challenges in measuring disproportionality, the Panel is putting together a specification outlining further data and information they would like as part of their review to better understand what the population stopped looked like compared to those available to be stopped in a given area.

This year the Panel held a strategy day and for the coming year the Panel have asked the Constabulary to include data on the positive disposal rate for each ethnic group as part of the Panel's monthly summary data.

A review took place to identify if there was any correlation between individual's ethnicity and cases sampled by the Panel where they did not feel confident in an officer's record. In the period January 2019 to December 2019 there were 32 instances where the Panel did not feel confident in the officer's record. Of these 32 instances, 53 per cent involved individuals who self-identified as white, 28 per cent involved individuals who self-identified as black and 9 per cent who self-identified as Asian. No clear pattern or trend emerged, but this would continue to be monitored to see if any learning can be identified.

This year the Panel have been pleased to see the Constabulary produce an Equality Impact Assessment to help better understand the impact of stop and search on different communities across Hertfordshire.

## District deep-dives

Over the previous 12 months, the Panel has met with senior officers from eight of the districts from across the county. On each occasion, the Panel were able to scrutinise a significant number of stop and searches from that area and report to the officers on any short-comings, concerns and good practice. BWV was also

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<sup>14</sup> Ethnicity is noted as either 'self-defined' or 'officer defined'. Officer defined ethnicity is recorded depending on their own perceptions and should be recorded in every instance, whilst self-defined ethnicity is expressed by the individual, depending on how that individual identifies. Individuals can choose not to express their self-defined ethnicity if they so wish.

reviewed during the meeting with feedback provided to the senior officer. Senior officers have fed back after the meeting regarding how they have discussed any issues raised or positive comments with their staff

### **Body Worn Video (BWV)**

The Panel reviewed the footage of 8 stop and searches captured on officers' BWV this year. The panel recognise that this is a very small sample size and of those 8 videos which were reviewed, one incident was marked as not-confident.

The introduction of the review of BWV footage into meetings has given confidence to the Panel that the grounds, scrutinised through the random-sampling of stop and search records, are an accurate account of events.

The Panel are particularly pleased that the review of footage has shown officers to be polite and courteous and are following the guidelines laid out in the Best Use of Stop and Search.

Issues identified regarding BWV footage have been fed back to the Constabulary. These areas over the last 12 months have included whether cameras are being turned on at the earliest opportunity and whether officers have made those they have stopped aware that their cameras are on.

The review of BWV footage has shone a light on areas such as how group searches are carried out. The Panel have observed group searches where the group are kept in a cluster while searches on individuals are carried out. The Panel would like to see individuals separated from the group and taken to one side while the search is undertaken in line with Constabulary policy.

The Panel would like to be able to spend more time on BWV footage but each item of footage takes up much more time to observe, listen and reach conclusions than does even a difficult stop and search episode when considered as part of dip sampling. It is important that the Panel should consider a sufficient number of cases by the dip sampling method for the Panel's conclusions to carry weight. That is why the Panel sees BWV at each alternate meeting at present.

The Panel realise there is more work to do and consideration is being given to how the Panel may be able to review a purposeful sample size of BWV footage. A further recruitment process is now in progress (or will be when circumstances allow) which should support this aim. Consideration is also being given to focussing meetings around a thematic area. This could allow for two meetings a year to have a deeper dive into BWV and review additional footage.

The Panel are also pleased to hear that the Constabulary have extended an invitation for any Panel member to observe their 'in house' dip sampling of BWV footage which is undertaken monthly.

### **Section 60's**

Four Section 60's were reviewed by the Panel at their meetings between April 2019 and February 2020.

There have been two changes to police stop and search guidance in 2019 with Police forces having been advised not to follow Best Use of Stop and Search on 'no suspicion' searches.

In August 2019 new Home Secretary Priti Patel announced that the Best Use of Stop and Search guidance on the authorisation times for no suspicion searches would be relaxed to the statutory minimum. Forces are no longer required to have officers of higher ranks authorise Section 60 searches. Those of the rank of Inspector or above can now authorise the searches. Furthermore, Police Forces are no longer required to show a

higher degree of certainty when issuing an authorisation. Section 60 searches can be authorised if they reasonably believe a serious violence incident may take place (rather than will take place).

The Panel were pleased to see that the Constabulary continue to meet the requirements in the Best Use of Stop and Search for Section 60s to be authorised by a Senior Officer (above the rank of Chief Superintendent) despite changes being made to national guidance.

The geographic area that the Section 60 applies to has, on occasion, has been questioned for being too broad. In line with Best Use of Stop and Search, the Panel would like to see authorisations being used within a clearly defined locality.

## **Complaints**

In 2019/20 the Panel were informed of all complaints about the conduct of stop and search received by PSD, CRT and the FCR, that relate to stop and search.

Eight complaints were made by the public into PSD between 1<sup>st</sup> April 2019 and 31<sup>st</sup> March 2020. One of these was suitable for a local resolution, three were not upheld and three are still being investigated. It was determined there was no case to answer for one of them.

Eight complaints were made directly to the CRT, 5 of which were determined to be valid. 35 complaints were reported into the FCR, 3 of which were marked valid.

The CRT managers classify a complaint as; valid, not valid, unknown, not applicable or outcome pending, based on a variety of factors. If a case is marked as valid there is reason to believe that the police could have done something better, i.e. in the behaviour of the officer during the search, that the correct policy had not been followed or that there is some form of learning to be taken away from the incident.

There was no use of the community complaints trigger for 2019/20. To date there have been no complaints about the Stop & Search Panel.

## **Key achievements**

- a. 329 dip samples of stop and search records for the Constabulary were assessed this year out of a possible 8040 (4.1 per cent)<sup>15</sup>. The Panel also reviewed the footage of 8 stop and searches captured on officers' body worn cameras and reviewed 4 Section 60 authorisations.
- b. Process was introduced regarding Section 60 authorisations. Inspectors now provide a summary of all activity that has taken place during a Section 60 and this is included within the briefing packs for the Panel to review.
- c. A meeting in public was held at The Nobel School in Stevenage on 23rd July 2019. The meeting was attended by the Assistant Police and Crime Commissioner, the Chief Inspector of Crime Reduction and Community Safety, as well as the Chair of the Panel. During this meeting, attendees were given the opportunity to observe the work of the Panel, including the random sampling of stop and search

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<sup>15</sup> Dip sampling took place out 11 meetings across the year; one fewer than previous years. This was due to the March 2020 meeting not taking place due to Covid-19 restrictions.

records, as well as being given the chance to learn more about the use of stop and search in Hertfordshire. This meeting helped raise awareness of the Panel, improving transparency and encouraging public engagement in the scrutiny process. Reflections from the group identified that whilst it was positive for members of the public to observe and understand the work of the Panel, there was a small attendance and therefore a suite of engagement opportunities with the public would serve better in seeking their views. The Panel continue to aspire to engage with members of the public and have identified other meetings they could attend across the county in order to achieve this. This includes Oaklands College, Hertford Regional College and the BAME Police Association.

- d. A recommendation for 2019/20 was to ensure the demographic of the membership is diverse, particularly those from BAME groups and people aged between 18 and 30. Recruitment was carried out across the year and 19 per cent of the Panel are between 18 to 30 years old. There were no Panel members under the age of 30 in the previous year. 62 per cent of the Panel identify as White British; this figure was 73 per cent the previous year and highlights the focus that has been undertaken to ensure greater diversity.
- e. A strategy day was held in November 2019. The items raised included data quality, positive disposal rates, community engagement, a deeper review of data on proportionality and recruitment of more Panel members. These items all form part of the forward work programme for the Panel to be progressed over the next year. The Panel also supported identifying thematic areas and splitting the meetings to focus on different topics once the membership is large enough to allow for this.
- f. The Panels feedback regarding BWV footage has been fed into the Constabulary's thematic review of BWV which is an action in the Police and Crime Commissioner's Community Safety and Criminal Justice Plan for 2020/21.



## Appendix A: Progress Review

2018/2019 recommendations		Progress Update
1.	Further recruitment for 2019/20, to ensure that the demographic of the membership is diverse, particularly those from BAME groups and people aged between 18 and 30.	A new round of recruitment was undertaken in March 2019, which resulted in 6 volunteers joining the Panel. At the time of writing there are 16 Panel members with a new round a recruitment to be progressed. Continued active recruitment of panel members will ensure resilience.
2.	Continue to work with the Constabulary to refine the data provided, to enable effective scrutiny by the Panel, particularly in relation to age and ethnicity data, in order to identify any issues of concern which may warrant further investigation.	Work continues on this recommendation. A training session is being organised for early 2020. The Panel will continue to use available ethnicity data to probe and discuss areas relating to disproportionality.
3.	Increase the public profile of the scrutiny Panel through effective engagement with community groups across the county.	A meeting in public was held in July and a presentation made to YC Hertfordshire over the last year. Other engagement opportunities have been explored for 2020/21 including with the Chaplaincy, University of Hertfordshire, Hertfordshire Criminal Justice & Herts Black and Asian Police Association.
4.	Increase the number of training opportunities available to the Panel to improve their understanding of stop and search.	Discussed at the strategy meeting during the year and a programme of training opportunities will be identified in 2020/21.

# Independent Dog Welfare Visitors Scheme



Annual Report 2019 – 2020

## Foreword by David Lloyd, Police and Crime Commissioner for Hertfordshire

Our Independent Dog Welfare Visitors have continued throughout 2019- 2020 to provide essential and robust scrutiny of the care and treatment of police dogs, ensuring that procedures are ethical, humane and transparent in accordance with the Animal Welfare Act 2006. I am pleased that across Hertfordshire, Bedfordshire and Cambridgeshire we have a scheme in place that gives the public confidence and reassurance that this important function is being carried out effectively.



The report highlights the findings from the five dog welfare visitors between 1 April 2019 and 31 March 2020. I am pleased that no serious concerns were raised by volunteers in the 29 visits that were completed during that time period, and that there has been an increase in the number of positive comments made. These have included the cleanliness of the cages, the condition of the dogs and the rapport between the dogs and their handlers.

While the dog welfare visits were initially paused at the end of March 2020 due to the Covid-19 pandemic, I am pleased that visits have been adapted so that they can take place outdoors and in accordance with social distancing from early July.

I would like to thank our volunteers for their continued dedication and commitment to the scheme over this past year and look forward to the scheme continuing to develop and grow.

A handwritten signature in dark ink, appearing to read 'David Lloyd'.

**David Lloyd**  
Hertfordshire Police and Crime Commissioner

## Bedfordshire, Cambridgeshire and Hertfordshire (BCH) Dog Unit



We continue to support the Dog Welfare Scheme and have worked in collaboration with the Dogs Trust earlier this year to support other forces that are yet to adopt a Dog Welfare Scheme with a template. The unit also received a certificate from the Dogs Trust certifying that we have a recognised and monitored animal welfare scheme which allows the unit to obtain suitable working dogs from the trust.

The new scent identification suite facilities have been very successful in supporting the training of dogs this year, following funding from the Hertfordshire Police and Crime Commissioner, David Lloyd. In particular, the inclusion of digital media training has vastly increased the opportunities for police to be able to gather evidential material that may support the prosecution of a case.

We would like to thank all of our volunteers for their care and watchful eye in terms of the welfare of our dogs and in particular one of our volunteers who has moved away from the area and can no longer conduct visits. We wish them every success in the future.

**Sergeant Mike Wood**  
Hertfordshire Constabulary

## Background of the scheme

The Bedfordshire, Cambridgeshire and Hertfordshire (BCH) Independent Dog Welfare Visiting scheme was established in 2012 and has taken several forms since then. Animal Welfare Visiting Schemes came into existence following the death of a police dog in Essex during training in 1997, which led to a loss of public confidence. Following a review into the training and handling launched by the Association of Chief Police Officers (ACPO) Police Dog Sub-Committee, Animal Welfare Visiting Schemes came into existence.

A Visiting Scheme has been in place in Hertfordshire since 2006, and collaborated with Bedfordshire in 2009. Luton International Airport (LIA) became involved in the scheme in 2011<sup>1</sup>. In 2012, the Independent Dog Welfare Visiting Scheme came under the responsibility of the Police and Crime Commissioner and shortly after, Cambridgeshire joined the scheme.

## Overview of the Scheme

Independent Dog Welfare Visitors are independent members of the public who observe, comment and report on the condition of the police dogs and their means of transportation whilst on duty. In order to maintain the scheme's independence and avoid any conflict of interest, all visitors have to ensure they do not have any direct involvement with Hertfordshire Constabulary including being a serving police or retired police officer, a member of police staff, Police Community Support Officer, Special Constable or Magistrate.

The visitors carry out an inspection on all police dogs within the Dog Unit which have a mix of General Purpose Police Dogs which are deployed for searching, tracking, arrest work and crowd control. A number of these dogs are trained to work with firearms officers. Both the Dog Unit and LIA Team have dogs who specialise in detecting drugs, cash, guns, weapons, and explosives.

The aim of the scheme is to inspect each police dog every three months and no longer than every six months. There are 53 dogs across BCH and 12 based at LIA. Due to the organisation of the Dog Unit these visits are based on a 10-week rotation. Should a police dog miss a scheduled visit they will be added to another upcoming scheduled visit if possible or a special visit is arranged in order to maintain regular inspections.

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<sup>1</sup> Prior to 2011 the LIA unit had a single welfare visitor who liaised directly with the unit Chief Inspector. It was decided to bring the unit under the OPCC scheme when the Chief Inspector at the time retired. The visiting procedure is the same as for the BCH units with dogs visited every 3 months and reports are returned to the OPCC.



## Recruitment of the Independent Dog Welfare Visitors

As of 1 April 2019, the joint Independent Dog Welfare Visiting Scheme had five active Dog Welfare Visitors covering Bedfordshire, Cambridgeshire and Hertfordshire. One visitor is from Bedfordshire, one from Cambridgeshire and three from Hertfordshire.

Independent Dog Welfare Visitors remain committed to the scheme with many volunteers having committed to the role for several years. Four have in excess of four years' service, with another having completed two years' service.

Newly appointed visitors are given full training with input from the Dogs Trust on topics such as training methods, animal welfare, transportation and health and safety before undertaking any visits and complete a six-month probation period to ensure they understand the monitoring arrangements and can carry out visits with confidence. Appointments are reviewed every three years in line with the renewal of Constabulary vetting which all appointees must undergo.

Visitors are volunteers and as such do not receive a salary, but are reimbursed for any expenses incurred in making a visit.

If you are interested in becoming an Independent Dog Welfare Visitor, please follow the link to learn more about the scheme and get in contact with the scheme administrators:

<http://hertscommissioner.org/dogs>

## Visiting Procedure

### PD Wills



Visits are arranged at an agreed police training location on any given date and time with the Dog Unit/LIA representative and the scheme administrators in the Hertfordshire Police and Crime Commissioner's Office. The visitor is informed of which dogs are available to be seen during each visit and provided access to the previous visits' comments by the scheme administrators. Visits take place primarily at the three Forces headquarters and at a facility at Luton Airport.

At the visits, the Dog Welfare Visitor will record all observations, comments and any concerns relating to welfare needs on a report form. The completed report form is counter signed by the handler who has an opportunity to record any further details before it is sent to the scheme administrator. The form complies with the Department for Environment, Food & Rural Affairs' 'Code of Practice' (2017) which monitors welfare against a number of categories (see Appendix 1 for more detail).



## Reporting and Recording

All completed report forms are sent to the scheme administrators for monitoring. Should any concerns be raised by the visitors regarding the welfare of the police dogs, the scheme administrators will raise this with the Dog Unit

or LIA Team. Any action taken to resolve the concerns raised is recorded by the scheme managers. All information noted on the report form or gathered at the visits is confidential. In the period of this Annual Report no serious concerns were noted. However, feedback from the visitors has in the past shaped the early retirement of some dogs which shows that anything they raise is taken forward by the Constabulary.

## Panel Meetings

As part of the scheme, the Hertfordshire Police and Crime Commissioner holds bi-annual Panel Meetings with volunteers and representatives from the BCH Dog Unit and LIA Team. This is an opportunity to keep the volunteers informed of any changes to legislation and updates within the Dog Units and for the unit to hear directly from the volunteers.

## Annual Review

Between 1 April 2019 and 31 March 2020, Dog Welfare Visitors completed 29 visits, resulting in 162 dog checks across the three counties. Broadly Figure 1 shows that there was an even spread of visits across each county. On average, 2 visits are undertaken each month by the visitors. In comparison with the period 2018-19, 44 visits were completed and 214 dogs seen.

**Figure 1. Number of visits per location by month**

Visit Location	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Hertfordshire	1	2	0	2	0	1	0	2	0	0	1	1	10
Cambridgeshire	1	1	1	1	0	0	1	0	0	0	0	1	6
Bedfordshire	1	0	1	2	2	0	0	1	1	3	0	0	11
LIA	0	0	0	1	0	0	0	1	0	0	0	0	2
<b>Total</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>29</b>

The reduction in number of visits carried out and number of dogs seen compared to 2018-19 can be attributed to a revision in the visiting process. There are five dog teams that undergo training every 10 weeks. Visits are set up to coincide with these training sessions meaning that each team is seen every 10 weeks and due to the way the rota is arranged there are visits every two weeks. Previously the visits were not occurring on such a regular schedule and some dogs slipped through the system requiring special visits. This new system will ensure dog teams are now seen within the specified three-month period.

Operational requirements within the tri-force area of Bedfordshire, Cambridgeshire and Hertfordshire prevents some police dogs and handlers being available at the time of visits. Any dog unable to be seen will try to be seen at another visit soon after the scheduled one. This more structured approach to the timing of visits has resulted in a consistent and regular visiting timetable with fewer dogs being seen too frequently, fewer not being seen for an extended period and fewer special visits being required hence the overall reduction in visits being undertaken.

In response to the Covid-19 pandemic, visitor activity was suspended during the last two weeks of March 2020 for the safety and welfare of visitors, dogs and their handlers. As such, there was a slight reduction in the number of visits at the end of the 2019/20 financial year.



**PD Bran**

## Dog Welfare Findings

The volunteers monitor the condition of the police dogs and their means of transportation while on duty. No serious concerns were raised by the volunteers. A couple of dogs had shown signs of allergies, one of which was attributed to the cleaning products used in the kennels, this was promptly identified and addressed. Positive comments made regarding the cleanliness of the cages, availability of water and first aid kits.

The visitors often commented on the healthy weight of the police dogs, how well the dogs moved, the excellent condition of their coats and the good rapport the dogs have with their handlers. Those police dogs that had received medical treatment for injuries and were recovering were commented on by the visitors, but these were all for minor issues. Visitors recorded additional positive comments such as vaccinations and medication for dogs being kept up to date.

There have been no complaints received either within the Constabulary or the OPCC regarding the welfare of a particular dog during the reporting period. Complaints made directly to the Constabulary or OPCC will be handled according to the relevant complaint procedure. Should one of the independent visitors receive information or a complaint in confidence regarding the welfare of a particular dog this information should be forwarded immediately to the scheme administrator who will arrange for the matter to be investigated.

## Updates

Sadly, during the year, on the advice of the vet and in consultation with senior constabulary officers, one dog was put to sleep due to biting the handler on more than one occasion (not PD Bran or Wills featured above). This was not an easy decision to take but was believed to be in the best interests of all.

On a more positive note a number of new dogs have been taken on this year as some older ones have retired and the visitors regularly commented on how well their training was progressing as well as their general health and are looking forward to seeing how they develop.

## Appendix 1: Department for Environment, Food & Rural Affairs' 'Code of Practice' (2017) categorisations

### a) Need for a suitable environment

- Provide dogs with safe, clean environments with adequate hazard protection.
- Provide dogs with a comfortable, clean, dry, quiet, draught-free rest area, somewhere to go when frightened and access to an appropriate toilet area, away from its rest area, to use as frequently as needed.
- Ensure that any place in which dogs are left is large enough to provide, at all times, a comfortable area with effective ventilation and temperature control, and that the dogs are able to move around to ensure comfort, avoiding becoming too hot or too cold.
- When transporting dogs, ensure they are comfortable and safe at all times.
- Do not leave dogs unattended in any situation, or for any period of time which is likely to cause them distress.

### b) Need for a suitable diet

- Provide dogs with clean, fresh drinking water at all times, carrying it with you if it is unlikely to be available.
- Dogs should be able to reach food and water easily in all situations.
- Provide dogs with balanced diets that meet their individual requirements or special feeding needs, and ensure they maintain a stable, healthy weight.
- Be aware of any changes in the amount dogs eat or drink, as potential signs of ill health.
- Dogs should not be fed shortly before, or after, strenuous exercise.

### c) Need to be housed with, or apart from, other animals

- Make sure that dogs have opportunities to socialise with people and friendly dogs, not being left alone long enough to become distressed.
- If dogs are fearful of, or aggressive towards, other dogs, or distressed or frightened by social encounters, avoid these situations and seek advice.

- Handle dogs properly, and ensure they are not stressed or endangered by other people or animals, or leave them unsupervised with animals or people who may harm or frighten them.
- Be consistent in the way you and those around you react to dogs.

### d) Need to be able to exhibit normal behaviour patterns

- Make sure that dogs have enough to do so they do not become distressed or bored through access to safe toys and suitable objects to play with and chew.
- Ensure dogs can rest undisturbed when they want to.
- Provide dogs with regular opportunities for exercise and play.
- Know the behaviour of dogs when they are fit and healthy. If you become aware of changes in behaviour, seek veterinary advice as the dog may be distressed, bored, ill or injured.
- Use positive reward-based training and avoid harsh, potentially painful or frightening training methods.

### e) Need to be protected from pain, suffering, injury and disease.

- Take precautions to keep dogs safe from injury, check them regularly and watch for signs of injury, disease or illness, or changes in behaviour.
- Check dogs' coats regularly, and groom dogs if necessary.
- If dogs are kept outside, clean up regularly to avoid disease transmission.
- It is important dogs are only given medicines authorised for dogs or that have been specifically prescribed or advised by your vet for a dog.
- Dogs are required to wear a collar and identity tag when in public. Collars should be of the correct size and fit, not causing any pain or discomfort.
- Microchip databases should be kept up to date with any changes in the contact details of a dog's registered keeper.

<b>Meeting</b>	Police & Crime Panel
<b>Date</b>	23 July 2020
<b>Title</b>	Financial Impact of Covid-19
<b>Submitted By</b>	Chief Finance Officer
<b>Suggested resolution</b>	That the report is noted

## 1. Purpose

1.1 The purpose of this report is to update PCP on the latest direct financial impacts of the ongoing Covid-19 pandemic.

1.2 Operation Bullrush is the policing response to Covid-19. Phase 1 of the operation is the policing response to the on-going pandemic and will be followed by Phase 2 as the Constabulary returns to business as usual. Phase 2 planning is underway but it is still too early to establish reliable estimates of any financial impact over the longer term. The figures in this report are therefore largely limited to the current phase.

1.3 The reports sets-out:

- Areas of Potential Additional Expenditure;
- Areas of Potential Loss of Income;
- Potential Savings;
- Additional Funding / Enhanced Cash Flow; and
- Council Tax Precept.

## 2. Summary

2.1 Actual spend to date totals £536k, the majority of which, £423k, has been spent on PPE and a further £72k on police officer overtime. In total, additional costs are expected to sit in the range £0.5m to £1.3m and lost income between £0.5m and £1.0m dependent upon the duration of the pandemic and the speed of the phased return to 'normal'.

### **3. Areas of additional expenditure**

3.1 The majority of costs have been incurred in the current year (2020/21) although a small element (£5k overtime and £30k PPE costs) was spent in 2019/20.

#### **3.2 Operational Capacity**

At the outset of the pandemic, consideration was given to the options available to enhance capacity in the event of significant abstraction levels (of up to 40%) and/or a spike in demand. In practice, abstraction levels are close to expected norms (around 8%) and overall demand is generally lower than would be expected under normal conditions. The Gold Commander's assessment of policing in Herts remains 'green' and as such, other than limited use of overtime, no other costs associated with enhancing capacity are currently forecast.

#### **3.3 Overtime**

Recorded overtime levels charged to Operation Bullrush to date remain low at £72k and based on current demand and officer availability it is not anticipated that total overtime costs will exceed £250k.

#### **3.4 Personal Protective Equipment (PPE)**

In order to maintain the safety of operational officers and staff, expenditure on the provision of PPE has formed a majority of the costs incurred to date:

- Costs incurred on PPE to date total £0.423m and include the purchase of gloves, masks, cleaning gels and goggles.
- A 7 Force Procurement arrangement is now in place for PPE, with Herts committed potentially up to a further £0.6m of expenditure representing its expected share of an overall £4.4m regional cost. Final costs will be apportioned to forces on the basis of actual use with only residual stocks charged on an NRE basis.
- Longer term consumption cannot be accurately forecast since it is contingent on the length of the pandemic and prevailing rules/guidance on use. However, current demand is well understood by the Operation Bullrush team who are in regular contact with the 7 Force Procurement team to ensure that appropriate supplies are in place.
- Based on current demand, the anticipated 12 weeks cost is circa £0.4m and 20 week cost is up to £0.9m. If there is a significant demand or a second peak this cost would be expected to increase significantly.

#### **3.5 Agile / Remote Working Costs**

In order to enable social distancing and maximising the ability to work remotely, either from home or alternative work places, a significant volume of mobile ICT equipment has been issued. The majority of equipment has been from stocks already held within BCH In particular laptops, already purchased as part of the on-going ICT rollout programme and charged to the 2019/20 capital programme, have been allocated to Herts for issue to remove vulnerable officers and staff from the

work place and meet business continuity requirements to enable critical functions to be undertaken remotely. The current assumption is that some of these laptops will be returned for re-issuing as per the existing renewals programme as officers and staff return to more pre-pandemic working arrangements (although precisely what form those working arrangements will take is still to be established). On this basis there will be no requirement to replace this stock and as such no additional demand on the 2020/21 capital programme.

### 3.6 Planning Team

A dedicated team of 8 police officers and 2 police staff has been established for the duration of Operation Bullrush at an estimated opportunity cost of £0.350m to £0.550m.

### 3.7 Re-employment/retention of officers

No costs are expected for this.

### 3.8 Buy-back of leave

No costs are expected for this.

### 3.9 Estates Costs

Additional Estates expenditure includes additional cleaning of the Force Control Room (FCR) and other high traffic areas. In addition, expenditure has been incurred on building entrance hand sanitiser stations and social distancing screens. In total additional Estates costs are anticipated to be between £50k and £100k.

## 4 Areas of Potential Loss of Income

### 4.1 Cameras, Tickets and Collisions (CTC)

There will be a short-term impact on this income largely due to the inability to run retraining courses in the traditional fashion and the significantly reduced traffic volumes.

The BCH budget for CTC (pre-pandemic) was £5m gross expenditure with an expected forecast surplus to be returned to forces of circa £1.0m, however recent BCH modelling now indicates a potential £1.9m reduction in gross income.

### 4.2 Treasury Management

In late March in order to minimise the impact of credit risk (the risk of a debtor being unable to pay interest and/or principal in a timely fashion) the organisation acted swiftly to liquidate its Money Market Fund (MMF) holdings and opted instead to retain its surplus cash in the Treasury's Debt Management Office (DMO), thereby sacrificing yield in favour of security. The rate of interest being paid by the DMO is 0.04% per annum and to date less than a thousand pounds of investment income has been generated; compared to the budgeted income figure of £0.155m for 2020-21 (£0.248m actual in 2019-20).



## **5 Potential Savings**

The current lower activity levels may have a positive impact on non-Bullrush overtime – although this position may be reversed as restrictions are relaxed.

In addition, there is expected to be reduced expenditure on travel/transport related costs such as fuel and casual mileage payments.

## **6 Additional Funding / Cash Flow**

The government has announced a number of limited measures to help forces address the impact of the pandemic, these have been restricted to advancing grant payments and the redirection of existing funding, rather than additional resources. In particular:

- The payment of the non-ring fenced £2m police pension grant from the Home Office two months earlier than originally expected; and
- On 27 April the Home Office wrote to the NPCC setting out the “repurposing” of half of the Police Uplift Programme ring fenced funding. This funding, totalling £1.2m for Herts, that was originally to be paid quarterly in arrears upon achievement of recruitment numbers, will now be paid monthly over a 6-month period and can be spent on either recruitment costs or covid-19 expenditure. It should be noted that the full £2.4m of uplift grant has already been included against planned uplift costs in the 2020/21 budget and as such is already required to support the programme.

## **7 Council Tax precept**

As the furlough scheme tapers off toward the end of October, there is expected to be an impact on council tax receipts for 2020-21. These reduced tax yields in 2020-21 will be factored into the Collection Fund calculation for 2021-22 and ordinarily the precepting authorities would be expected to repay any deficit within one year, however on 2 July the Government announced that these can now instead be spread over three years i.e. repaid by the end of financial year 2023-24.