

NORTH HERTFORDSHIRE DISTRICT COUNCIL



A

**MEETING OF THE HERTFORDSHIRE POLICE AND CRIME
PANEL**

will be held in the

**EAST HERTFORDSHIRE DISTRICT COUNCIL OFFICES,
WALLFIELDS, HERTFORD**

On

THURSDAY, 23RD JUNE, 2022 AT 6.00 PM

Agenda **Part I**

Item		Page
1.	AGENDA AND REPORTS Please find enclosed the agenda and reports for this meeting.	(Pages 3 - 142)



WATFORD
BOROUGH COUNCIL



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MEETING OF HERTFORDSHIRE POLICE AND CRIME PANEL

Tuesday 23 June 2022 – 6 pm

East Herts Council
Council Offices
Wallfields,
Pegs Lane,
Hertford SG13 8EQ

AGENDA

- 1 WELCOME
- 2 APPOINTMENT OF THE CHAIR AND VICE CHAIR
- 3 CONFIRMATION OF INDEPENDENT MEMBERS
- 4 APOLOGIES
- 5 WELCOME TO NEW MEMBERS
- 6 MINUTES OF THE MEETING ON 17 MARCH 2022 (*attached*)

If members of the public have any comments on the draft minutes, please email pcp@broxbourne.gov.uk

- 7 MATTERS ARISING FROM MINUTES
- 8 QUESTIONS TO THE PANEL FROM THE PUBLIC
Questions are to be sent to pcp@broxbourne.gov.uk by 16 JUNE 2022, seven days in advance of the meeting to allow for a quicker and more complete response. (*20 minutes are permitted*)
- 9 QUESTIONS TO THE POLICE AND CRIME COMMISSIONER FROM THE PUBLIC
Questions are to be sent to pcp@broxbourne.gov.uk by 16 JUNE 2022, seven days in advance of the meeting to allow for a quicker and more complete response. (*20 minutes are permitted*)
- 10 POLICE AND CRIME COMMISSIONER ANNUAL REPORT – 10 MINUTE
INTRODUCTION FROM PCC
- 11 INDEPENDENT STOP & SEARCH SCRUTINY PANEL ANNUAL REPORT - 10 MINUTES
- 12 DOG WELFARE ANNUAL REPORT - 10 MINUTES
- 13 INDEPENDENT CUSTODY VOLUNTEER ANNUAL REPORT – 10 MINUTES

14 AOB

15 Date of Next meeting 15 SEPTEMBER 2022, Venue – Three Rivers District



MEETING OF THE HERTFORDSHIRE POLICE AND CRIME PANEL

Thursday 17th March 2022- 6:00pm

Borough of Broxbourne Council
Bishops's College, Cheshunt
Hertfordshire, EN8 9XQ

MINUTES

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

Members Present: Cllr S Monaghan (Chair), Broxbourne Borough Council
Cllr P Choudhury, Hertsmere Borough Council
Dr M Ramsay, Independent Member (Independent member)
Mr Ian Laidlaw-Dickson (Independent member)
Cllr A Curtis, East Herts District Council
Cllr F Thomson, Hertfordshire County Council
Cllr Danny Claire, St Albans City and District Council
Cllr A Scarth, Three Rivers District Council
Cllr Roger Trigg- Welwyn Hatfield Borough Council

Also Present: Mr David Lloyd, Police and Crime Commissioner
Mr Lewis Cocking, Deputy Police and Crime Commissioner
Mr Chris Brace, Chief Executive, PCC
Dr Amie Birkhamshaw, Director of Strategy, PCC
Mr Ibrahim Balta, Deputy Clerk to the Police and Crime Panel

1. WELCOME

The Chair welcomed everyone to the Police and Crime Panel meeting.

2. APOLOGIES

Apologies received from Cllr J Hollywell, Cllr S North, Cllr G Saferry, Cllr I Imarni, Cllr Sarson(substituted) and Cllr Taylor (substituted).

3. MINUTES OF THE MEETINGS HELD ON 8TH FEBRUARY 2022

The minutes were agreed.

4. MATTERS ARISING FROM THE MINUTES

No matters arising

5. PUBLIC QUESTIONS TO THE PANEL

No questions.

6. PUBLIC QUESTIONS TO THE POLICE AND CRIME COMMISSIONER

3-4 questions from 1 member of the public, the question is attached at '**Appendix 1**'.

DL agreed to provide a written response. The written response is attached at '**Appendix 2**'.

7. POLICE AND CRIME COMMISSIONER'S POLICE AND CRIME PLAN

DL presented his 'Developing a new Community Safety & Criminal Justice Plan for Hertfordshire' - Power Point slides and notes are attached at '**Appendix 3**'.

Cllr SM: stated that the plan is understood and it is a public document which outlines 148 outcomes, measures are mentioned. It will be useful get a track of where you are in relation to the outcomes.

DL: that has been practice and we would change that, measures are already shown.

Dr AB: tracking is provided yearly for example decision making papers, data is provided on our website and those can be tracked.

Dr MR: acknowledged prevention points, mention of hotspots, the geographical analysis, testing of police presence. Enquired issue in relation to underlying causes of trouble and work around encouraging public to report crime, a personal experience of reporting crime online explained and lack of responses received raised.

DL: the literature show that regular patrol does drive down crime. It isn't just about that it is also about working with other organisations to prevent crime. Agrees with the reporting issue raised, response back following reporting online is important and is something that is being looked into.

Dr AB: force control room following reporting a crime, the feedback is provided if feedback is accepted by person reporting.

Cllr AC: pointed to some of the words/verbs used within the 148 actions. For example; questioned what action 117 entail, what if the Chief Constable says no or disagree with that, how is the process going to be managed and get actions being sought done as there is no operational responsibility.

DL: addressed that he does not have police staff or officers under his control. As raised previously at the last meeting in relation to mental health of officers. The only way it can be done is by asking and requesting. It is confirmed that there is no direct power and responsibility. If there was the power and responsibility then his plan and wording will be different.

Cllr ID: given the public crises in confidence in policing and in view of the recent reports are there going to be any changes or revision to the plan.

DL: no revision or changes is planned in view of the reports. Strategic policing requirement when finalised by government may require us to make a change to plan or an appendix as a minimum or a possible re-write of the plan.

Cllr DC: What is being done in relation to unreported crime, engagement with community groups and online crime.

DL: 3 areas has been covered within the plan.

Cllr FT: reference to a planning page, targets and outcomes how we as the PCC members can support you as well as challenge you. Where do we find the integrated performance framework mentioned earlier and annual delivery plan, requested an annual timetable.

DL & Dr AB: When the plan is finalised it will be summarised for members of the public. The constabulary publishes the integrated performance framework, it will be published around end of April on the OPCC website. Annual delivery plan will be published and presented to the member in November meeting.

Cllr PC: Acknowledged 147 actions on the plan, commented on the body worn cameras i.e when they should be turned on. Furthermore, at action 105 he looks forward for the fairness group to be set up and start looking at racial disparity in the criminal justice service locally, asked whether he will support the statistic/info provided being broken down by ethnicity and gender to help identify any disproportionality, gaps and trends that exist. Also, action 135 enquired and if there will be work done with local authority to find out people that move in and move out.

DL: Body worn video entirely agree with Cllr Choudhury. Complaints team are gathering data about the frequency of those who don't turn on the body worn cameras. Racial disparity, he is not sure if that data is being collected or not.

Cllr AC: commented on the implementation of the plan and engagement with the panel about the work carried out, so that the members can engage with local authorities on areas they can collaborate. Furthermore, more information is request about his office and staff to understand who is assigned to what in order to understand how the resources and talents are being used to action the actions. In addition asked about what the priorities are out of the 148 actions, which of those are crucial and why there are the case.

DL: in relation to policy development there is a difficulty when your role is to scrutinise and appreciates the offer. It will be difficult to develop a policy and then scrutinise. It is not impossible but it will be difficult. The plan is a 5 year plan. But, I am not going to provide what are top 5 important actions. However, there are 6 important things they are: keep crime low; focus on victims; recruit more officers; protect local policing; increase efficiency; and keep tax low. They are all interlinked. This is what I will be measured on.

Cllr AS: What is the BAME mixture within the police force in Hertfordshire. Also, there are officers leaving is a concern, how is that going in terms of people coming and going out at the next meeting.

CB: can provide those figures.

8. ANY OTHER BUSINESS

None.

9. NEXT MEETING AT 23RD JUNE 2022 AT 6PM AT EAST HERTS COUNCIL OFFICES

Questions for the Commissioner from the Public

Questions

1. *When will Hertfordshire Constabulary accept and acknowledge trauma informed awareness for women and girls in light of the Domestic Abuse Act? With so much academic research, medical studies and evidence available on trauma and the brain, and medical conditions such as severe dysmenorrhea and autoimmune disease; is it not about time that in 2022 Hertfordshire Constabulary in its entirety became trauma informed and aware to address violence against women and girls which is the true pandemic? If not, when?*
2. *I believe that police officers, paramedics, nurses etc who have taken the experimental injection and who are behind the wheel, that this is a health and safety hazard and also an accident or collision waiting to happen. What can now be done about the numerous police officers and undercover police officers who have now had the experimental injections and who are still driving or piloting helicopters in Hertfordshire and to the Home Counties or other areas of the country?*
3. *Do you believe that alleged police officers allegedly appearing to allegedly covertly criminally damage the alleged property of a victim of alleged domestic abuse and a former public servant of St Albans City & District Council, if not also through alleged instruction to alleged second and alleged third parties, is the mature, effective and long term solution to dealing with alleged violence against women? Please note that I will be making a formal complaint of alleged police misconduct in due course to the IOPC.*

Panel meeting 17 March 2022 - Response to public question

I was sorry to read about your experiences both with St Albans Council and with Hertfordshire Constabulary.

I'm not clear from your written questions exactly what has happened, and when it happened. As this is a public forum it is not the right place for that personal information to be discussed.

In answer to your first question, I can assure you that Hertfordshire Constabulary, and our Beacon Victim Care Centre which is run through my office, do take a trauma informed approach to domestic abuse and violence against women and girls.

If you haven't already, I would encourage you to contact Beacon if you feel that you need support. We do support victims of crime whether or not a crime has been reported to the police, and we do everything we can to make sure our support is open to everyone.

I am not sure exactly what you are asking in your second and third questions.

In terms of your final question, this seems to relate to a personal experience and is not for this public setting. It may be that you have issues that you wish to raise as a complaint to St Albans Council, which is not something that I have responsibility for.

However, it appears from your questions that you may have a complaint that you wish to raise about Hertfordshire Constabulary. If that is the case, I am happy to talk to you after this meeting to learn more about your experiences and find out more about how I might be able to help you.

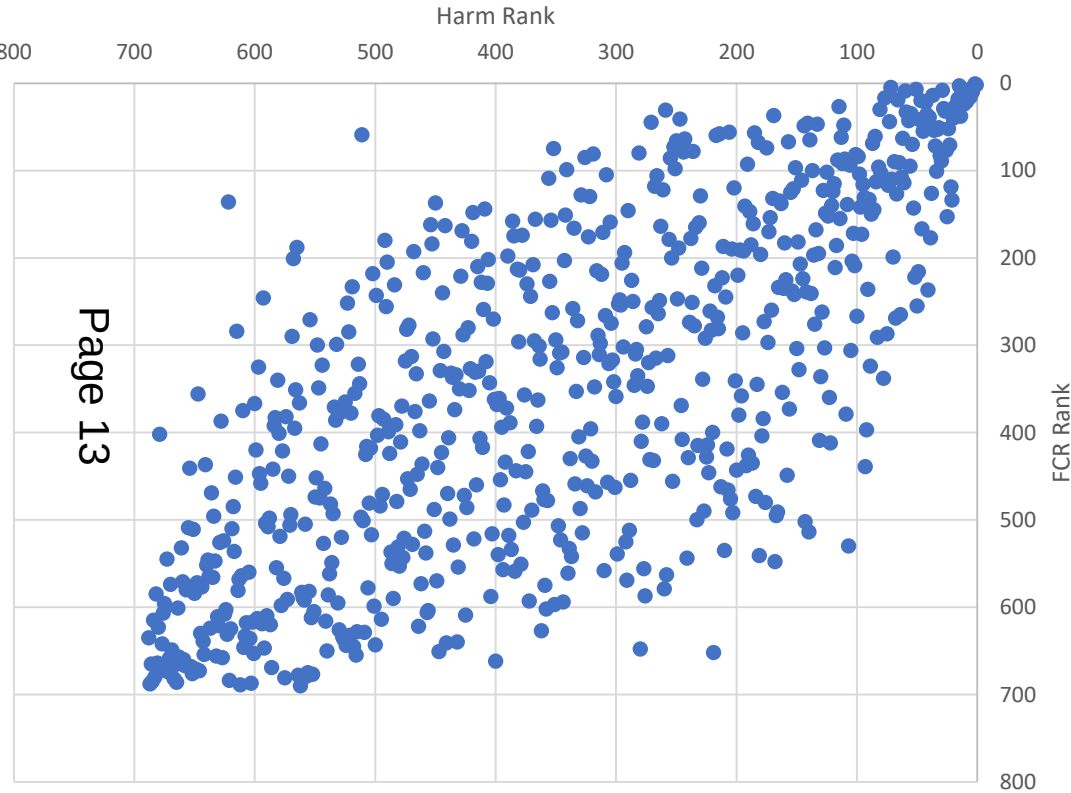
Developing a new Community Safety & Criminal Justice Plan for Hertfordshire

Police and Crime Panel,
17 March 2022

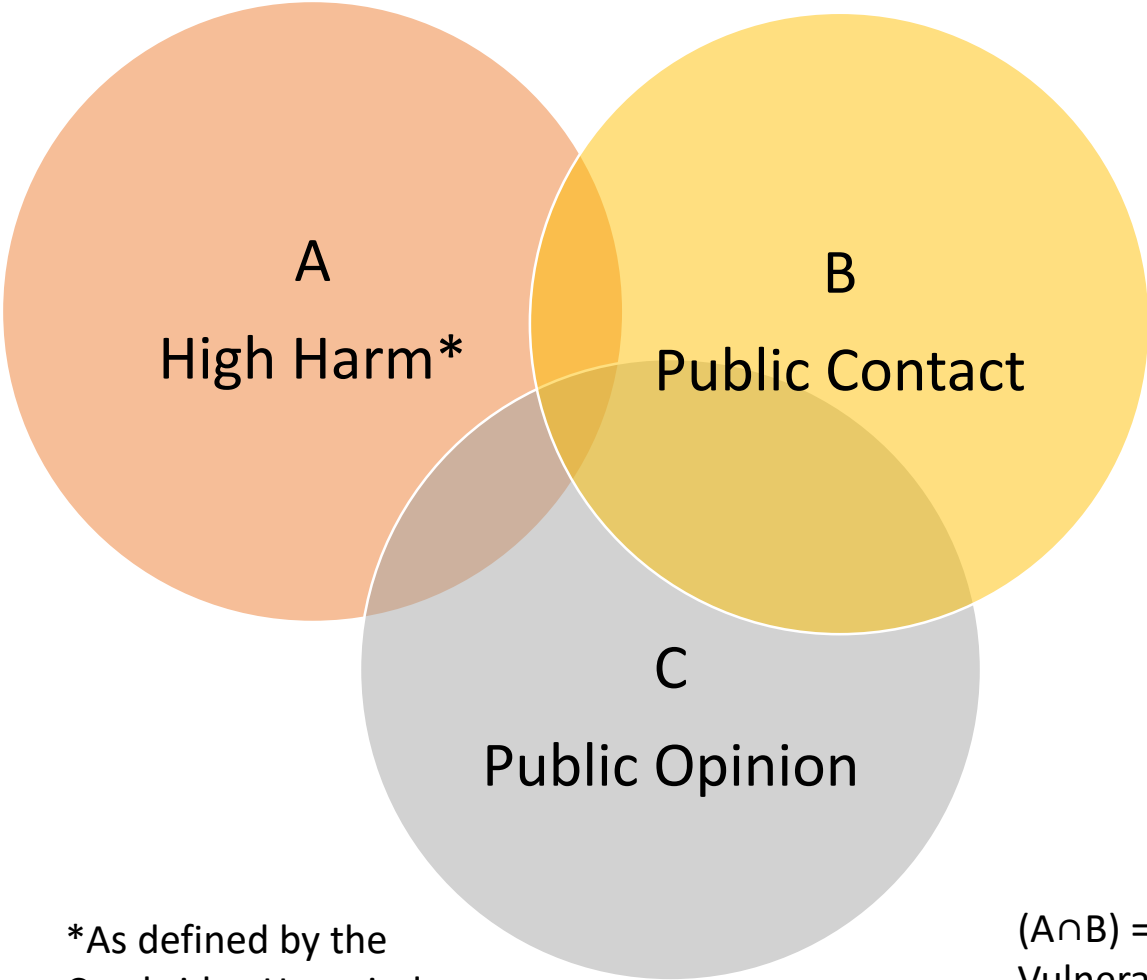
Four Pillars

- Evidence-based policing
- Election manifesto
- Our history
- Public Opinion Survey

Using Evidence-Based Policing



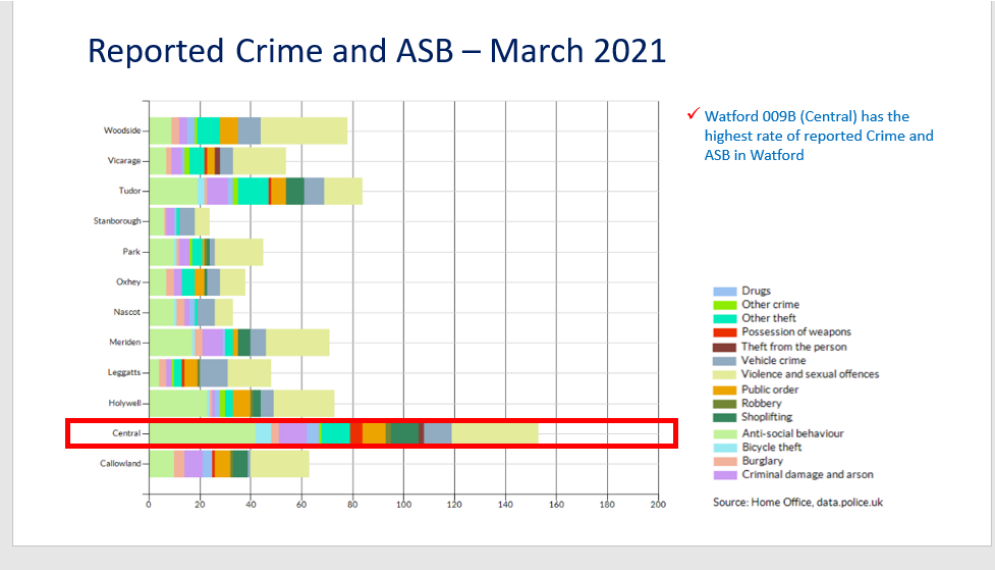
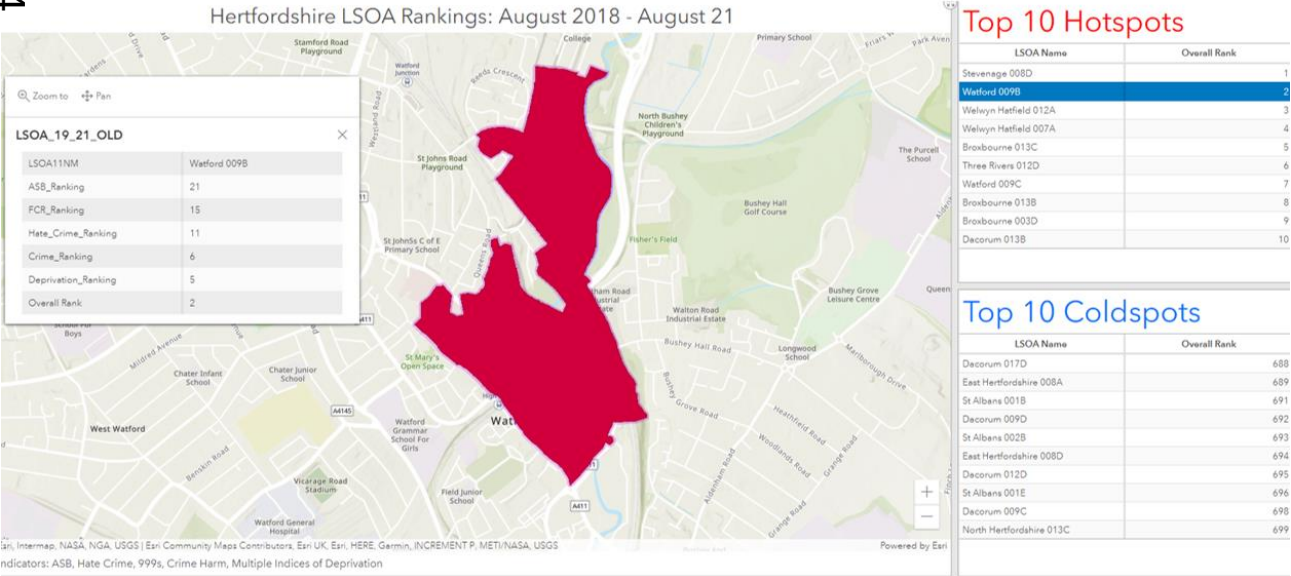
Source: Hertfordshire Constabulary Recorded crime data and FCR 999 & 101 calls for 2021



*As defined by the Cambridge Harm index

$(A \cap B)$ = Risk and Vulnerability

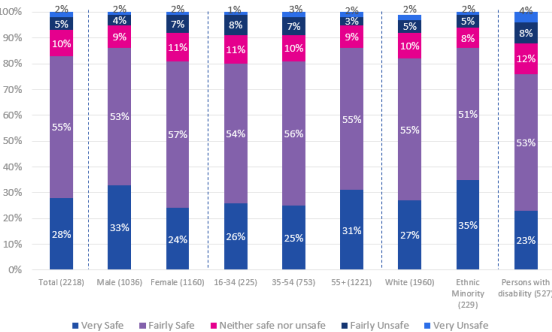
Summary and Combined Rank**						
LSOA	ASB	FCR	Hate Crime	Crime	Deprivation	Average Rank
Stevenage 008D	2	2	1	1	2	1
Watford 009B	21	15	11	6	5	2
Welwyn Hatfield 012A	9	32	22	17	14	3
Welwyn Hatfield 007A	18	18	34	10	19	4
Broxbourne 013C	29	23	29	15	4	5
Three Rivers 012D	35	40	15	21	3	6
Watford 009C	1	3	2	2	126	7.5
Broxbourne 013B	20	16	17	8	73	7.5
Broxbourne 003D	31	38	24	40	15	9
Dacorum 013B	14	9	21	25	82	10



Public Opinion Survey

Just over 8 in 10 (83%) respondents feel either very or fairly safe overall

Overall safety - by demographic



- Males report significantly greater feelings of safety overall compared to females (86% vs. 80%).
- Feelings of safety are significantly higher for those aged 55+ compared to those who are aged 16-34 (86% vs. 80%).
- Just over three quarters (77%) of persons with disabilities feel safe, compared to 86% of those without disabilities.
- There are no significant differences across ethnicity.
- Overall satisfaction with the services offered by police stations appears to have an influence on overall feelings of safety, with those who are satisfied with these services (either very or fairly) more likely to report feeling safe (89%) compared to those who are unsatisfied (72%).

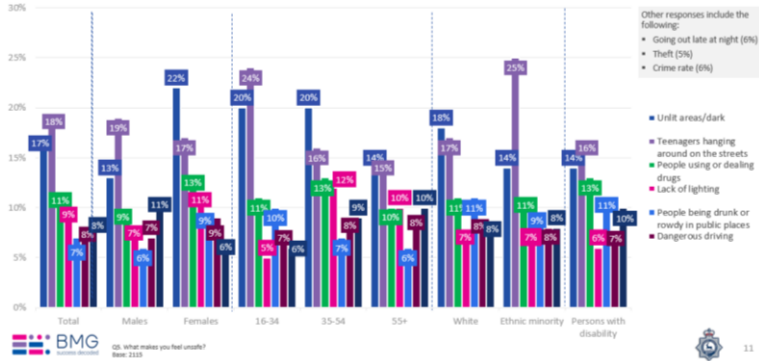
Hertfordshire Police and Crime Commissioner's Office

Public perceptions survey

5th January 2022

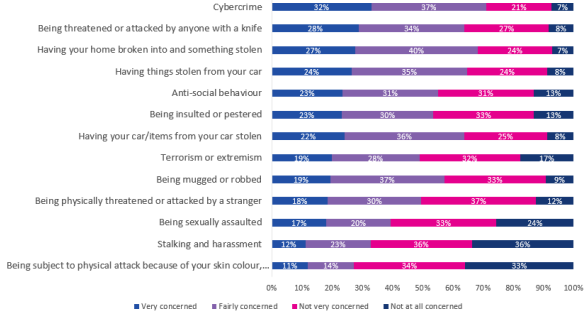
Teenagers hanging around on the streets and unlit areas/dark make people feel unsafe

What makes you feel unsafe - by demographic



Almost 7 in 10 (68%) respondents were most concerned about cybercrime, with around a third (32%) of these feeling "very" concerned

Concern about crime - overall



- After cybercrime, respondents are most likely to be concerned overall with having their home broken into (67%), with around a quarter (27%) saying they are very concerned.
- Over half (56%) are concerned about having their car/items from their car stolen.
- Over a quarter of respondents (28%) are very concerned about being threatened or attacked by anyone with a knife, contributing to almost two thirds (62%) of overall concern about this.
- Despite being ranked the lowest in terms of overall concern, almost 1 in 5 (18%) are very concerned about being physically threatened or attacked by a stranger, or being sexually assaulted (17%).

Six Promises

Page 16

- Keep Crime Low
- Focus on Victims
- Recruit More Officers
- Protect Local Policing
- Increase Efficiency
- Keep Tax Low

Aide Memoire- Police and Crime Panel, March 2022

Publishing the new Community Safety & Criminal Justice Plan 2022- 2027

Introduction

I realise it is a long plan and many of you will not have had time to read it from cover to cover. So let me tell you what I have learnt in the last 10 years as PCC and where it has taken us.

My philosophy has been shaped by my MSt Applied Criminology and Police Management degree at Cambridge University around evidence-based policing and this approach to being data driven and evidence led will change our actions and those of the Constabulary.

Slide 1: Four Pillars

The approach to the new Plan is constructed around 4 key pillars:

- What evidence-based policing tells us
- My election manifesto promises
- Our history – what has been before- and how we will build on success
- What the Public Opinion Survey has told us about what the public think

Slide 2: Using Evidence based policing

So what have I learnt?

I acknowledge in the Plan as I do today my intellectual debt to my friend and mentor, Professor Lawrence W. Sherman who has helped inform my thinking about evidence-based policing. His influence will be seen by those who are interested in evidence-based policing across the world.

At the core of evidence-based policing is the principle that we will use the ‘best available’ evidence to inform and challenge policies, practices and decisions.

There can be many approaches taken to deliver effective crime prevention, including early interventions, deterrence measures, target hardening and rehabilitation. For me the only important measure is ‘what works?’ Police and partners need to use the highest quality research evidence to look at how to reduce a specific crime problem and tailor the intervention to the local context and conditions.

I have been particularly taken by what the Cambridge Crime Harm Index offers in measuring how harmful crimes are relative to others. The approach adds a large

weight to more harmful crimes such as homicide, rape and GBH and less for criminal damage and assault. It uses the sentencing council's guidelines around length of prison sentences and suggests directing resources to those crimes that have the longest jail sentences.

Whilst this is a useful approach to understanding the impact of 'harm', I argue that there are limitations in the approach. In focusing just on high harm crimes, it does not fully capture or pay due regard to those crimes that might be categorised as 'low level' or initially considered to be 'breaching the peace' or 'anti-social behaviour' but may be early predictors of harm and vulnerability.

In the Plan, I have outlined my alternate position on this – what I have called the 'Hertfordshire Harm Index' that overlays and weights those crimes that are categorised as 'low' harm and calls for service from the public alongside the 'high' harm crimes as defined by Cambridge Harm Index to give a more rounded picture of the totality of harm and vulnerability in a locality.

Our statistical analysis chimes with much of the academic research out there – even from Sir Charles Pollard's research, (see graph) that high harm and calls for service to the Force control room correlates very strongly. We can see that those streets that suffer higher levels of ASB (even when measured through environmental forms of ASB such as the presence of graffiti), are the same areas that are at a higher risk of being subject to acquisitive crimes.

The Venn diagram illustrates that the greatest area of public contact is around the 'low harm' calls for service and these are matters which are often at the forefront of the public's mind.

There is a sweet spot in the middle of the Venn which is where we observe both high harm and low harm occurring whereby risk and vulnerability have escalated beyond ASB into high harm crimes.

Slide 2: Hotspot Policing

The Plan brings together the data together through the Hertfordshire Harm Index and mapping the locations of incidents to specific small geographical areas – Lower Layer Super Output Areas (LSOAs) has enabled us to observe those parts of the county where there are high concentrations or ‘hotspots’ of crime relative to the distribution of crime across the whole of Hertfordshire.

The table on the slide brings together the Athena logs, Strom records, FCR 101 and 999 calls for service together with ASB and Hate Crime over the 3-year period between August 2018 – to August 2021. After weightings¹ and rankings have been applied across the data sets for the 690 LSOAs in Hertfordshire, there are some areas pockets across the county where crime has high levels of concentration and thereby those LSOAs feature in the top 10 hotspots for the county.

You can hat those LSOAs that that are highly ranked for high harm, also feature in the top 40 for ASB.

This type of analysis enables the Chief Constable to make an informed choice when considering the appropriate response to those hotspot areas. You will see within the Plan that I have asked the Chief Constable to use these hotspot maps to trial the hotspot policing approach which sees high visibility patrols concentrated in small geographical hotspots at specific times of the day to tackle neighbourhood crimes.

I want to see if deploying police resources to these areas can lead to a statistically significant reduction in overall crime and I’ve invested in the technology to enable the Constabulary to target, test and track (the 3 T’s approach) the deployment of officers as part of the hotspot policing approach to monitor the impact od that deployment.

¹ Weightings applied to the harm crimes using the Cambridge Harm Index. The index of multiple deprivation considers multiple domains (bracketed percentages enumerate their weightings): Income deprivation (22.5%), Employment deprivation (22.5%), Education, skills, and training deprivation (13.5%), Health deprivation and disability (13.5%); Crime (9.3%), Barriers to housing and services (9.3%) and Living environment deprivation (9.3%). Source: English Indices of Deprivation 2019.

Let me be clear here - Hotspot Policing is not about putting fewer cops in some areas. The police uplift programme gives us a once in a generation opportunity to consider where we should best place the additional resources coming from government and I have been clear that my focus is on crime prevention.

There is no doubt that Hertfordshire Constabulary has always had a strong focus on crime prevention. It is resource intensive work but has the potential to provide long term benefits. However, it has to compete with the many urgent calls for service. That is why I am determined that we will use the opportunity of the extra resources through the uplift to cut crime off at the roots. Preventing people from becoming victims has always got to be preferable to solving crimes after they have happened.

The Plan firmly puts Prevention First at the centre of our Plans. And it is this that acts as a framework across all areas of the business – helping to reduce organisational and operational demand and freeing up resources to deliver the early interventions and rehabilitation enabling better outcomes to be achieved.

I am clear that neither the Constabulary nor I will be able to deliver this Plan alone. We need a broad range of public and private sector bodies to play their part in preventing and tackling crime.

Slide 6: What the Public Opinion Survey told me

Last year I commissioned an independent market research agency to conduct a public opinion survey of over 2,200 Hertfordshire residents to obtain a representative sample by demography and geography² on feelings of safety, crime and the police in Hertfordshire.

The survey told me that:

- Their biggest crime concerns is Cybercrime (68% of respondents were most concerned, with around a third (32%) of these feeling 'very' concerned) and having their home burgled- residential burglary (67%).

² Views were captured from 2,219 respondents with quotas applied to ensure that each district captured at least the views of 200 respondents weighted by that district's demography². 982 of the responses came from telephone responses and 1,237 by email. Given the size of the sample against the population of Hertfordshire we can be 95% confident within a margin of error +/-3 per cent that the views expressed in the survey are representative of the larger population.

- That they value face-to-face contact with officers at police stations and feel that the physical presence of the building builds that connectivity between the police and public reinforcing policing by consent.
 - Only a third (37%) are satisfied with the service currently provided by police stations
 - 8 in 10 (86%) feel it is important to have an accessible police station in their district.
 - 8 in 10 (83%) feel either very or fairly safe in the area they live but nearly one fifth noted that they actively avoid certain public spaces such as local parks because they feel unsafe, particularly at night when they believe streetlights in residential areas are dimmed or turned off.
 - Nearly a third (28%) said that more streetlights would make them feel safer³.
- These findings have been used to directly shape the direction of the Plan and provide an evidence base for my decision making.
 - I've also gone a step further to overlay the public opinion survey results onto our crime hotspots to examine the relationship between areas that suffer disproportionately by crime and their feelings of safety in their neighbourhood.
 - If we lose public confidence, we will lose public consent and legitimacy of policing.

Slide 7: What does this mean for the Plan?

The value of evidence-based policing enables us to consider the bigger picture, moving from simply observing incidents in isolation to gaining insights and understanding. This helps to move our thinking into the preventative space which can be transformational in understand our gaps, targeting, testing and tracking what is working and what is not. This will enable us to reduce our demand and make best use of our resources.

Back in 2012 when I was first elected, I made six promises and today these six promises still stand.

³ The response varied between districts with 5 per cent of respondents in Hertsmere wanting to have more streetlights compared to 53 per cent in Stevenage.

- Keep Crime Low
- Focus on Victims
- Recruit More Officers
- Protect Local Policing
- Increase Efficiency
- Keep Tax Low

Today I want to highlight some of the key messages from each of the thematic areas of the Plan.

Legitimacy

We need to further embed a culture of transparency, accountability, and ethical behaviour in the force to improve public confidence and we will do this through the following:

- Being more searching in our oversight by asking the Chief Constable to conduct an organisation-wide review around conduct issues and specifically to examine those cases which do not meet the misconduct threshold but the actions of officers' results in an uncomfortable environment.
- Reviewing cases where an officer has faced misconduct or gross misconduct charges but had previously come to notice and received a written warning or asked to undertake reflective practice, to understand the appropriateness of previous sanctions to change behaviour.
- Reviewing the use of police powers – to ensure that the police are fair and reasonable in the use of their powers, respectful during encounters and open in their decision making.
- Commissioning research to understand whether there is discrimination in the use of police powers and setting up a new external independent body with video panel to ensure we maximise its full potential to help understand levels of compliance in the use of BWV, officer attitude and behaviour at incidents.
- Ensuring that we have a workforce that is representative of the communities it serves across ranks and monitor the impact on diversity for those leaving the force and undertake a programme of outreach and community engagement to address specific needs.

- Seeking assurances that there is no racial disparity in the police misconduct system and appointing a disproportionality link worker to the Professional Standards Department.
- Recognising that whilst there have been improvements to officer and staff welfare with a greater focus on wellbeing across the force, there is more we need to do to understand the risk factors that contribute to officers and staff mental ill health and suicide.
- Seizing the opportunity presented by the churn of new police officers to embed a supportive and open culture around mental ill health.

Keep Crime Low

Hertfordshire continues to be a safe county with low levels of crime and the envy of most areas. We know from the Public Opinion Survey that the feeling of safety was strong across the county with more than 8 in 10 of respondents reporting feeling either very safe or fairly safe in Hertfordshire; this was reflected across all age groups. This is positive news which I intend to build on.

Whilst some neighbourhood crimes such as residential burglary remain at an all-time low with a typical day recording only 7 across the whole of Hertfordshire, we need to continue to reduce it further. The public were clear in their survey that residential burglary remains a clear priority for them.

In the Plan I have suggested how we can do that –

- Make best of the ‘what works’ evidence base to apply burglary prevention techniques such as ‘cocooning’ to prevent nearby repeat residential burglary.
- Work with the building sector to adopt secured by Design principles in housing refurbishments
- Offer free home security checks on vulnerable people.

Fraud and cyber-enabled crime

We know that fraud continues to be underreported and one that most people fall foul to. I recognise that it is one that affects and harms all sections of society and is one of resident’s top priorities.

- Whilst we have regional arrangements in place through our Eastern Regions Specialist Operations Unit (ERSOU) and our local Hertfordshire cyber unit, I recognise the need to expand the capacity of the unit to tackle the volume and 'routine' cases which sees organised crime groups targeting small businesses such as barber shops and car washes to launder money and smuggle goods.
- There is more we can do to support people from becoming victims of crime and I've outlined a series of measures to ensure greater awareness through the creation of 'cyber champions' on the local policing teams and better protection for the public through exercising the banking protocols for online banking transactions to reduce the likelihood of victimisation.
- I've outlined my commitment to building of my Beacon Fraud Hub to provide outstanding advice and support to victims of fraud and I've set out measures to look at how we can simplify the reporting process by introducing a single countywide platform.

I will also seek to address those crimes that the public tell me are of concern through other channels – and I make clear my commitment to tackle rural crime. Road safety issues and ASB including fly tipping.

Focus on Victims

We need to go further to bring about improvements in the criminal justice system and look at how we can achieve swifter justice for all and build services around victims. I intend to do this by:

- Bringing about greater democratic oversight around the administration of the court and the performance of the criminal justice system to reduce victim attrition and cases collapsing.
- Addressing the persistent challenges of court backlogs⁴ and waiting times for trials which is denying victims justice. Hertfordshire remains the worst

⁴ At the end of last year, the [backlog of criminal cases](#) waiting to be heard at magistrates' courts stood at almost 60,000.

performing area with it taking 566 days⁵ from the Crown prosecution deciding to charge to crown court finalisation This is well above the national average at 372 days and makes us the worst performing area in the country.

- Addressing the steady reduction in judicial capacity remains a constraining factor to increased sittings particularly in the Crown Court which have been operating at reduced capacity reflecting the decreasing proportion of recorded crimes that have resulted in a charge.
- Ensuring that we get the best from our early intervention approaches in line with our Prevention First approach which would see the Constabulary review their use of Out of Court Disposals to better understand sanction effectiveness and victim satisfaction.
- Expanding our support for victims across the county through our Beacon Victim Care Centre. This has transformed the support available for victims in Hertfordshire and has been recognised nationally for its innovation. I have made a series of commitments as part of the 5-year Beacon Business Plan including an expansion to the Beacon Safeguarding hub which will help to bring about further reductions in risk and repeat victimisation.
- I continue to put violence against women and girls at the forefront. Whilst the detail behind VAWG becoming a Strategic Policing Requirement is still being worked through by government, my Plan calls for the county to take an integrated and multifaceted approach in how we seek to address the issue. Using a public health life course approach⁶ to tackling the systemic issues can enable us to start addressing the root causes of violence against women and girls and tackle societal issues and issues specifically relating to the abuse of position which have impacted public confidence. I'm calling in the Plan for us to:
 - Work even closer with schools and individuals who have lived experience to help educate young people about healthy relationships.

⁵ This is updated data than what is referenced in the plan - Q3 data (Oct – Dec 21) and the average for the quarter was 566.9 days (national average was 372.6 days).

⁶ The life-course approach aims at **increasing the effectiveness of interventions throughout a person's life**. It focuses on a healthy start to life and targets the needs of people at critical periods throughout their lifetime, seeking to prevent crime at the earliest opportunity.

- Use Safer Streets funding to ‘design out crime’ and make public spaces safer
 - Consider the impact of street lighting on feeling of safety across the county
 - Ensure effective perpetrator programmes.
 - Go further with our scrutiny around ethical behaviour and ensuring that we take a preventative approach that enables the workforce to ‘call out’ officers who demonstrate behaviour at work which is unacceptable and directed at or towards women.
- With partners take an integrated approach to break the supply chains and drug economy by relentlessly pursuing both recreational drug users, career criminals and organised crime groups. Support efforts to raise awareness of cuckooing so that the public are aware of what it is, how to spot the signs and report any concerns they have so that we can safeguard vulnerable people at the earliest opportunity and pursue perpetrators.
 - Look at what more can be done to prevent people from escalating into mental health crisis. The current approach is failing people, placing additional demand on frontline policing. The police are still being seen as the first, rather than the last port of call when conveying patients to designated places of safety.
 - We need to do more with perpetrators to reduce reoffending and rehabilitate them. This includes:
 - Co-commissioning pre-release workers to engage with offenders whilst in prison and on the day of release to reduce prison leavers reoffending in the days following release
 - Issuing ID cards to enable prison leavers to access services to give them the best opportunity to rehabilitate.
 - Providing suitable accommodation
 - Use the investment in 20 new PCSOs to strengthen the collaboration between the youth offending service, local policing teams and schools to engage young people positively.

Protect Local Policing and Recruit More Officers

The Plan outlines my commitment to protect our local policing model and grow frontline officers in response to what the public of Hertfordshire tell me they want

which see and what the evidence tells me works in reducing crime. The Plan sets out measures to continue this by:

- Ensuring each district have its own local policing team headed up by a senior police officer.
- Using the opportunities presented by the national uplift programme and funds raised locally through the police precept to grow the number of frontline officers to ensure teams are up to full strength and build additional capacity to support Prevention First. Hertfordshire now has the largest police force in its history.
- Continue to find ways to improve the accessibility of the police estate. I have set out measures to not only provide an enhanced digital offer through single online home and introducing kiosks and interactive pods in public buildings but also what the face-to-face offer is. I have asked the Chief Constable over the coming year to reassess the impact of closing front counters to ensure that we continue to provide all available routes to make officers accessible and build services attuned to the public's needs.
- Ensure our estates strategy supports this vision to have at least one major police station where a core team is based supplemented by smaller local stations and continue support the ethos of a 'one public estate' to bring about closer working between community safety and criminal justice partners through co-location.

Increase Efficiency and Keep Tax Low

The pandemic has undoubtedly shaped our lives and working practices and provides us with opportunities to review and modernise our operating models and improve our digital and remote capability, and our engagement with communities.

- The Plan speaks of my commitment to see big improvements around the collection of digital and use of digital data. This includes enabling officers to secure online material directly from the public, witnesses and victims using new digital applications.

- Single Online Home also offers opportunities to look at how digital services can be made available within community spaces. I am keen to explore the benefits that can be derived from using artificial intelligence and automation to consider how the public want to interact with policing over the coming years.
- I want the Constabulary to continue to build their digital capability, embrace digital solutions, technology and use platforms that are cutting edge to help target and reduce crime. As mentioned earlier, I am keen for the Constabulary to adopt hotspot policing to help target violent crime given the strong evidence base around effectiveness.
- We are making best use of the free platform developed by the Government Digital Service to trial a pilot for six months that sees a text message reminder being sent to defendants via their mobile phone one day before their court appearance to help improve the number of those who fail to appear at first hearing.
- We remain one of the areas with lowest council tax precept across the country - fifth lowest which is testament to how we consider value for money in all that we do.
- **Commerciality** - Want to ensure we continue to demonstrate good business sense and consider where and how policing functions are delivered and consider the opportunities from sponsorship through to outsourcing. We should be considering this in all of our decision-making processes.

What the Plan doesn't include

Undoubtedly the most difficult part of writing any Plan is what do you leave out. Over the last 10 years we have developed and honed work programmes so that a lot of what we do now is considered to be 'business as usual'.

By way of example, we have only mentioned in passing the role of our Independent Custody Visitors and the Police Doge Visitor Scheme. This fleeting mention is not to say that these volunteer roles are not important, far from it. We are now in a strong position with these schemes, and they produce annual reports which are taken

through this Panel and enable the public to ask questions of me on the functioning of the scheme and key findings.

Managing Performance

The Plan references the Constabulary's new Integrated Performance Framework brings together a series of measures to monitor the performance of the actions outlined in my Community Safety and Criminal Justice Plan together with those underpinning Prevention First, regional measures and national priorities falling out of the Beating Crime Plan.

These include:

- level of crime, re-offending rates, repeat victims, repeat missing persons, and repeat high demand callers to 101 & 999

The integrated Performance Framework will take into consideration the data and measures from outside of policing – our wider criminal justice and community safety partners who are also responsible for the delivery of these actions and commitments made.

I will be using the performance framework to help make better evidence-based decisions and will monitor the data through my Crime and Policing Performance Board with the Chief Constable.



David Lloyd

**Police & Crime
Commissioner**
FOR HERTFORDSHIRE

ANNUAL REPORT

2021/2022





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David Lloyd
Police & Crime
Commissioner
FOR HERTFORDSHIRE

1

Foreword by David Lloyd



This report covers the period during which we were emerging from the Coronavirus lockdown as well as facing new challenges around police legitimacy, diversity and violence against women and girls. These have had a significant impact on how policing and criminal justice is delivered in Hertfordshire. Despite these challenges and changes, policing in Hertfordshire has gone from strength to strength. Hertfordshire remains one of the safest counties in the country, crime is down and officer numbers are at a record high. As you will see in the following pages, covering 1 April 2021 until 31 March 2022, programmes and initiatives have been put in place better to serve the public, and in particular victims. Many of the earlier pilot schemes have been made permanent after successful trials, and new ones have been introduced to address concerns of residents and the additional threats which have arisen.

The timing of this report also coincides with the start of my third term in office, which gives me the honour of being one of the longest service Police and Crime Commissioners in the country. I am particularly proud of the work my office and the Constabulary have achieved in supporting victims of crime. That has always been one of my priorities since I took up office in 2012. The award-winning service offered by the Beacon Victim Care Centre provides one of the most comprehensive support networks in the United Kingdom. Beacon's focus is to help victims cope and recover from their ordeal, regardless of whether the crime has been reported to police. During the past decade I have ensured Beacon has continued to benefit from local and national funding opportunities to broaden its scope and the number of people who it helps. Achievements this past year include recovering over £2 million for fraud victims, enhanced assistance of those affected by anti-social behaviour, plus additional case managers for victims of domestic violence and sexual assault.

My manifesto commitments are a contract I made with the public and this report sets out how I am delivering on them. This included a promise to protect local policing and increase officer numbers even higher. As you will read, thanks to a public supported increase police element of the council tax precept and the government's police uplift programme, last year saw Hertfordshire Constabulary reach a significant milestone. It now has more frontline officers that at any time in its history. This is because, unlike other areas, the numbers have always remained high in Hertfordshire which means these police officers are now boosting numbers to unprecedented highs.

The challenge now is to ensure these extra officers are being used most effectively to ensure they deliver results by reducing crime and making people feel safer. The Launch of Prevention

First was announced in my previous Annual Report, but now this transformational model of policing is being embedded across the organisation. All officers and staff have been given training on how tackling the root causes of crime can reduce the demand for service and cut the number of crimes committed. This leads to the ultimate aim of lowering the number of victims of crime in our county.

Providing local stations for local people is a matter which I recognise is important to residents and businesses. The Chief Constable and I remain committed to ensuring that each of the county's ten districts or boroughs have at least one operational police station with dedicated neighbourhood officers, plus emergency response and detective teams. During 2021/22 a new police office opened in Ware, and a new building was purchased in Watford town centre to enable the relocation of the outdated current station. Plans were also agreed to increase the size of stations at both Borehamwood and Rickmansworth.

For the first time my office commissioned an in-depth survey of thousands of residents, ensuring groups from all sections of our communities were represented. Part of this public consultation showed primary concerns around cyber fraud and burglary. Action is being taken on both of these, including protecting vulnerable groups and making sure the Constabulary attend all domestic burglaries. Concern about road safety also remains high and I am pleased to have expanded the road safety van scheme run by my office, which enables residents and those concerned about speeding to request a camera vehicle to come to their location.

One of the fundamental principles of policing in our country is that of consent, which relies on public approval for the Constabulary's actions and behaviour. Recent events have tested this principle, and it is vital this confidence is maintained to secure the respect of the

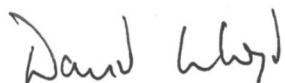
people. I was elected to bridge the gap between the public and the Constabulary and represent their views. My duty is to ensure the Chief Constable maintains vigorous standards of conduct in the force. This report covers how I scrutinise this process to ensure compliance. In addition, issues around police service satisfaction are independently monitored by an expanded Complaint Resolution Team in my office, who respond to public complaints about the service. Now more than ever the Constabulary need to ensure they reflect the community and I am pleased that extensive work continues better to attract, recruit and retain individuals from Black, Asian and minority ethnic groups, as well as women. The British model of policing is built on consent and we must continue to strive to have a police service that shows diversity in appearance and thought.

Violence against women and girls is another pressing concern which my office and the Constabulary are working hard on addressing. Alongside the safety of children, it has been one of the foremost priorities during this period. You will see how this is being tackled across a whole spectrum of work by my office, the police and partner organisations, varying from upgrading underpasses to warning youngsters about online pornography and public awareness campaigns.

I would like to take this opportunity to give thanks to the dedication and hard work of my staff, and all Constabulary officers and staff, without whom none of the programmes and success stories described in this report would have been possible. That gratitude is also extended to all our partners and staff whose able assistance ensures a safer Hertfordshire for everyone.

I trust you will find the information in this report enlightening and reassuring. As my new Community Safety and Criminal Justice Plan: Everybody's Business is enacted over the next year, I look forward to

your feedback on our progress so far and listening to you all about what more can be done to make Hertfordshire even safer.

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

David Lloyd

Hertfordshire Police and Crime Commissioner



David Lloyd
Police & Crime
Commissioner
FOR HERTFORDSHIRE

2

A YEAR IN FOCUS:

PROGRESS MADE
AGAINST THE
COMMUNITY
SAFETY AND
CRIMINAL JUSTICE
PLAN PRIORITIES

2a

A YEAR IN FOCUS:

BUILDING ON SUCCESS

- Hertfordshire's largest ever police force
- Embedding Prevention First to reduce crime
- Taking a commissioning-based approach to funding
- Holding the Chief Constable to account to ensure an effective and efficient police force

Recruitment of new officers and maintaining the local policing model (*Priority 1*)

The unprecedented recruitment of extra police officers resulted in Hertfordshire Constabulary having more officers than at any time in its history.



**RECORD OFFICER
NUMBERS IN
HERTFORDSHIRE**

In June 2021 the Commissioner welcomed 18 new recruits which meant there were 2,212 officers in the county, surpassing the previous high of 2,202 in 2007.

They were part of the 167 additional officers recruited in 2021/22 to bring the total by the end of March 2022 to 2,267, with 77 officers being funded by the average £1.25 per month precept increase and 90 officers as part of the government police uplift programme.

Unlike some other parts of the country the uplift has not simply returned officer numbers to their traditional levels. As the Commissioner has previously protected the rank-and-file numbers, it has enabled him to respond positively to the public's calls for more officers to bolster local policing and support the delivery of Prevention First.



These officers have been used to maintain Hertfordshire's strong local policing model which ensures that each of its ten districts have at least one police station with dedicated beat officers, alongside emergency response and detective teams.

Work has also progressed to deliver on the Police and Crime Commissioner's commitment to modernise and expand police stations including those located in Watford, Rickmansworth and Borehamwood.

EMBEDDING A PREVENTION FIRST APPROACH

Following the launch of Prevention First in 2020, this year has seen this transformational model of policing being embedded with officers and staff.

The ultimate aim of prevention is to do the utmost to prevent harm to people; in our communities, in our workforce and in our partnerships. To do this effectively, the Constabulary must be efficient and systematic in what they do.

During 2021/22 the Constabulary have trained over 750 line managers on preventative policing, inclusion and wellbeing. This significant financial investment in police leaders will help to drive the cultural shift and collective

identity needed to embed Prevention First as an ethos.

The Constabulary have also rolled out the Prevention First Hub which brings together a team of prevention specialists / tactical problem solvers to support and advise upon the mitigation of organisational and operational risks and inefficiencies.

Examples of the policy in practice includes sharing information with schools when students have witnessed a domestic abuse incident to monitor their welfare, and the expansion of Drug Testing on Arrest from acquisitive crime to other crime types, including domestic abuse and violence against women and girls. The enables drug-misusing offenders to be identified and offered access to rehabilitation and a dedicated recovery worker.



TACKLING MODERN DAY SLAVERY (*Priorities 8 and 9*)



The Police and Crime Commissioner and Chief Constable have signed the latest national agreement to support the work focused on Modern Day Slavery and Organised Immigration Crime (OIC).

The project is funded by a grant from the Home Office and concentrates on safeguarding vulnerable migrants, including unaccompanied children.

In July 2021 the Commissioner's Independent Business Advisory Group (IBAG) organised a webinar for Small and Medium Enterprises to prevent modern slavery. Over a hundred attendees joined the 'Stop The Traffik' event hosted by the Shiva Foundation using their toolkit to support businesses mitigate the risks of exploitation in their organisations and communities.

REDUCING CRIME BY TREATING OFFENDERS' MENTAL HEALTH (Priority 12)

Mental Health Treatment Orders started to be rolled out in Hertfordshire in July 2021 to provide psychological support to offenders where their mental health needs have impacted their offending.

They are part of an ongoing two-year £57,958 project funded by the Commissioner's Community Safety and Criminal Justice Fund. Initially prioritised for female offenders, the Mental Health Treatment Orders enable courts to require people to participate in community treatment, instead of receiving a custodial sentence.

The programme aims to reduce reoffending and short-term custodial sentences by directly addressing the underlying causes of the criminal behaviour and supports individuals into local health and social services post intervention and treatment.

This funding builds on the current service by expanding provision to male short-term offenders, offenders with a learning disability and those with mental health and additional requirements.

It enables a more holistic approach to be taken for individuals who require support with mental health as well as additional needs such as drugs or alcohol.

FIRST ONLINE HERTFORDSHIRE CRIMINAL JUSTICE BOARD MEETING IN PUBLIC HELD (Priority 72)

The first virtual Hertfordshire Criminal Justice Board meeting in public was held on 29 September 2021 with around 50 members of the public and partners joining.

Chaired by the Commissioner it aimed to help the public understand the work of the Board to improve the delivery of justice, secure better

outcomes for victims and witnesses, and to increase public confidence in the system.

The meeting was split into two parts; the first half focused on early intervention and prevention and the second half on the Hertfordshire Criminal Justice System during the pandemic and beyond.

There were presentations from Families First, the Schools and Gangs team, the Deputy Director for Crime at Her Majesty's Courts and Tribunals Service, the Victims Services Team and Probation Service.

Thirty questions were submitted from members of the public on a variety of topics, from support for women to tackling the root cause of why people enter the system.

TAKING A COMMISSIONING-BASED APPROACH TO FUNDING (Priority 29)

As part of the Commissioner's commitment to move towards a commissioned approach to funding allocation, the Office of the Police and Crime Commissioner began working with stakeholders to identify needs and agree improved outcomes for local communities.

Employing an evidenced-based whole systems approach has enabled a greater understanding of need and the development

of mechanisms to evaluate competing resource priorities. Collaborative working opportunities have also benefited through co-commissioning with partner organisations to develop services where there is an identified gap in provision.

In 2021/22 funding was awarded in the areas of serious violence and reducing offending. This included £140,000 towards the countywide 'No More' youth intervention project and £24,000 towards the Jobs Pathway project, supporting offenders to gain and sustain employment.

IMPROVING POLICE EFFICIENCY, EFFECTIVENESS AND LEGITIMACY (PEEL)

Hertfordshire Constabulary was not inspected by Her Majesty's Inspectorate of Constabulary and Fire & Rescue for a PEEL assessment during this year as the number of inspections was reduced due to the pandemic.

The next PEEL inspection is due in 2022/23. The Commissioner was pleased to receive the post-inspection review of child protection measures which was published in December 2021 which showed an improvement in many aspects of this area of

the force's work and confidence in the work to improve the areas where improvement is still required.



CHILD PROTECTION IMPROVEMENTS IN HERTFORDSHIRE

Other HMICFRS thematic inspections and work on super-complaints were regularly reported to the Commissioner for the implications for Hertfordshire to be discussed.

You can read more here:
<https://www.hertscommissioner.org/transparency/holding-the-police-to-account/>



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 provided transparency over a broad range of police functions and decisions.

In 2021/22, challenges in those meetings included delivery of the CSCJ Plan priorities, scrutiny of systems to ensure ethical conduct of officers, victim satisfaction, public access to police services, ensuring greater safety for women and girls, implementation of Prevention First, and greater use of Body Worn Video (BWV).

SCRUTINY OF ETHICAL CONDUCT OF OFFICERS



In addition, there was a focus on the progress of the police officer recruitment programme, in relation to overall numbers while monitoring and promoting a reduction in gender and ethnicity imbalances.

On a monthly basis the OPCC undertook dip sampling of files which have been finalised by the Professional Standards Department (PSD). PSD is responsible for the management of complaints, conduct and discipline matters for the force of those complaints which are unable to be resolved by the OPCC's CRT in initial handling.

The OPCC used the insights gained from the dip sampling, coupled with the trend analysis of the OPCC Complaint Resolution Team to identify any trends in the causes of

complaints which can lead to an improvement in the service delivered to the public by the force.

As well as ensuring an efficient and effective Constabulary, the Police and Crime Commissioner also holds the Chief Constable to account for the collaborated units across Hertfordshire, Cambridgeshire and Bedfordshire, and the Eastern Region. This scrutiny mechanism continues to deliver improvements across a number of areas within the Constabulary.

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

2b A YEAR IN FOCUS: PUTTING VICTIMS AT THE CENTRE

- Building on the success of Beacon
- Delivering for fraud victims with over £2m recovered
- Providing extra support for victims of sexual assault and domestic abuse
- Taking action to improve the safety of women and children



NEW FIVE-YEAR BEACON BUSINESS PLAN RESULTS IN RENEWAL OF MULTI-MILLION POUND VICTIM CASE MANAGED SERVICE (*Priority 31*)

Hertfordshire's Beacon Victim Care Centre offers a complete 'wrap-around' provision for victims of all ages regardless of whether they have reported a crime to the police.

At the start of the year an ambitious five-year business plan was agreed to secure the best and most comprehensive service for those in need in the county. It identified areas where service enhancements could be made, setting out where additional funding to the Ministry of Justice Core Grant would be required.

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NEW MULTI-MILLION POUND CONTRACT FOR VICTIM SERVICES



Stakeholder engagement to assess the effectiveness and benefits of the service found the existing 'hybrid' model (run by a combination of police and third sector organisations) offered the quickest access to victim services. It also enabled the creation of pilot programmes such as the Beacon Fraud Hub,

Beacon Safeguarding Hub and a unique Child on Parent Abuse programme.

The challenge was also how to build on the success of Beacon by working with others, and to deliver services that looked beyond those of immediate coping and recovery.

In March 2022 a £2.8m contract for the Beacon Victim case managed service was awarded to the current provider Catch22 for an initial four-year term.

REVISED VICTIMS CODE OF PRACTICE INTRODUCED (Priority 32)

In April 2021 the Ministry of Justice introduced a revised Victims Code of Practice including 12 new victim's rights. The OPCC has worked closely with the Constabulary Victim Service Team to ensure information and guidance is available to all front-line officers so they can advise victims on the support services they are entitled to.

This has included a series of training updates delivered by the Victim Service Team and Catch22 and a revised 'aide memoir' for officers. The revised code has also inspired the development of the 'WeCare' campaign created to inform officers how best to adhere to the code and ensure rapid onward referral to victim services.

The Constabulary continue to monitor code compliance at both the Victim and Witnesses' Board and Strategic Performance Board. However both the National Police Chiefs Council and Ministry of Justice are considering metrics that can evidence code compliance across all 12 areas of delivery. It is anticipated these will be in place in time for the new Victims' Law currently in development.

BEACON ASSIST APP LAUNCHED TO SUPPORT VICTIMS (Priority 44)

A new mobile phone app for victims and witnesses was launched by Beacon Victim Care team after funding was granted to Catch22 by the Commissioner.

The app is designed to ensure victims receive the help they need following a crime as a one-stop portal for all issues associated with their case. It provides users with a secure and

private account, a confidential in-app chat with a support worker, a journal for logging post-crime experiences and a calendar for all case-related dates such as court hearings.

The system was showcased to Lord Chancellor Dominic Rabb when he chose to visit the Safeguarding Hub at the Domestic Abuse Investigation and Safeguarding Unit (DAISU) in Hatfield Police Station, to launch a £440m national range of initiatives for victims.



PILOT SCHEME TO CASE MANAGE VICTIMS OF ANTI-SOCIAL BEHAVIOUR (Priority 54)

Anti-social behaviour can be corrosive, causing long-term health consequences for victims. Following a dedicated effort to identify better ways to offer greater levels of support for victims of ASB a case managed pilot was established, for those assessed to be at risk of greater harm.

EXTRA SUPPORT FOR THOSE BLIGHTED BY ANTI SOCIAL BEHAVIOUR



A new specialist ASB Case Manager has supported 72 referrals. Their role is to ensure the victim is fully informed of action being undertaken by agencies tackling the ASB, advocating for the victim to

ensure their voice is heard and advising on social justice options open to the victim, including Community Trigger.

A post implementation review in September 2021 found 55 per cent of victims indicated an improvement in health and wellbeing and 65 per cent said they felt safer as a result of the advice given.

The pilot is now close to the end of its two-year pilot period and is currently being evaluated.

FRAUD HUB RECOVERS OVER £2M FOR VICTIMS (Priority 49)

Since the award-winning Beacon Fraud Hub was recognised for delivering 'exceptional customer care', the service has gone from strength to strength, forging

strong referral links with Trading Standards and Citizens Advice.

In 2021/22, the Fraud Hub reached a new milestone in helping victims recover £2,037,547.68 in scammed monies.

On average, the Fraud Hub receives 600 referrals from Action Fraud each month. However, the Commissioner is aware there are many more victims who do not report, or in trying to report a crime give up due to the number of agencies who are sometimes involved.

The OPCC is working alongside Hertfordshire County Council and Citizens Advice to develop an online reporting portal, where immediate information and advice can be offered and where a crime can be reported through a single gateway.

SCAM AWARENESS AND PREVENTION

As part of the focus on developing scam prevention schemes and supporting victims of fraud the OPCC provided £20,000 to Citizens Advice services in four districts. This included new targeted work with schools, families and dementia groups.

This follows the Commissioner's two-year grant award in 2019/20 and 2020/21 to all ten district Citizens Advice services to build a network of trained front line workers from various organisations across Hertfordshire.

In support of the focus on online safety, crime prevention and protecting vulnerable people, funding was also provided for the Watford Sheltered Workshop. It delivered a course to help people with disabilities protect themselves from the increasing threats from a range of dangers online, including fraud.

Tackling Violence Against Women and Girls (VAWG) **Over £500,000 of funding to reduce VAWG in Hatfield** **(Priority 55)**



The OPCC led a multi-agency project to tackle VAWG and ASB in Hatfield, which was enabled by over £500,000 of Safer Streets funding secured by the OPCC from government.

In the town centre a range of refurbishments and modifications to five key underpass sites were undertaken. Those using the subways will now have the reassurance they are being

watched over by 32 new monitored CCTV cameras.

All tunnels across the five sites have received lighting upgrades to brighter LED standards, while graffiti has been removed and additional security mirrors have been installed to improve sightlines. Benches have also been removed from the centre of roundabout complexes to prevent problem groups congregating.

The initiative combined the efforts of key organisations including Hertfordshire Constabulary, the University of Hertfordshire and Hertfordshire County Council.

Engagement took place with students and residents to introduce a range of deterrence measures such as the Active Bystander training programme to help people recognise, report, and respond effectively to issues including where consent



**OPCC SECURES
OVER £500,000 TO
TACKLE VIOLENCE
AGAINST WOMEN
AND GIRLS**

has not been given or where a sexual assault has taken place. Thousands of free subscriptions to the Hollie Guard personal safety app plus personal safety alarms were issued to the University of Hertfordshire students.



New provider for Sexual Violence Support Services (Priority 34)

Police and crime commissioners are responsible for co-commissioning referral services, in partnership with NHS England and the Constabulary, to provide much needed practical and emotional support to victims and survivors of rape and sexual assault.

During 2021/22 the OPCC undertook a public procurement exercise to engage with suppliers who were able to offer innovative bids to provide a service which would meet key areas identified during a comprehensive consultation.

EXTENDED SERVICE FOR VICTIMS OF RAPE AND SEXUAL ASSAULT



Following this process One YMCA were commissioned to deliver the Independent Sexual Violence Advisor Service which commenced in April 2022.

It supports children, young people and adults who have been victims of sexual violence, regardless of when the crime took place.

This service is aligned to help those who are supporting, or considering supporting, a police investigation, or are involved in court proceedings. The outreach service will provide a trusted presence, education, and support within communities to encourage early access.

EXTRA SUPPORT FOR VICTIMS OF SEXUAL VIOLENCE

services for victims of rape and sexual assault, the number of specialist Independent Sexual Violence Advisors (ISVAs) in the county has been increased.

As part of the new strategy and delivery model for support

ISVAs provide emotional and practical support, aiming to empower survivors by imparting independent advice and information to encourage informed choices about the criminal justice system and other support available locally.

Two gaps in the ISVA provision were identified: support offered specifically to male victims; and support for those who are or have been sexually exploited as part of modern slavery. The OPCC was successful in securing

£117,250 of Ministry of Justice funding to recruit staff to address these issues.

Further roles were also established for ISVAs to work with children and young persons. They specialise in providing support to and via schools, as well as in the county's hospitals. All ISVAs have been receiving referrals and uncovering hidden harms within their embedded community role allowing us to provide support where it is needed the most.

ACTION ON CHILD SAFETY, EXPOSURE TO ONLINE PORNOGRAPHY AND DRINK SPIKING

In support of the focus on protecting vulnerable people, including prevention of violence against women and girls, the Commissioner supported several projects through his Action Fund.

It assisted the Welwyn Hatfield Community Safety Partnership in delivering a programme on educating children and young people on healthy relationships, including signs of abuse to be aware of and when to ask for help.

Dignify led work that supported teachers and parents to help them to safeguard children against online exploitation and exposure to pornography.

In Bishops Stortford and surrounding area, the Bishop's Wellbeing organisation raised awareness around night-time safety, including drinks spiking and provided domestic abuse awareness training for workers and volunteers.

ENHANCED SERVICE FOR DOMESTIC ABUSE VICTIMS (*Priority 50*)

The Beacon Safeguarding Hub was established the previous year to pilot the opportunities and benefits in offering rapid advice and support to victims of domestic abuse. It was open to those who were not eligible for enhanced support through the Independent Domestic Violence Advisor service.

In 2021/22 the Hub successfully contacted and conducted needs assessments for 1,437 victims of domestic abuse with 51 per cent of victims engaging with the support offered. Of these, 60 per cent continued to be supportive of the investigative and criminal justice process with a marked decrease in witness attrition (3 per cent versus 17 per cent for the same period the previous year).

In the process of undertaking needs assessments, the Beacon Safeguarding Hub identified nine per cent of victims who were also experiencing stalking and they were onward referred to specialist support.

The Beacon Safeguarding Hub has now been established as a permanent unit and expanded to offer support across all intimate medium risk victims. A further increase in staffing was made possible by a successful bid into the Ministry of Justice IDVA/ISVA uplift fund where the OPCC was awarded £150,000 to recruit three additional staff.

The service has now evolved to encompass all victims of high harm crimes being investigated by Safeguarding Command including victims of sexual exploitation and trafficking.

AWARD WINNING FAMILY DOMESTIC ABUSE PROGRAMME (*Priority 22*)

After a successful funding application to the Home Office, additional domestic abuse perpetrator programmes were launched across the county in August 2021.

A number of initiatives were rolled out to support and challenge the behaviour of perpetrators across different levels of harm.



**AWARD WINNING
PROGRAMME
AGAINST
DOMESTIC ABUSE**

This included For Baby's Sake; a holistic, whole family domestic abuse programme starting in pregnancy. The funding enables the team to support 150 individuals (parents, babies and children) across the county as well as deliver training and sharing tools and resources on trauma-informed working with other professionals.

For Baby's Sake were the winners of the Centre for Justice Innovation award in December 2021. The judges were particularly impressed by their whole family approach.

2c

A YEAR IN FOCUS: PUBLIC FOCUS

- Ensuring welfare of officers is monitored and managed
- Improved complaint handling system for the public
- Ensuring the Constabulary's workforce continues to diversify and represent the communities it serves
- Volunteers now scrutinizing police officer use of force
- Additional action on speeding to improve road safety
- Improving public contact with a new nationally accredited police website



MONITORING OFFICER AND STAFF WELFARE (*Priority 63*)

Maintaining a healthy and valued police force is vital to provide the best service for the public. In May 2021 the Constabulary reported back to the Commissioner on their Engagement and Wellbeing Survey of employees. In collaboration with Durham University the sample included 850 officers, 456 police staff and 96 police community support officers.

The survey showed perceptions of organisational support had increased significantly compared to two years previously. The results show that the efforts of

the organisation in supporting its employees were recognised and appreciated, and there was a positive effect on staff wellbeing. Officers and staff reported higher levels of organisational pride than samples from neighbouring police forces.

Over the last few years, the culture of the organisation has continued to evolve with a greater focus and priority given around wellbeing resulting in the creation of 75 dedicated posts to coordinate and champion wellbeing across the force.



Together with the national Oscar Kilo wellbeing service and Prevention First training, there is now far more early support and signposting in place for all officers and staff.

Other measures which have been implemented are the

establishment of the 'People Panel' to give staff a voice in introducing measures that improve the working conditions and the relaunch of the 'Ask the Exec' forum which gives staff direct access to the chief officer team.

SCRUTINY OF THE CONSTABULARY'S BLACK, ASIAN AND MINORITY ETHNIC AND FEMALE RECRUITMENT AND RETENTION (*Priority 61*)

A dedicated report was reviewed in May 2021 by the Commissioner at the Strategic Executive Board on improving the recruitment and retention levels of Black, Asian and minority ethnic and female officers.

Significant investment was made with the aim of increasing recruitment from under-represented groups in our communities into Hertfordshire Constabulary. This included radio, website and social media advertising. Along with other work during the campaign there was a rise of 16 per cent of applicants from Black, Asian and minority ethnic groups.

Recruitment was further boosted by a Positive Action Team which contacted each candidate who had registered their interest but had not yet applied. They were given extra support and encouragement to apply for a position.

A new retention strategy was established creating Retention Champions throughout the constabulary who contact potential leavers from under-represented groups to see if there are

opportunities to retain them or gather useful information on why they are leaving to inform improvement.



MAINTAINING EXCELLENT CUSTOMER SERVICE

COMPLAINT HANDLING AND RESOLUTION *(Priority 76)*

Throughout 2021/2022, the Complaint Resolution Team (CRT) improved the fulfilment of its statutory duty carry out initial handling of complaints about the Constabulary.

The team has continued triaging complaints and resolving them more efficiently, offering an enhanced service to the public and providing greater oversight and transparency in the complaints procedure.

**OPCC TRIAGED
1,238
COMPLAINTS
AGAINST
CONSTABULARY**



During this time, the CRT received 1,238 complaints consisting of more than 2,100 allegations. Of these, 66 per cent were service recovered and dealt with, which means

no referral was required to the Professional Standards Department (PSD). This resulted in a quicker resolution and an improved service to the complainant.

The average turnaround time for a complaint during 2021/22 was nine days from receipt to closure. An improved 95 per cent of all complainants had their first contact within 24-hours of the complaint being received.

CRT assists the Commissioner in holding the Chief Constable to account by highlighting trends relating to repeat failings and organisational learning. Key themes and changes implemented as a result of issues arising during complaint handling include:

- Improved investigation standards.
- Recommendations and changes to property return to make the process more efficient.
- The need for quicker collection on CCTV related evidence.
- An emphasis on correct information and signposting to the public.
- Partnership working with victim teams and complaints to improve service.

CRT also utilised further reporting parameters to provide better data around areas such as the effectiveness of BWV by

officers, assess how many complaints were a victim of crimes, what types of crimes are linked to dissatisfactions, and if any trends or patterns can be identified within particular investigations.

IMPROVING PUBLIC CONTACT WITH A NEW NATIONALLY ACCREDITED POLICE WEBSITE (*Priority 68*)

During 2021/22 Hertfordshire Constabulary have transformed their digital public contact through the adoption of the Single Online Home (SOH) system. The website provides a range of new and interactive services including information about live cases, where to go for non-police matters and the contact details of Safer Neighbourhood officers. The new modernised system also provides the Constabulary with

the opportunity to explore how digital services can be made available within community spaces enabling them to change the way they work and interact with the public and increase the efficiency and effectiveness of service delivery.



IMPROVED POLICE WEBSITE FOR PUBLIC TO REPORT INCIDENTS AND CRIMES

The OPCC has also moved its website to SOH to deliver cost savings while ensuring significantly improved accessibility.

POSITIVE AND PROACTIVE COMMUNICATIONS TO THE PUBLIC (*Priority 59*)

Following a manifesto commitment to examine the role of the Constabulary's Corporate Communication department an external review was undertaken.

This was to ensure the public are best kept informed on how to access the service and given appropriate crime prevention advice.

Recommendations to be actioned include additional steps to be taken to reach marginalised groups and more proactive communications.



FOCUSING ON ISSUES THAT MATTER TO THE PUBLIC

POPULAR ROAD SAFETY MOBILE CAMERA VANS SCHEME EXTENDED TO FOUR VANS *(Priority 73)*

In order to continue to address community concerns

regarding speeding, dangerous and careless driving, the Commissioner has invested in a fleet of mobile Road Safety Camera Vans to tackle persistent hotspots.

Originally comprising of two vans for one year, the scheme has been extended to four vehicles and funding has been agreed to November 2024.

Members of the public, local Councillors and statutory organisations can request deployment to roads in their communities where speeding is an issue.

Demand has been very high with hundreds of deployments over the year, with an average of over 700 speeding advisory letters sent out each month.



VOLUNTEER GROUPS RECRUITED FOR 20MPH ZONE ENFORCEMENT (*Priority 81*)

In response to calls from the public to address speeding, a new pilot of the DriveSafe programme has been launched, where volunteer groups operate in 20mph limit areas across the county.

Like with the 30mph scheme, volunteers will receive Speed Indicator Devices to carry out roadside monitoring and will be supported by local officers on site and by the OPC sending advisory letters to owners.

The scheme aims to encourage speeding drivers to reflect on their behaviour and make changes in order to reduce the risk of injuries, collisions and deaths on the roads.

This 'positive' approach to messaging has often been found to be more effective at changing driver behaviour than other approaches focused on enforcement.

The impact of the pilot will be evaluated as average speed and compliance data will be captured at each site before and after the roadside monitoring sessions.

ROAD SAFETY FUND BIDS APPROVED TO REDUCE SPEEDING

The Commissioner awarded funds to ten new projects from the Road Safety Fund in 2021/22 to help change driver behaviour and prevent or reduce road casualties. Projects are awarded funding that meet the criteria of improving road safety using a mix of education and enforcement.

Eight of the projects involved installation of Speed Indicator

Devices including use of new innovative equipment that automatically captures details of speeding drivers leading to production of an advisory letter which is sent to the registered keeper of the vehicle.

Other projects receiving funding included provision of support for those affected by fatal and serious road traffic accidents; an older persons' driving assessment course and a safe cycling awareness project.

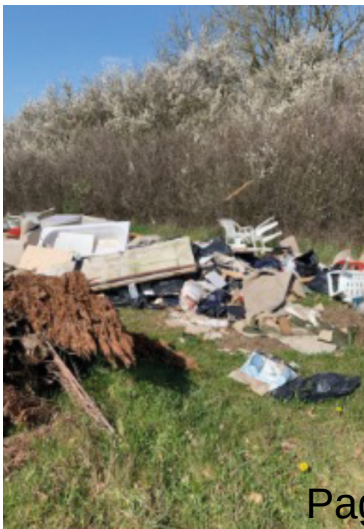
FLY TIPPING FUND PAYING FOR CLEAR UPS AND TARGET HARDENING (*Priority 75*)

The Commissioner has continued to support victims of crime and prevent crime with the Fly Tipping Fund. The fund pays landowners the cost of clearing up and disposing of waste left on private land.

The OPCC works with the Rural Operational Support Team to check waste for evidence and provide target hardening advice to the landowner to improve security of the land and reduce the incidences of fly tipping.

In 2021/22 the Commissioner awarded funding to clear ten tips across Hertfordshire as well as funding towards target hardening measures including production of anti-fly tipping signs and security gate installation.

In 2020/21, fly tipping rates across the county increased dramatically during the Covid-19 pandemic period. Over this period, over £10,000 was awarded for 12 clearances.



TAKING ACTION ON RURAL CRIME (*Priority 71*)

A seven force joint policy on hare coursing throughout Hertfordshire and neighbouring counties saw incidents fall by almost a third.

The borderless scheme has helped crackdown on rural crime after Hertfordshire Constabulary teamed up with six other forces in September 2021.

The borders between the counties, including

Cambridgeshire, Bedfordshire and Essex, were removed so tactics could be used which helped apprehend and prosecute offenders.



**HARE COURSING
REDUCED BY
ALMOST A THRID**

The Crown Prosecution Service provided support for this agreement, which meant the forces became one when using certain powers. Over the last six



months, this has helped with the use of automatic number plate recognition (ANPR), the seizure of dogs and the sharing of all interaction and movements of people suspected to be involved.

This has led to hare coursing incidents throughout the seven force areas falling from 2,044 in 2020-2021 to 1,415 in 2021-2022, a drop of 31 per cent.

The Commissioner also returned to a programme of in-person Barn Meetings across the county. Earlier this year the Commissioner joined the Constabulary's Rural Operational Support Team, the Environment Agency and Council's fly tipping team at the Chaldean Estate, in Much Haddam in East Herts.

WIDENING PUBLIC ENGAGEMENT *(Priority 72)*

In support of developing an evidence-based Community Safety and Criminal Justice Plan, the Commissioner commissioned an independent public opinion survey to obtain a representative sample by demography and geography, on feelings of safety and crime in local neighbourhoods.

The survey reached out to over 2,200 residents from across the county. The survey highlighted that eight in ten residents (83 per cent) feel either very safe or fairly safe in the area where they live, but nearly one fifth noted that they actively avoid certain public spaces such as local parks because they feel unsafe, particularly where streetlights in residential areas are dimmed or turned off. The top two crimes of concern for residents were cybercrime and burglary, despite burglary reducing by more than 50 per cent over the last year.

All the data captured by the survey was used to inform the new five-year Community Safety and Criminal Justice Plan and features as a series of key priorities to be pursued over the life of the Plan.

PREVENTING AND TACKLING HATE CRIME THOROUGH FOOTBALL

To help tackle hate crime the Commissioner has provided funding to Khalsa Youth Football

Academy. It delivers Black, Asian, and minority ethnic-led football coaching which includes development of an educational toolkit to help reduce racist incidents.



PUBLISHED THE VOLUNTEERING STRATEGY (2021- 2026)

During 2021 the Commissioner published his refreshed Volunteering Strategy (2021- 2026) which sets out his belief that all citizens have a role to play in keeping Hertfordshire the safe county that it is today. The strategy sets out the five-year plan on the various roles that volunteers can support in shining a light on the use of police powers, the welfare of police dogs and upholding the rights of detainees in custody. A copy of the Volunteering Strategy can be viewed here: [My volunteering Strategy 2021-26 \(hertscscommissioner.org\)](https://www.hertscs.commissioner.org)

INTRODUCTION OF NEW INDEPENDENT USE OF FORCE SCRUTINY PANEL (Priority 83)

In order to improve the independence of the scrutiny around the Constabulary's Use of Force, the OPCC took over the secretariat of the Community Scrutiny Panel from the Constabulary during 2021.

The role of the Panel is to scrutinise on a bi-monthly basis the statements and body worn video of a range of incidents where force has been used including unarmed defence techniques, limb restraint, spit guard, baton, incapacitant spray and Taser.

In order to increase the number and representation of volunteers taking part in the scrutiny of police powers, the OPCC hosted an information and recruitment webinar which resulted in over 150 people joining to hear about the different volunteering opportunities. The recruitment event saw many new volunteers wishing to join the scrutiny panels with an additional 50 panel members joining.

In addition to this activity a third Panel has been set up, the Use of Police Powers Panel. This Panel will run as a pilot and will review BWV footage across the full use of police powers – both Stop & Search and Use of Force. This panel has started with ten initial members and will be continuing to recruit more members during the pilot phase.

2d

A YEAR IN FOCUS: BUSINESS SENSE

- New police office opened in Ware
- Sustainability strategy agreed
- Working with businesses to reduce and prevent crime
- Maximising Drone technology
- Expanding existing police stations



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LIFESAVING UPGRADED DRONE PURCHASED (*Priority 92*)

A higher specification drone with improved usability was bought as a shared asset between the Constabulary and Hertfordshire Fire and Rescue Service.

Purchased jointly it is used to find missing people, photograph crime scenes and monitor major incidents.

Operated by Fire and Rescue officers, based at Potters Bar, the new Sky Mantis can fly in any weather for an hour, reach an altitude of 100m and be operated from 400m away. It is equipped with two HD 30X zoom cameras which also have thermal imaging capabilities.

Many deployments have included searching for high-risk missing individuals, such as those with mental health issues and the elderly people with brain degenerative disorders, during bad weather or in darkness. Successful outcomes include locating an injured person in a secluded rural location and a person in mental health crisis beside a railway track.

OPENING OF WARE POLICE OFFICE (*Priority 2*)

A new police office has opened in Ware to provide a stronger policing presence in the town and to increase visibility and accessibility of the Safer Neighbourhood Team.

Situated in Tudor Square, the purpose-built hub provides a local



**STATIONS
EXTENDED AND
NEW PREMISES
OPENED**

base for Safer Neighbourhood Team officers. It will allow officers to respond more quickly to local issues or concerns and meet with local residents.

MODERNISING OUR POLICE ESTATE (*Priority 93*)

Police stations in Rickmansworth and Borehamwood are being extended to make room for the growing number of officers in Hertfordshire.

The fully operational stations already accommodate hundreds of officers in Three Rivers District Council and Hertsmeire Borough Council Civic Centres.

Now extra officers, paid for by council tax rises and from the Government's national police uplift programme, are in place it means extra space is needed.

Work will begin shortly to convert additional rooms for police use, including briefing rooms, storage facilities, locker rooms, secure Taser storage and interview rooms.

The police moved to Three Rivers House, Northway, ten years ago, and to Hertsmeire Borough Council offices, in Elstree Way, seven years ago, to enhance partnership working and achieve cost efficiencies.



REDUCING OUR CARBON FOOTPRINT: SUSTAINABILITY CHARTER SIGNED (*Priority 64*)

The Commissioner and Chief Constable have signed a Sustainability Charter. It pledges to embed a system of sustainability management within the organisation to align with future objectives, estates strategy and government targets.

The charter sets out measures to help work towards achieving an efficient and effective police service, working towards net zero carbon emissions to align with the government target of 2050. This being achieved through improving

the energy efficiency of our estate, sustainable business practises and personal travel etc.

The Commissioner and Constabulary are well placed to take forward the aspirations contained within the proposed Sustainability Charter having previously successfully implemented the Local Authority Carbon Management (LACM) programme. The programme enabled several energy and emission-based benchmarks to be put in place, which assisted in identifying and quantifying areas for improvement. These areas are being prioritised to achieve measurable reductions in emissions.



SUCCESS OF CYBER BASICS REVIEW SCHEME *(Priorities 95)*

Cybercrime is one of the top crime concerns of the people of Hertfordshire and indicates how important tackling it is in today's world. Originally set up in 2019, the Cyber Basic Review scheme continues to offer small businesses free protection advice to help bolster a company's cyber resilience.

Based on the government's cyber program, the Cyber Basic Review enables businesses who may be at risk of a cyber-attack to receive a free cyber essential health check. Using experts, it asks users a series of questions, to help test the security of the company and test whether they have got the basics right.

Results from the scheme show it has been a success, with 99 per cent of businesses not falling victim to a cybercrime in the first year following the review. What was also encouraging was that 96 per cent of the SMEs reported that the scheme has resulted in a change of behaviour.



PREVENTING BUSINESS CRIME *(Priority 96)*

Throughout the pandemic, meetings with representatives of Hertfordshire's businesses were

held online. The Independent Business Advisory Group (IBAG) was set up by the OPCC to work with business representatives to prevent crime and hear the issues that most affect the

business community. The IBAG meetings have continued to serve a critical purpose in both the work of the Constabulary and Hertfordshire's business community.

During 2021, a new Chair, Jeremy Bishop, was appointed to the IBAG. Since taking up the post, the Chair has hosted in-depth discussions and analysis on subjects including business burglary, abuse towards retailers and cybercrime. A thematic plan has been established for

the upcoming year with rural crime, prevention of burglary and commercial robbery on the agenda.

Regular updates from the Constabulary, OPCC, County Community Safety Unit, Business Improvement Districts and business partners from across the county have provided the group with an in-depth understanding of the problems facing the business community and how the Constabulary can continue to effectively tackle such issues.



ENSURING CLARITY AND TRANSPARENCY OF INFORMATION

The OPCC continued to review the transparency of its information to ensure it stayed up to date and could be easily read by the public.

CoPaCC is an independent organisation which was established shortly after the first Police and Crime Commissioner elections in November 2012 to monitor policing governance in England and Wales. It assesses all OPCC's against Home Office guidelines to check what information should be published and how it is presented. Information is assessed for its ease of use, clarity and transparency, particularly in relation to how public money is spent, policing and crime priorities, and decision-making processes.

In 2021 they advised that following a recent review the CoPaCC assessments are currently not taking place, but they are hoping to reinstate this important transparency audit work next year.

In the absence of the Quality Mark being assessed by CoPaCC, the OPCC is continuing to ensure that procedures and measures are in place to ensure the high standards continue to be maintained.

As a publicly funded organisation, the OPCC is committed to openness and transparency, to ensure key information continues to be presented in an accessible format on its website.

The newly implemented OPCC SOH website has complemented the work underway and further demonstrates the OPCC's commitment to transparency.

- Summary of financial context 2021/22
- Summary of financial headlines 2021/22
- Financial outlook for 2022/23 and beyond

3

MANAGING RESOURCES



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3a

SUMMARY OF FINANCIAL CONTEXT 2021/22

Ahead of setting the police precept for council tax, the Police and Crime Commissioner issued an Open Letter in 20/21 that set out his proposals and sought the views of taxpayers on the level of precept.

The Police and Crime Commissioner outlined his strategy to deliver an effective and efficient police force, one that puts prevention first, grows capacity to fight crime and puts more frontline officers on the streets of Hertfordshire.

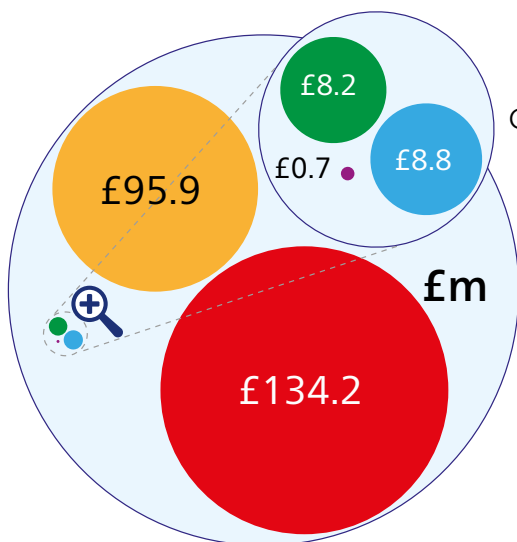
The Police and Crime Commissioner continued his

investment in local policing enabling the recruitment of 77 more officers than the government uplift programme. This has resulted in a record 2,267 police officers in Hertfordshire by the end of the financial year, including 30 officers dedicated to prevention.

With strong support from the public, the Police and Crime Commissioner decided to increase the police element of council tax by £15 per annum for the average (Band D) property. This represented an increase of £1.25 per month and helped to raise an additional £5.206m in income, raising the gross budget to £247.8m; an increase of 5.4 per cent on the previous year.

Breakdown of Hertfordshire Constabulary's 2021/22 budget and spend

Where the money comes from 2021/22



Net Budget £230.1m

Central Government Funding

Council Tax Precept

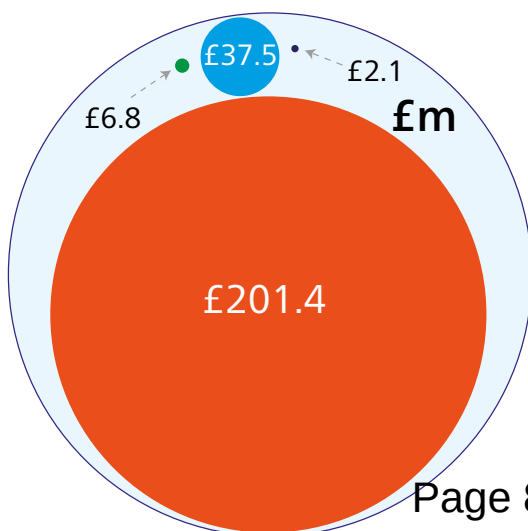
Fees and Charges

Other Government Grants

Partners Funding for PCSOs

Gross Budget £247.8m

How the money is spent 2021/22



Police Officers and Staff

Supplies, Contracted Services, Premises and Vehicles

Commissioner Funded Initiatives

Office of the Police and Crime Commissioner

Total £247.8m

3b

SUMMARY OF FINANCIAL HEADLINES 2021/22

At the end of 21/22, the key financial headlines from the revenue outturn were:

- £0.175m (0.1 per cent) underspend on the net revenue budget of £230.1m which comprises:
 - £0.255m (0.1 per cent) overspend on the police budget delegated to the Chief Constable, and
 - £0.400m underspend on the budgets which are the responsibility of the OPCC,
- The precept was increased by £15 (7.58 per cent) which contributed an extra £5.206m of funding which, together with efficiency savings, enabled £9.021m investment in new officers and investigative support.
- General reserves were maintained at £7.715m for 2021/22. This was 3.4 per cent of the net revenue budget.

In addition, a total of £14.446m was spent on capital and investment schemes during the year. These schemes included investment in Information and communication technologies and estates.

A further £2.683m of resources have been carried over to 22/23 to complete schemes that were delayed in 21/22.

The Statement of Accounts includes further details of the financial performance of 21/22 and will be available to be viewed here: Finances and reserves (hertscommissioner.org).

By the end of 21/22, the Police and Crime Commissioner had delivered on funding for the 77 additional frontline police officers promised as part of the £1.25 a month precept increase, and residents were seeing the benefits of increased officer numbers, which had risen to 2,267.

The impact of Covid continued to be felt during the year. To ensure continuity of policing, there were additional costs associated with the provision of Personal Protective Equipment (PPE) to officers, which was subsequently reimbursed by the Government, police office overtime, and continued loss of income from the National Driver Offender Retraining Scheme (NDORS), both of which were partially compensated by the Government.

3c

FINANCIAL OUTLOOK FOR 2022-2023 AND BEYOND

For 2022-2023, the Government has set Hertfordshire's target to increase police officer numbers by an additional 90 by the end of March 2023, as part of the national officer uplift programme.

The Police and Crime Commissioner has used the flexibility given by the Government to raise the precept by £10 a year (83p per month) on the average (Band D) household, generating an additional £4.59m income.

As well as increasing officer numbers this money will be used for an additional 20 Police Community Support Officers (PCSOs) who will work particularly in schools and with young people to identify and tackle the root causes of crime.

It is also being invested in prevention of VAWG and to improve analytical and digital

capacity and capability to better target vulnerability, to increase specialist support for victims through Beacon, our award-winning victim care centre, and bring in additional specialist financial investigators within the force's Serious Fraud and Cyber Unit.

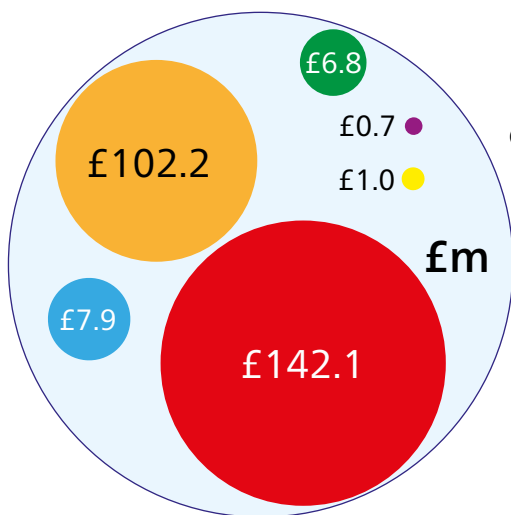
And residents of Hertfordshire will still pay the fifth lowest police precept in the country.

Looking ahead, the war in Ukraine and pressures on the cost of living have caused inflation to reach a 40-year high. The Constabulary is not immune to inflationary pressures on pay, utilities, and the cost of labour and materials which are needed to implement the capital programme.

The Commissioner will continue to focus on efficiency savings to ensure that policing in Hertfordshire remains effective and excellent value for money.

Breakdown of Hertfordshire Constabulary's 2022/23 budget and spend

Where the money comes from 2022/23

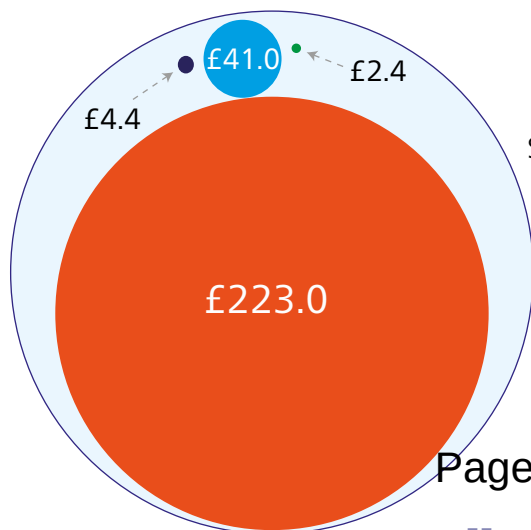


Net Budget £244.3m

- Council Tax Precept
- Central Government Funding
- Fees and Charges
- Other Government Grants
- Partners Funding for PCSOs
- Reserves

Gross Budget £260.8m

How the money is spent 2021/22



- Police Officers and Staff
- Supplies, Contracted Services, Premises and Vehicles
- Commissioner Funded Initiatives
- Office of the Police and Crime Commissioner

4

CHIEF CONSTABLE'S REPORT



The past year has seen a gradual return to “a new normal” for policing after the Coronavirus pandemic. In last year’s annual report, I commented on the impact the pandemic had on the lives of not only those affected within our communities but also on our own police officers and staff. We went to great lengths to protect our workforce so that we could ensure that we were able to continue providing policing services throughout Hertfordshire. Whilst demand on our services in many areas reduced, we did see some increases in areas, such as domestic abuse reports, and had the additional responsibilities of policing covid regulations. The pandemic also demonstrated how flexible we can be with our workforce, rapidly changing our traditional ways of working, helped to improve our use of technology and strengthen our partnership working arrangements.

I am delighted that overall crime levels have remained significantly below pre-pandemic levels, with crime overall being 10.3% down on 2019/20, the last full year before the pandemic struck. In some crime categories there have been particularly sharp and sustained reductions, with house burglary falling by 36.6% in the last two years, robbery down 45% and shoplifting down 30.5%. Some crime types have shown rises however, with violent crime up by 5.5% over this period, sexual offences

up 14.6% and domestic abuse increasing 2.8% over the past two years. Some of these changes can be explained by the nature of how the pandemic changed the way we live our lives, but the Constabulary has also had a strong focus on sustaining the reductions seen whilst also understanding and focusing on those areas that have risen.

We are now into our second year of our Prevention First programme, which is shaping our overall policing strategy by placing prevention at the heart of our thinking. I remain convinced that the one thing all victims of crime and those who experience incidents requiring police support have in common is that they would much rather that their crime or incident had never occurred. This speaks loudly to our prevention first approach, striving to intervene early, prevent crime, prevent offending and harm to everyone's benefit. We have trained all our managers and supervisors around Prevention First in the last twelve months, and this is becoming embedded in our thinking and ways of working.

Many of our operational practices are now adopting this, including schemes such as Operation Encompass where we share information with education settings about their pupils who have been reported missing or witnessed domestic abuse incidents in their household in the previous 24 hours, our 'Lives not Knives' campaign engaging young people most at risk from knife crime, and our 'mini-police' schemes in primary schools. We remain active in drug testing on arrest and referrals into appropriate support services for a range of addictions that may be driving individuals' behaviour and offending. We are also fitting GPS tags to acquisitive crime offenders released on licence meaning that we can work with the Ministry of Justice to see whether those individuals are proximate to where our crime is being committed. The conversation about Prevention First opportunities is live within the Constabulary and increasingly with our partner organisations, spawning a myriad of activity with a preventative focus.

A significant demand on the Constabulary during the last year has been responding to protest activity, which has become far more

frequent and substantial throughout Hertfordshire in recent years. We have restructured to strengthen the resources in place to plan for and respond to such incidents, which have included amongst others Insulate Britain protests on the motorways, Just Stop Oil protests at Buncefield Oil Depot and High Speed 2 protests, many of which attract significant media attention. Dealing with these incidents and the criminal justice processes that follow can be particularly time consuming and resource intensive, often meaning resources have been diverted from other areas of policing to do so.

An area where we have placed particular efforts is around violence against women and girls. The attack and murder of Sarah Everard and subsequent conviction of serving police officer Wayne Couzens for the most despicable of crimes shook both the community and policing to the core. We have launched a new policing strategy for tackling violence against women and girls as a result, working closely with partner organisations and also the public as we seek to understand where women and girls feel unsafe within our communities.

I also recognise that this event, alongside others nationally, has seriously and adversely affected public trust and confidence in policing. I recognise that public trust is hard earned, not given freely and easily eroded by such events. So, our work on violence against women and girls has also included taking a critical look at ourselves internally, in particular how we can tackle and eliminate misogynistic behaviour within our own workforce. We have sharpened our vetting practices, delivered additional training, encouraged our workforce to challenge and address unacceptable behaviour and focused professional standards activity in this area. Whilst this has sadly uncovered some cases of wholly unacceptable and misogynistic behaviour, I am hopeful that the positive action taken, including dismissing a small number of officers and staff who have let the rest of us down, demonstrates how seriously we take these issues.

Another major focus in the last twelve months has been the recruitment and training of new police officers. I am delighted that

the Constabulary remained on track in uplifting the number of police officers in the county, with 167 more officers added to the workforce over the year meaning that with more than 2250 police officers the Constabulary is larger than it has ever been. During the year we also delivered a substantial change in the way we train new recruits as we adopted the College of Policing's new Policing Education Qualifications Framework (PEQF). This redefines the entry routes into policing, with a two year degree holder entry programme for graduates and three year apprenticeship programme for non-graduates that leads to the award of a policing degree. We have partnered with Anglia Ruskin University in delivering these programmes and invested substantially to enable the changes which promise to help support the workforce become better trained and more professional in what they are asked to do.

In building our workforce we have also used the opportunity to increase representation across our communities, particularly amongst the Black, Asian and minority ethnic communities. Our Positive Action Recruitment team has been focused on building links in our minority communities to attract aspiring officers and staff to join our service as we recognise the enormous value such diversity brings in building trust, increasing legitimacy and helping to modernise policing.

As our numbers grow, so does the need to provide sufficient space in which they can work. We have consequently expanded parts of our estate to provide extra office space at Rickmansworth, with a similar expansion set for the civic offices at Hertsmere CSP for police resources within the next six months. I am excited that we will also move into a new police station at Watford having purchased a new building in the town centre which we hope to have converted by the end of the fiscal year. Our plans to modernise Police Headquarters in Welwyn Garden City also advanced significantly in the year when plans were submitted for planning approval. It is by far the largest part of our estate and provides many important operational services in addition to being our administrative centre. Whilst the cost of the redevelopment will be significant, these will ultimately be less than those of maintaining the ageing and inefficient buildings currently in use. Enabling works are due

to commence in a few months subject to planning approval.

The PCC and I will have been working together for six years this October, during which time I am proud of how Hertfordshire Constabulary has developed our effectiveness and efficiency to maintain Hertfordshire as a safe place to live, work and visit. Whilst we can never precisely predict what the future may hold, with the last few years being a good illustration of that, it is apparent that for many the year ahead, as the cost of living rises sharply, could be particularly challenging. It remains to be seen whether this leads to increases in crime, but we will work hard to prevent and minimise any increase, be ready to respond and help to support the community through whatever lies ahead.

A handwritten signature in black ink, reading 'Charlie Hall'.

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

STAY IN TOUCH

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David Lloyd – Herts Police & Crime Commissioner

ANNUAL REPORT



Hertfordshire Independent Stop and Search Community Scrutiny Panel

1 April 2021 – 31 March 2022



1 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 2021 and 31 March 2022. 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 2021 to 28 February 2022.

It is the role of the Panel to scrutinise and provide feedback on 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 work of the Panel's scrutiny function, including the random sampling of stop and search records, monthly and trend summary data, body-worn camera footage (BWV) and Section 60 authorisations. It also considers the Panel's development in its role and outlines the Panel's next steps for 2022/23, in order to continue improving external scrutiny measures.

At the end of the report there is a glossary to explain some of the terminology used throughout the report.

2 Deputy Chair Foreword

The aim of the Hertfordshire Independent Stop and Search Scrutiny Panel, (set up 7 years ago) is to ensure transparency and enhance public confidence in the Constabulary's ethical and lawful use of stop and search powers. Over the last year the Panel has continued to scrutinise stop and search records, Stop & Search data, body worn camera footage (BWV) and any Section 60 authorisations. Most of our monthly meetings have been managed virtually but as restrictions have been lifted, we have been able to meet face to face.

There has recently been a very successful recruitment drive held by the Office of the Police and Crime Commissioner with the Panel currently numbering 35 members in total. Going forward the Panel will continue to seek representation from those communities most affected by stop & search and those with lived experience.

It is the Panel's role to objectively review officer records whether written or visual as in the case of BWV. When we meet, the Panel scrutinises the record to ensure that the Officer had reasonable grounds to suspect that an unlawful item or stolen goods were being carried. The Officer record should enable the Panel to obtain a clear picture of why, when and how the member of the public was stopped and searched.

Stop and search has attracted controversy nationally since its inception and the Panel is there to represent the people of Hertfordshire to ensure that the use of stop and search is fair and

appropriate. This year the Panel have resumed their scrutiny of body worn video footage and focused on obtaining further clarity in the written records. The Panel have identified that the main reasons for not being confident in written records includes the use of the word 'intelligence' without any detail of what the intelligence was or how recent it was, and stating that the individual searched 'matched' a description without detailing that description and how they matched it.

The panel have also highlighted records which are a copy and paste of any record. Recently they have been pleased to see that the Constabulary's internal guidance have been updated to clarify that copy and paste records are no longer considered appropriate.

The Panel has contributed to continuing professional development of officers both by means of training videos, and in the continuing presence of sergeants to our meetings.

The Panel's new Data Champion has been instrumental in supplying the Panel with a monthly summary of stop and search data. This has enabled the Panel to identify trends over a longer period and to compare and contrast data across the 10 Community Safety Partnerships (CSPs). Going forward as the Constabulary moves to fully use Microsoft Power BI (interactive data visualisation software), we will be able to home in on specific areas.

Finally, on behalf of the Panel, I would like to thank Marianne Murphy who has supported and chaired the Panel with gusto over the past 12 months. I would also like to thank the staff at the Police and Crime Commissioner's office and Inspector Nicki Dean and Sergeant Karen Mellor from Hertfordshire Constabulary's Crime Reduction and Community Safety Unit. We are also grateful to the Constabulary's data team who support our data analysis, and for the continued attendance of members of the Constabulary at our meetings which has enabled us to ask further questions and indeed to seek clarification on certain operational issues.

Mohammad Islam-Ruman

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

Police and Crime Commissioner's Foreword 3

The Hertfordshire Countywide Independent Stop and Search Scrutiny Panel was first established in 2015 and I am pleased to see that Hertfordshire has maintained a strong scrutiny Panel over the past six years, with the current Panel being the largest in number and most diverse since the Panel's inception. The Panel of volunteers continue to dedicate their time each month to providing a vast amount of valuable feedback and scrutiny to the Constabulary. I am incredibly grateful for the time, effort and diligence that the Panel has continued to show over the past 12 months.

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 power to search is coercive however, and must always be used fairly, ethically and with just cause. It is the duty of the Hertfordshire's Stop and Search Panel

to provide independent scrutiny of police performance. This independent scrutiny should give the public greater confidence that the police are discharging their powers proportionately, legitimately and ethically. That fairness and integrity sits at the heart of modern policing and this panel helps to provide that useful challenge and temperature check.

The report notes an increase in the arrest rate and positive disposal rate which is encouraging to see after a number of years of continued decline. The report notes a decrease in the confidence rate of the panel, with confidence levels at 66% for the year. I recognise there are many reasons why the Panel may find that they are not confident in a record such as lack of grounds, because it is a copy and paste record or because the member of public should have been arrested rather than a stop and search conducted. I will be asking my office to conduct a review of the non-confident records from the past year and provide a report that identifies the reasons for that lack of confidence.

I am pleased to see that the Panel has managed to resume their scrutiny of BWV footage and hope that over the coming year a suitable sample size can be reviewed in order to make observations and recommendations. I am also pleased to see the impact that the Panel's feedback has had on Constabulary policy and the clear guidance that copying and pasting grounds for a search is never acceptable.

I look forward to working with the Panel over the coming months to commission and fund a significant research project to further understand the disproportionate use of the power in Hertfordshire. I acknowledge the thesis completed by Inspector Andrew Palfreyman and thank him for his work. I hope to build upon this and whilst we can see from the data that the use of stop & search is disproportionate, I want to understand whether there is evidence that the tactic is being deployed on a discriminatory basis.

The Panel has identified a number of recommendations in this report. This includes additional scrutiny of CSPs whose positive disposal rates are much lower than other areas of the County and identifying new ways to engage with those most impacted by Stop & Search. 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

4 Hertfordshire Constabulary's Foreword

The police use of stop and search is one of the most widely debated, examined and at times contentious elements of police powers. Stop and search is by its very nature highly intrusive and whilst a valuable tool in fighting crime and keeping people safe, its use or indeed misuse, goes to the very heart of police legitimacy. It is not unreasonable therefore for the public to expect the very highest standards of professionalism and integrity in all that we do in order to protect them. The public also expect that when we do use our powers we use them appropriately, respectfully, ethically and judiciously in order to maintain the very fabric of the British policing model, that being policing by consent.

We've also seen both nationally and locally, very real concerns about the use of these powers and its potential to undermine trust and confidence among some communities, particularly when such powers are seen to be used disproportionately when compared to the local population. It is only right therefore that a large amount of time and scrutiny is focused on topics such as disproportionality in order to understand when it occurs, seek evidence to explain it and do this openly, in order to build trust amongst all the communities we serve.

The Hertfordshire Independent Stop and Search Community Scrutiny Panel plays a vital role in providing independent oversight and highly valued feedback to the Constabulary at strategic, tactical and operational levels. It helps us to better understand how stop and search is carried out across the county but also, at an individual level, how Officers approach and record stop and search encounters. This includes whether their justification or 'grounds' appears appropriate and sufficient. It enables feedback to be given to Officers and their supervisors, supporting learning where we don't get things right. And, in turn, the feedback helps the Constabulary in understanding whether there are apparent reasons for disproportionality or wider areas of concern. This has seen a number of actions over the past 12 months, including the use of 'dip sampling' of Body Worn Video by supervisors to ensure our Officers are maintaining the high standards we demand.

It is pleasing to note a lot of recruitment activity this year for the panel which has seen its membership increase to 35. However, it should be noted that whilst successful in terms of growth, despite directly targeting organisations and groups that we hoped would have an interest, this was less successful in terms of expanding the diversity of the panel. As a result, I know the OPCC will be working to address this over the next 12 months to which we will give our full support. I also note that 15 Police Sergeants joined panel meetings last year to observe with positive feedback received from both the panel and the Sergeants. This assists not only the panel to better understand the operational context, but also allowing the officers to gain a greater understanding of the impact on communities which can then be taken back to their teams.

The panel has assisted with the creation of high-quality training materials that have been rolled out across the entire Constabulary, adding to officers' knowledge and further setting out the standards we expect. The panel brings real lived experience of those subject to stop and search providing insight which in turn, better informs our understanding of the impact of stop and search and how best to use it.

As we moved out of COVID we have seen a return to 'normality' and with it, we have seen a rise in both arrest rates and wider positive disposals as a result of stop and search encounters. Where we have seen areas of the County which have not seen similar improvements, we have commissioned deep dives in order to understand why. However, I also note that the panel's overall rate of confidence in the records reviewed is at 66% for the year, which is a reduction on the previous year. Whilst disappointing, this serves to demonstrate that this is a complex and evolving topic, with the panel rightly setting a very high bar on behalf of the communities they represent. We will continue to work with the panel to ensure we do all we can to improve their overall confidence in the coming year.

Finally on behalf of the Constabulary, I would like to thank all Panel members for their commitment, feedback and insight and, in particular, the coordination and leadership of the Chair Marianne Murphy over the past 12 months. I look forward to their ongoing feedback and re-commit to supporting the Panel's work and recommendations.

Chief Superintendent Dean Patient

Chair of the Hertfordshire Constabulary's Stop and Search Powers Board

5 Summary

Key Findings

- ❖ This has been the first year since 2017/18 where an increase has been seen in the stop to arrest ratio. The stop to arrest ratio for 2021/22 was 15.7% which was up from 10.6% in 20/21.
- ❖ Overall, the positive outcome rate for the County increased from 23.5% to 26.9%. Eight Community Safety Partnerships (CSPs) observed an increase in positive outcome rates with only North Herts and Broxbourne observing a decline compared to 20/21.
- ❖ Welwyn Hatfield had the highest positive outcome rate (for all search types) of all CSPs at 34.8%.
- ❖ Watford and North Herts observe the lowest positive outcome rates at 19.9% and 21.7% respectively.
- ❖ 337 stop and search records were dip sampled this year out of a possible 7461 (4.5 %). This is similar to the previous year where 4.6% of records were sampled.
- ❖ The Panel's position of confidence with records dip sampled is at 66% with 34% marked as not confident. The most common reasons for not being confident were:
 - o Record being a copy and paste of another record.
 - o Where the Officer had a description of the individual they were looking for, they have noted the individual searched 'matched the description' without giving detail of what that description was.
 - o The Officer has given 'intelligence' as their grounds or part of the grounds without detailing how recent that intelligence was or how it was relevant.

Key achievements

- ❖ The Panel have continued their scrutiny role, mainly through virtual meetings across the year. In addition to the regular monthly meetings many of the Panel have also attended refresher training over the past 12 months.
- ❖ The Panel resumed scrutiny of body worn video in June 2021 with eleven pieces of footage reviewed this year.
- ❖ 15 Panel members supported with scrutiny of some additional records, outside of the regular Panel meetings. This scrutiny supported the Constabulary with a deep dive they were conducting in one area of the county.
- ❖ 337 dip samples of stop and search records for Hertfordshire were assessed this year out of a possible 7461 (4.5 %). The Panel also reviewed 2 Section 60 authorisations.
- ❖ In early 2022 there was a very successful recruitment webinar held by the Office of the Police & Crime Commissioner and supported by the Panel. 150 members of the public joined this webinar which resulted in 100 new members joining the Panel.

- ❖ The Panel have engaged with and supported an Inspector to complete a University Master's thesis on disproportionality in Stop & Search.
- ❖ A deep dive was held in November exploring Stop & Search of those under the age of 18 years.
- ❖ Changes have been made to the Stop & Search Standard Operating Procedure following Panel feedback which makes it clear that copy and paste should not be used in grounds for a Stop & Search.
- ❖ 15 Sergeants have joined the Panel meetings to observe over the past 12 months. Feedback from these Sergeants has been very positive, and they have said they found it an interesting and beneficial exercise.

Recommendations for the year ahead

- ❖ To fully induct new members onto the Panel and keep all members up to date with training. This will help to ensure that there is consistency across the panel when scrutinising records. A moderation process will also be developed.
- ❖ To identify CSPs where additional scrutiny may be helpful in order to support improvements or identify legitimate explanations for lower positive disposal rates, e.g., Watford, North Herts and Broxbourne.
- ❖ To identify new ways to engage with the community; particularly with those who are most impacted by Stop & Search.
- ❖ To continue to ensure that feedback to the Constabulary is clear. Following the recommendation in Inspector Palfreyman's thesis, the Panel will explore introducing a red, amber, green rating system. (This was a thesis on disproportionality in Stop & Search.)
- ❖ To further explore disproportionality and support the PCC to commission research to understand whether there is any evidence of Stop & Search in Hertfordshire being discriminatory.

Background 6

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. In the same year Her Majesty's Inspectorate of Constabulary (HMIC) reported that 27% 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. It was intended that the reforms should contribute to a significant reduction in the use of stop and 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 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 PCC 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.

7 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 35 volunteers, all of whom live, work or study in Hertfordshire. Recruitment for new Panel members is normally undertaken twice a year. Many of the current Panel members joined after a very successful recruitment campaign in early 2022 with these members attending their first meetings in February and March 2022.

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. Additional training or information is provided throughout the year as needed or requested. For example, this year the Panel received a presentation on the use of handcuffs in stop & search.

Wherever possible, the Panel seeks to reflect the demographics within Hertfordshire.

The gender breakdown of the Panel is 49 % male and 51 % female.

The age breakdown of the Panel is;

- 18-30 years – 0%
- 31-40 years – 14%
- 41-50 years – 20%
- 50-60 years – 17%
- 61 years and above – 49%

The self-defined ethnicity of Panel members is;

- White British – 77%
- White European – 0%
- Black – 14%
- Asian – 3%
- Mixed – 6%

This compares to the Hertfordshire ethnic breakdown which according to the ONS Census 2011 was:

- 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%

Of the estimated population of Hertfordshire at mid-2019, 49% were male and 51% were female.

What is a Stop & Search?

When a police Officer stops you or your vehicle and searches you, your vehicle, or anything you are carrying.

Powers to stop and search must be used fairly, responsibly, with respect for people being searched and without unlawful discrimination.

What is the purpose of Stop & Search?

To enable Officers to eliminate or confirm suspicions that an individual may be in possession of stolen or prohibited items, without exercising their power of arrest, and to provide safeguards for those who are searched.

What is reasonable suspicion?

Reasonable grounds for suspicion is the legal test which a police Officer must satisfy before they can stop and detain individuals or vehicles to search them. Reasonable grounds for suspicion will depend on the circumstances in each case.

There must be an objective basis for that suspicion based on facts, information, and/or intelligence which are relevant to the likelihood of finding an article of a certain kind. Reasonable suspicion can never be supported on the basis of personal factors. It must rely on intelligence or information about, or some specific behaviour by, the person concerned.

A police Officer has powers to stop and search you if they have 'reasonable grounds' to suspect you're carrying:

- illegal drugs
- a weapon
- stolen property
- something which could be used to commit a crime

8 Meetings

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

A Chief Inspector, Inspector or Sergeant from Hertfordshire Constabulary's Crime Reduction & Community Safety department is in attendance at 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 meetings during which stop and search records and BWV footage from their areas are reviewed. They are accountable for any issues and concerns identified that 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 2021 and 31 March 2022, correlating to the Constabulary's stop and search activity from 1 March 2021 to 28 February 2022.

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, the review of monthly summary data and the scrutiny of BWV footage, Section 60 authorisations and complaints. (See appendix for further details.)

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 Professional Standards Department (PSD).

As stipulated in the Best Use of Stop and Search, Panel members have previously been 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. Unfortunately, during the pandemic, the ride along scheme has been on hold. It has recently been resumed and Panel members will be invited to apply shortly.

Stop to arrest ratio

Hertfordshire Constabulary conducted 7,461 searches in 2021/22. Of these searches 1,168 resulted in an arrest (15.7%). This is up from the previous two years in which the force was able to reach stop to arrest ratios of 10.6 % and 13.5%. (See appendix for comparison to similar force areas.)

Figure. 1 Stop and Search in Hertfordshire between 2013 and 2021/22

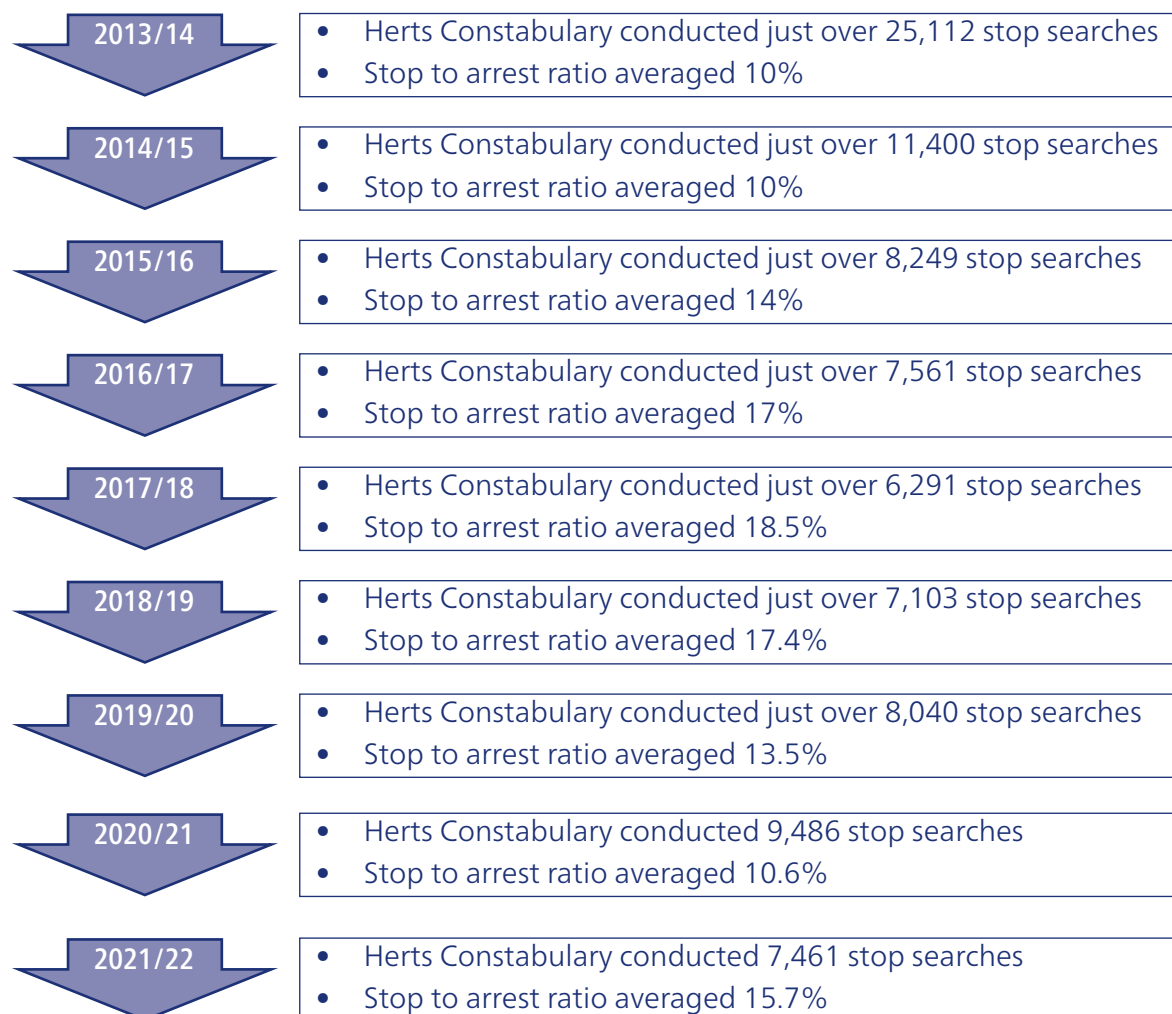
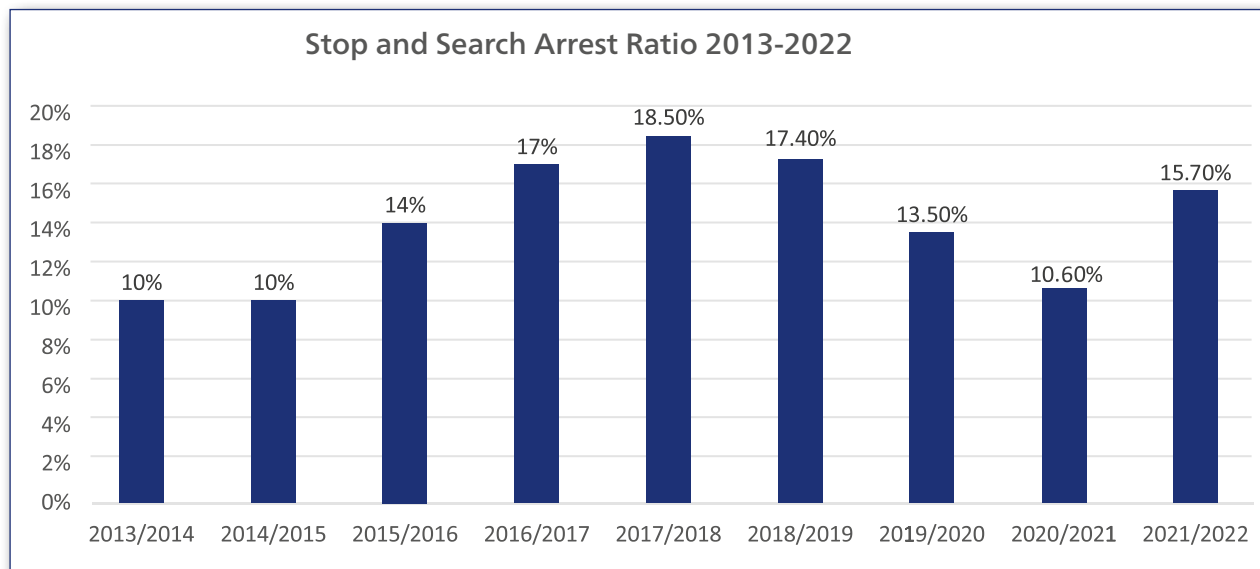


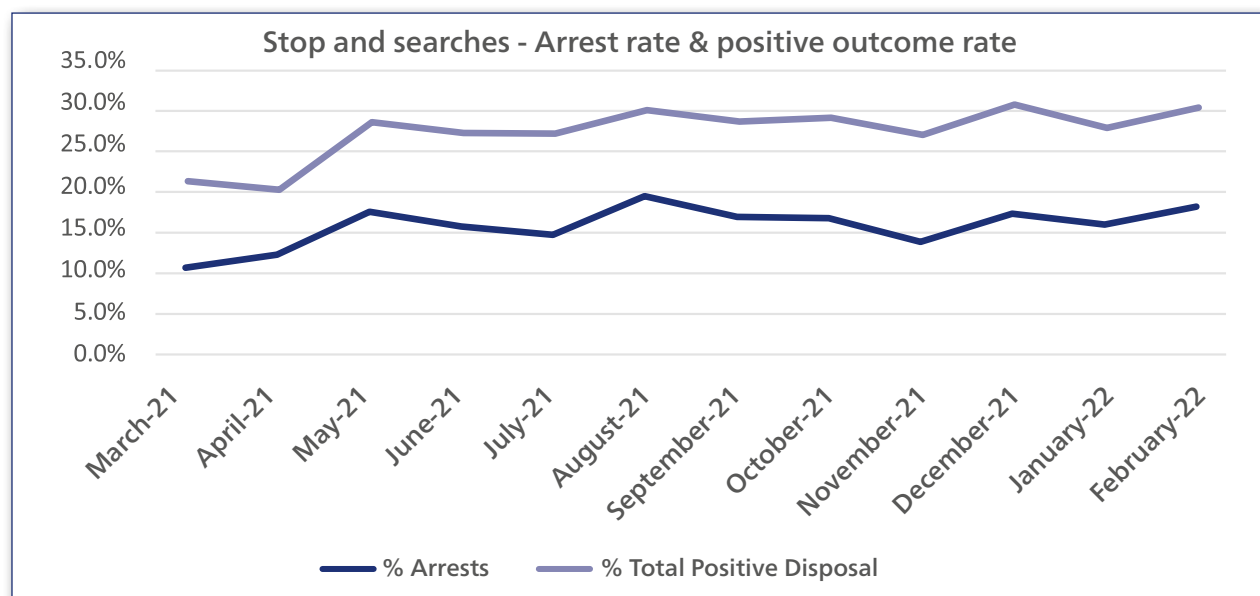
Figure 2: Stop and Search arrest ratio between 2013- 2022



The number of searches conducted per month has fluctuated between a low of 475 and a high of 856, averaging 622 per month.

Arrest rates have fluctuated between 10.7% and 19.6%, with the highest levels seen in August 2021 and February 2022.

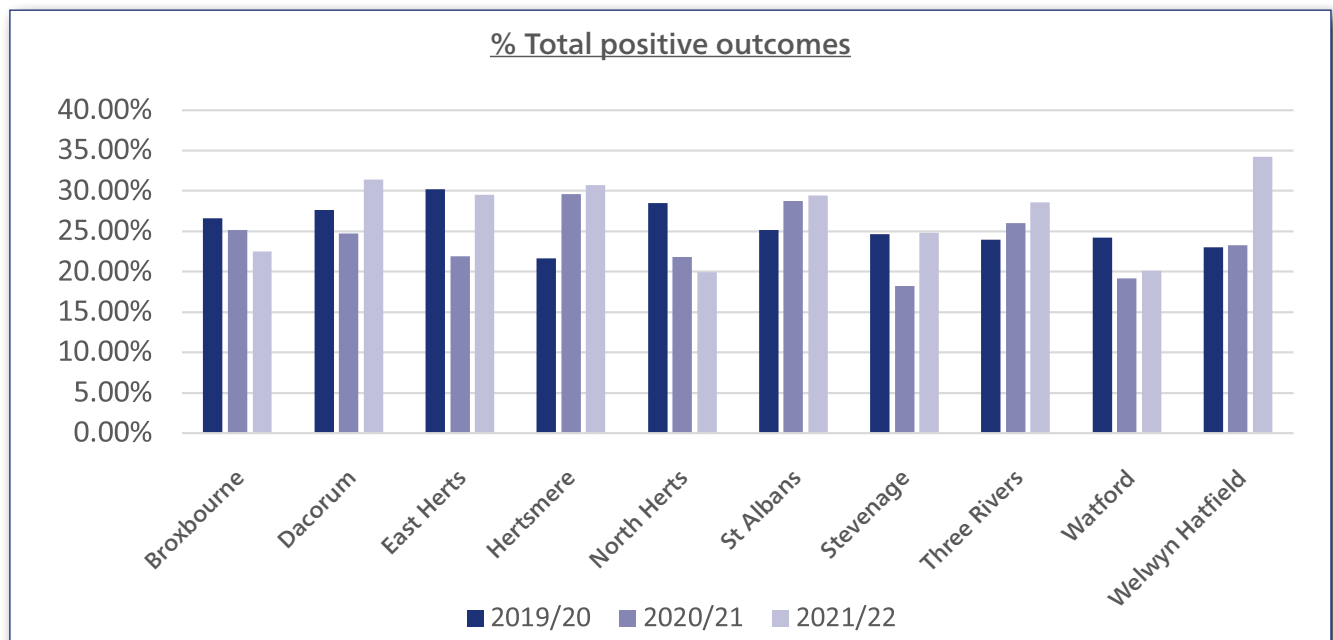
Figure. 3 Stop and Search positive outcome ratio (March 2021 – February 2022)



The average positive outcome rate for the year was 26.9%. This was up from 23.5 % in 20/21 and 26.2% in 19/20.

- ❖ The percentage of positive outcomes per search have also been disaggregated per CSP. Positive outcomes include arrests, as well as out of court disposals, such as community resolutions or conditional cautions, which negate the need for individuals to be formally processed through custody suites. Eight CSPs observed an increase in positive outcome rates with only North Herts and Broxbourne observing a decline compared to 20/21. Welwyn Hatfield had the highest positive outcome rate (for all search types) of all CSPs at 34.8%. Watford and North Herts observe the lowest positive outcome rates at 19.9% and 21.7% respectively.

Figure 4: Percentage of total positive outcome per CSP for the period 1 March 2021 to 28 February 2022 compared to the same period for the previous two years



What is the national picture?

Statistics are currently available on the use of the powers of stop and search by the police in England and Wales up to the year ending 31 March 2021.

Between 1st April 2020 and 31 March 2021 an increase was seen in the number of stop & searches across England and Wales and the stop to arrest ratio declined from 13% to 11%.

Among the 43 Forces in England and Wales, Hertfordshire observed the 8th highest arrest rate.

70% of stop and searches in the year ending March 2021 were on males aged between 15 and 34, whilst this cohort comprises 13% of the overall population. Males aged 15-19 had the highest rate of stop and search.

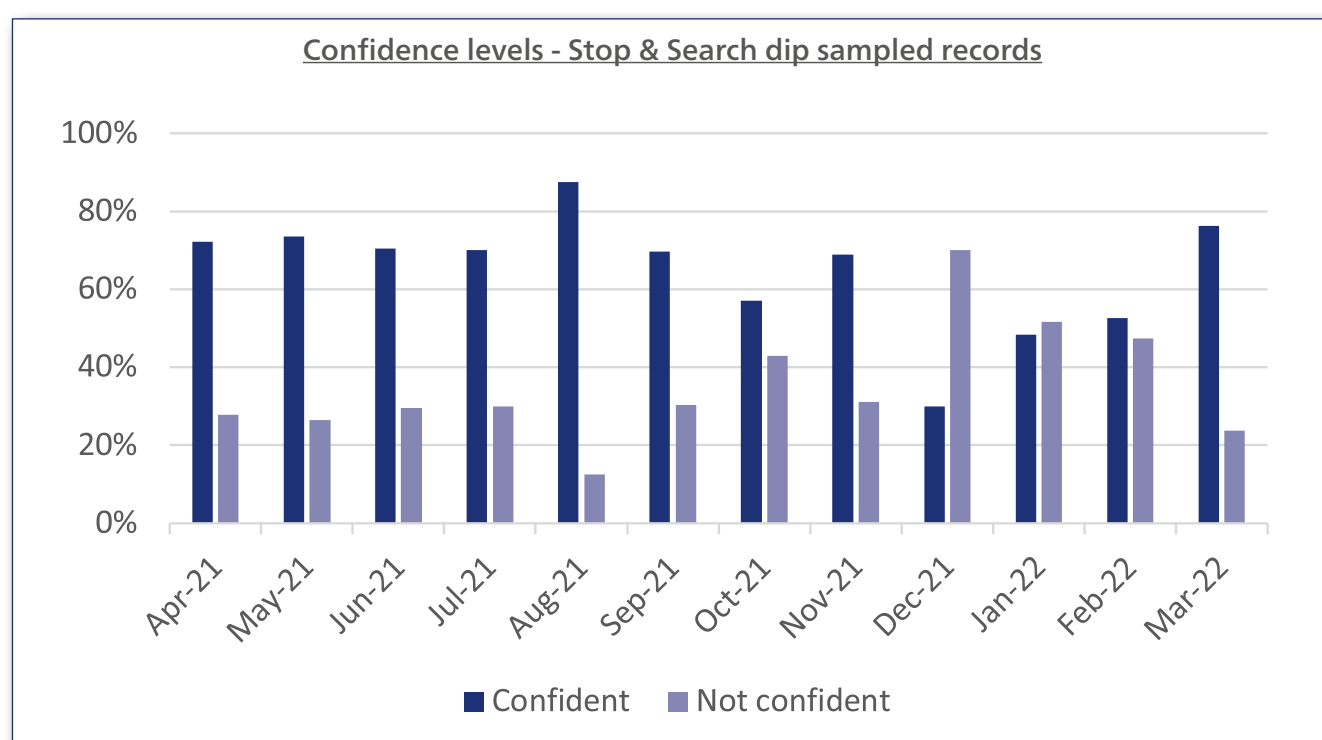
Based on self-defined ethnicity, individuals from a Black or Black British background were searched at a rate 7.0 times higher than those from a White ethnic group (compared with 8.8 times in the previous year), across England and Wales.

Stop and search records

337 dip samples of stop and search records for Hertfordshire were assessed this year out of a possible 7461 (4.5 %). The position of confidence in the stop and search forms currently sits at 66%, with 34% marked as not confident. This is a decline compared to the previous year where the Panel were confident in 72.2% of records.

Of the 116 records the Panel were not confident in 84 (72%) were searches of individuals of white ethnicity, 17 (15%) of individuals of black ethnicity and 10 (9%) of individuals of Asian ethnicity

Figure 5: Confidence levels and data reviewed at the monthly meetings



Data reviewed in the monthly meetings

April – Countywide data

May – St Albans

June – Countywide data

July – Countywide data

August - Countywide data

September – Hertsmere and North Herts

October – Countywide data

November – Countywide data on those under 18

December – Watford and Welwyn Hatfield

January – East Herts and Hertsmere

February – Dacorum and Welwyn Hatfield

March – Stevenage and Broxbourne

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

- Records being a copy and paste of another record. Due to the copy and paste nature of these records it is often unclear as to why a search was justified for each individual.
- Where the Officer had a description of the individual they were looking for, they have noted the individual searched 'matched the description' without giving detail of what that description was.
- Location details are not clear with no information provided of how close to an incident the individual was stopped.
- Record mentions 'recent intelligence' without any indication of time and how recently that intelligence was received.
- Use of the term 'known drug dealer' or 'known drug user' as grounds for search.
- Smell or admission of drug use is used for grounds without any detail of why they think the individual still has drugs on their person – previously having used drugs is not enough under best use of stop & search guidance to conduct a stop & search.

What do we mean by 'not confident' in a record?

The Panel review records where the Officer has given their grounds for undertaking that Stop & Search. The Panel review this in line with guidance on PACE Code A and best use of stop and search in order to decide if they were 'confident' or 'not confident' that the Officer had reasonable grounds to conduct the search. Most of the time when the Panel have not been confident it has been because the records lack the necessary detail required. It could lack this detail because:

1. Officer didn't have any further information or grounds.
2. Officer had further information and grounds but didn't include in the record's write up. This may include stating there was 'intelligence' but not how recent that intelligence was or how it was relevant to the Stop & Search, or saying the individual 'matched the description' but not including what the description was and how they matched it.

The Panel can only go on the information they have in front of them in the record so if the detail hasn't been included, they will have to conclude that they are not confident.

In most cases the Panel will state they are not confident if there is more than one record which is identical to another (a copy and paste record). This is because the grounds of the stop & search should be relevant to the individual being searched and it is unlikely that the grounds for searching multiple individuals will be identical.

Case Study of a record the Panel were not confident in

An assault occurred in Hertford on the evening of 03/12/2021. During this assault the victim was punched to the face and had a green laser pen shone in his face. This caused him to lose sight in his left eye for a small amount of time. There are three unknown offenders for this job however the male searched matched the description of one of the potential offenders. Because of this I searched the male under Sec 1 PACE. During this search I was looking for a laser pen. This search was negative, and the male was let on his way.

Panel feedback: 'Matched description' on its own won't do – the records need to say how the person matched the description.

No idea of proximity to the assault in Hertford – how close was this stop search to where the offence took place? How close was the stop (in time) was this stop to the assault?

The panel has also sought to recognise good practice and have identified these records to the relevant CSPs. These records have included where the narrative has been clear and concise or explained how the intelligence links to the individual(s).

Case Study of a record the Panel were confident in and highlighted as a good practice example

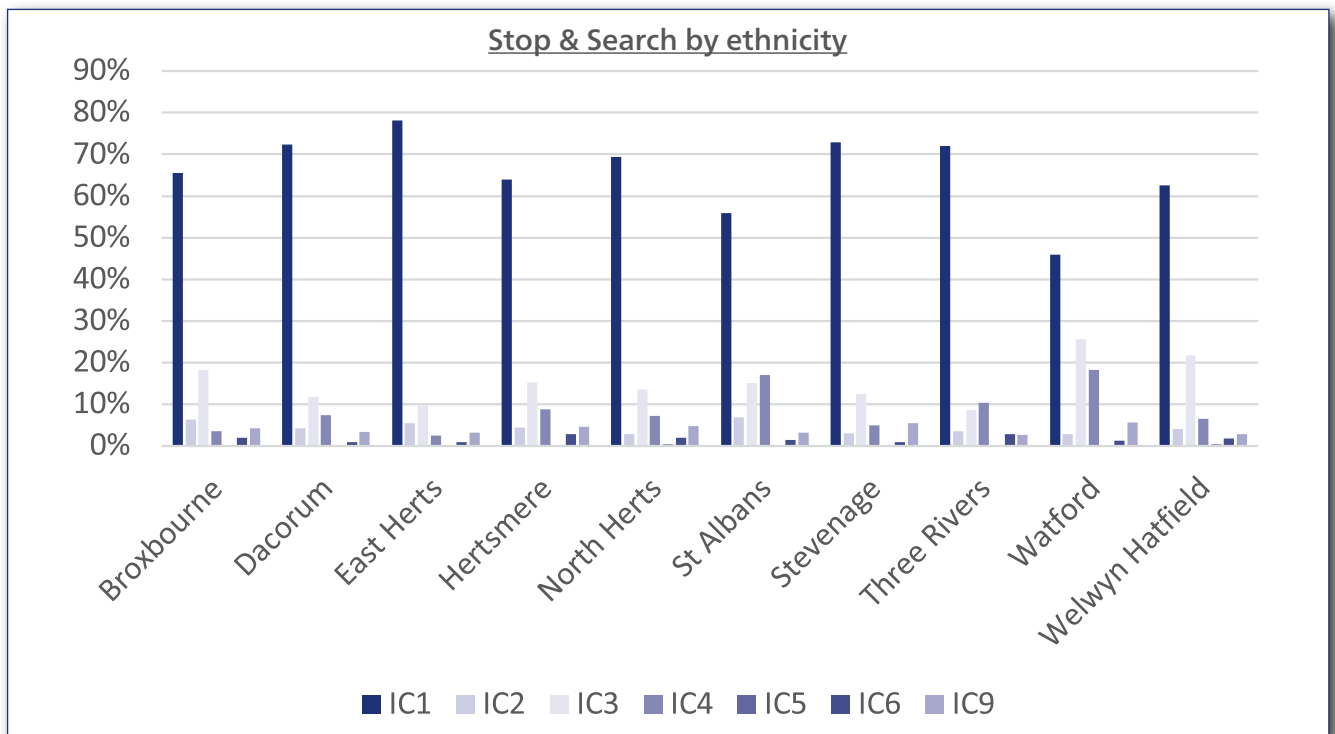
Police were called to an incident in which a male had been seen to be in possession of a metal pole and a glass bottle. Police had been informed that the male was being aggressive towards members of public and staff. A description of the male had been passed. This was an Asian/ Arabic male wearing a yellow t-shirt, blue jeans and sandals. Upon arrival at scene staff pointed out the subject. I was aware of who the subject was and that he had warning markers for violence. Due to matching the description and the subject's level of intoxication I detained the subject for a section 1 search.

Panel feedback: Very clear report and good description given.

9.1 Proportionality

The Panel have continued to take a keen interest in examining data relating to the proportionality of stop and searches by ethnicity and age over the course of 2021/22.

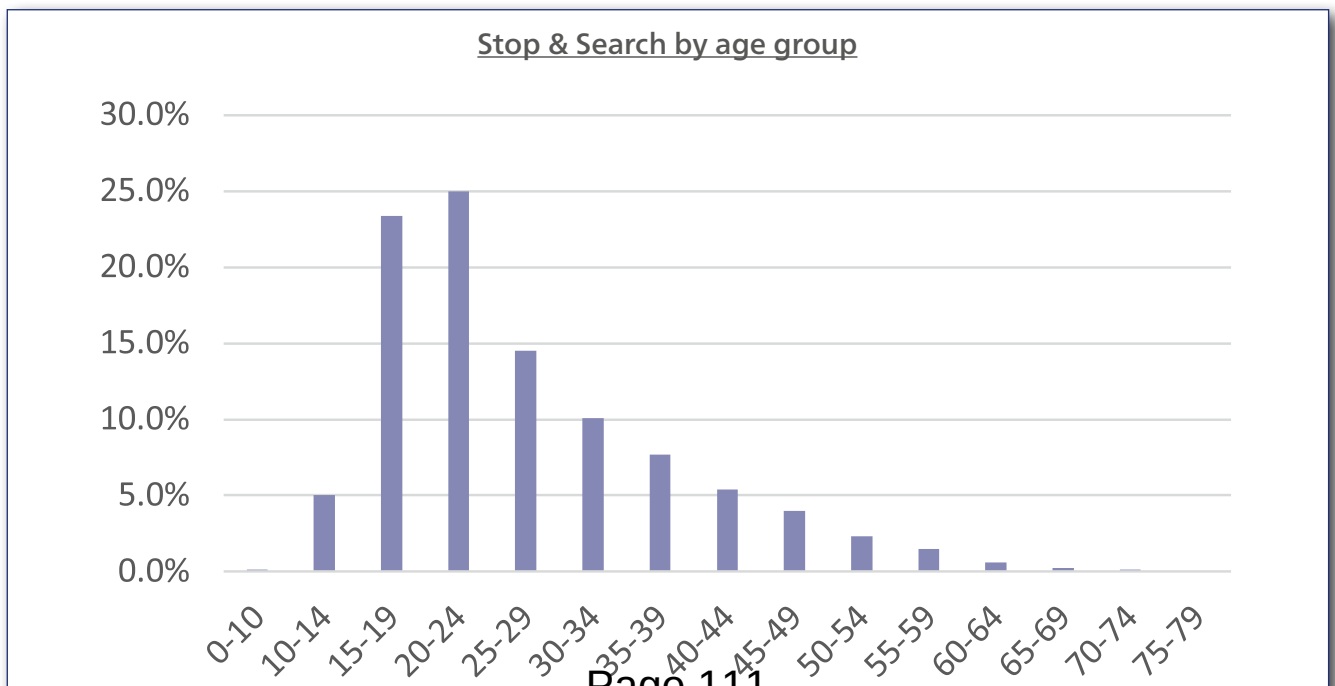
Figure 6: Stop and Search broken down by Officer defined ethnicity (March 2021 – February 2022)



IC1= White North European
 IC2= White South European
 IC3= Black
 IC4= Asian

IC5= Chinese, Japanese or other Southeast Asian
 IC6= Arabic – Middle East and North African,
 IC9= Unknown

Figure 7: Stop and Search broken down by age (March 2021 – February 2022)



9.2 District deep-dives

Over the previous 12 months, the Panel has met with senior Officers from the ten districts across the county. On each occasion, the Panel was able to scrutinise a significant number of stop and searches from that area and report to the Officers on any short-comings, concerns and to highlight good practice. Senior Officers have fed back after the meeting regarding how they have discussed any issues raised or positive comments with their staff and on occasion have come back to the Panel seeking further clarification or to note that they have reviewed records and from their perspective were satisfied with grounds.

9.3 Body Worn Video (BWV)

In the last annual report, the Panel stated that they would like to resume the scrutiny of Body Worn Video (BWV) footage.

Due to continued challenges with the pandemic, many meetings have still been held online and this has caused challenges with reviewing BWV. Workarounds have been found to get small groups together to review some footage and recently agreement was given to share BWV via Teams meetings.

It has therefore been possible to review 11 pieces of BWV this year. There was one piece of footage where the video started after the stop & search had finished and therefore the group could not provide feedback. Of the 10 other pieces of BWV reviewed the Panel were confident in them all. Feedback from these 10 pieces of BWV was:

- Detainee was treated with respect and communication was clear.
- Officer treated individual with dignity and respect which led to good cooperation.
- The BWV illustrated the situation; however, the stop and search report would not have stood up to scrutiny on its own.
- GOWISELY was heard in most instances although there were some videos that were difficult to hear, and the Panel couldn't be sure every aspect was covered.

9.4 Section 60's

Two Section 60's were reviewed by the Panel at their meetings between March 2021 and February 2022. These were both reviewed in the February 2022 meeting.

The Section 60 authorisations were both related to the same incident in Stevenage where there was intelligence to suggest gang retaliation after a stabbing.

What is a Section 60 search?

Section 60 of the Criminal Justice and Public Order Act 1994 is different to normal stop and search as it gives police the temporary powers to search people without reasonable grounds. This can only happen in a defined area at a specific time when a senior Officer believes there is a possibility of serious violence, or weapons are involved.

9.5 Complaints

All expressions of dissatisfaction are initially logged by the Hertfordshire OPCC Complaint Resolution Team (CRT). Those meeting certain risk criteria (including any relating to a stop and search) and any logged matters which cannot be resolved to the complainant's satisfaction are referred to PSD. In 2021/22 CRT received 14 complaints. Of these 8 were retained by CRT due to the complainant either not engaging with sufficient information to progress, complaint relating to a stop, not a stop and search and BWV being able to disprove the allegation from outset. The remaining 6 complaints were referred to PSD.

Between 1st April 2021 and 31st March 2022, PSD finalised 15 stop and search complaints. There was only one case of learning being identified in finalised complaints. This noted for the subject of the complaint to undergo learning in relation to the completion and submission of stop and search forms – especially with regard to ensuring that the search, object, and rationale of the search are recorded.

There was no use of the community complaints trigger for 2021/22.

To date there have been no complaints about the Stop & Search Panel.

Appendix A: Comparison of Stop & Searches figures from Hertfordshire and other force areas from July 2021 – December 2021

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Force	Number of Stop & Searches conducted (Monthly Average)	Percentage arrests	Percentage positive outcomes (includes arrests)	Percentage No Further Action
Avon & Somerset	3,109 (518)	15%	24%	67%
Essex	8,419 (1,403)	10%	26%	74%
Hampshire	4,660 (777)	10%	29%	71%
Hertfordshire	3,470 (578)	12%	24%	76%
Staffordshire	2,126 (354)	13%	25%	74%
Sussex	2,934 (489)	20%	32%	68%
Thames Valley	5,501 (917)	14%	26%	73%

Note: 9.46% of Avon & Somerset Stop & Searches were blank and had no outcome listed.

Appendix B: Progress Review

2020/21 recommendations	Progress Update
1. To resume the scrutiny of Body Worn Video (BWV) footage from stop & search incidents. Ensuring that a purposeful sample size is reviewed which will include individual and group searches.	This has been possible, and 11 pieces of footage were reviewed.
2. Raise the public's awareness of the scrutiny Panel through effective and regular engagement with community groups across the county.	Awareness was raised during the recruitment webinar which was attended by 150 members of the public. A member of the East Herts Black Parents Association also joined to observe a Panel meeting. The Chair of the Essex scrutiny panel also attended a meeting. Wider engagement has continued to be difficult due to ongoing challenges with regards to the pandemic. A communications plan has been worked on and will be a focus of the coming year.
3. To identify areas of focus for deep dives and provide constructive feedback to the Constabulary on the findings and any learning. These areas could include group searches, searches of those under 20 years old and a focus on those areas with the highest proportion of searches that resulted in no action.	Deep dive was conducted on Under 18's this year. An exceptional meeting was also held to support the Constabulary with some records looking at disproportionality.
4. Continue to monitor positive disposal rates and disproportionality with a view to seeing an improvement in the data or legitimate explanations provided.	The Panel have continued to review the data and been pleased to see an increase in disposal rates this year.
5. Review the College of Policing guidance on scrutiny Panels to assure ourselves that we are following best practice.	Review completed.
6. Review the role of Vice Chair to include the role of data Champion in order to support the Panel further in its data scrutiny.	Review completed and new role descriptions distributed.

7.	The Panel would like to see a reduction in the number of copy and paste records the Panel are recording within the sample they review each month.	Panel have continued to highlight copy and paste records and been pleased to see the police update their standard operating procedure to provide clarity that copy, and paste is never acceptable.
8.	To further the opportunities for Constabulary Officers and Sergeants to observe the workings of the Panel and their dip-sampling to better understand the voice of the public.	Over the last year there have been 15 Sergeants who have joined the Panel meetings to observe. Feedback from these Sergeants has been very positive and found it a useful exercise to join a Panel meeting.

Appendix C: Panel meetings

During Panel meetings the Panel may do any of the following:

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. In the same way as 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 two Section 60 authorisations; both of which were authorised in Stevenage and were related to the same incident and intelligence.

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 Resolution 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 Commissioner's Office and through the Force Communications Room (FCR).

It was agreed by the Panel that a Community Complaints Trigger 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. 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. There have been no Community Complaints Triggers for the last year.

Glossary of Terms

Terms	Acronym (if applicable)	Description
Best Use of Stop and Search	BUSSS	The best use of stop and search scheme was announced by the Home Secretary in 2014. The scheme introduced a number of measures designed to create greater transparency, accountability and community involvement in the use of stop and search powers.
Body Worn Video	BWV	The cameras Officers wear to capture both video and audio evidence.
Complaint Resolution Team	CRT	Complaints about Hertfordshire Constabulary are initially by the Complaint Resolution Team (CRT). If a complaint can be handled outside of Schedule 3 of legislation the CRT will attempt to service recover the complaint. If a complaint needs to be formally recorded within Schedule 3 of legislation due to its nature, then it will be forwarded to the Professional Standards Department in Hertfordshire Constabulary who will handle all these matters.
Community Safety Partnership	CSP	Community Safety Partnerships are made up of representatives from the police, Local Authorities, fire and rescue authorities, health and probation services (the 'responsible authorities'). The responsible authorities work together to protect their local communities from crime and to help people feel safer. In Hertfordshire there are 10 Community Safety Partnerships.
Force Communications Room	FCR	The Force Communications Room is responsible for taking emergency and non-emergency calls, recording crime and deploying resources to incidents.
GOWISELY		A mnemonic used to cover all the information that an Officer needs to give to the individual who has been detailed for a search. They stand for Grounds Object Warrant number ID (if not in uniform) Station (attached to) Entitlement to a copy of the search record Legal Power 'You are detailed for the purpose of a search'.
Microsoft PowerBI		Power BI is an interactive data visualization software product developed by Microsoft with primary focus on business intelligence.

Progress Review Continued

Police & Crime Commissioner	PCC	The role of the PCC is to be the voice of the people and hold the police to account. They are responsible for the totality of policing. PCCs aim to cut crime and deliver an effective and efficient police service within their force area.
Police & Criminal Evidence Act Code A	PACE Code A	PACE Code A covers police powers to stop and search persons and vehicles and the requirements for Officers to make a record of a stop or encounter.
Positive Outcome		Positive outcomes, include arrests, as well as out of court disposals. An out of court disposal may be a community resolutions or conditional cautions, which negate the need for individuals to be formally processed through custody suites. These cautions or resolutions may involve fines, behaviour change programmes or victim reparation.
Professional Standards Department	PSD	The Professional Standards Department consists of Complaints, Misconduct, Anti-Corruption and Vetting, all committed to maintaining and improving public confidence and quality of service, protecting and enhancing the integrity of Bedfordshire, Cambridgeshire and Hertfordshire forces.
Red, Amber, Green rating	RAG	Also known as 'traffic lighting,' this rating system is used to summarise indicator values, where green denotes a 'favourable' value, red an 'unfavourable' value and amber a 'neutral' value.
Section 60	S60	Section 60 of the Criminal Justice and Public Order Act 1994 is different to normal stop and search as it gives police the temporary powers to search people without reasonable grounds. This can only happen in a defined area at a specific time when a senior Officer believes there is a possibility of serious violence, or weapons are involved. This means anyone in that area (near a football ground, for example) may be searched for weapons without the police Officer having reasonable grounds for each person searched.
Stop & Search	S&S	A police Officer has powers to stop and search you if they have 'reasonable grounds' to suspect you are carrying: • illegal drugs • a weapon • stolen property • something which could be used to commit a crime, such as a crowbar

Independent Dog Welfare Visitors Scheme



Annual Report 2021 – 2022

Foreword by David Lloyd, Police and Crime Commissioner for Hertfordshire

Throughout 2021/22 our Independent Dog Welfare Visitors continued 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.

While other schemes continued to adapt as Covid guidance changed, visits being undertaken outdoors meant that the welfare scheme continued to operate as an effective and transparent scheme that gives the public across Hertfordshire, Bedfordshire and Cambridgeshire confidence and reassurance that police dogs are being well cared for.

The report highlights that the year presented other challenges which unfortunately made it difficult to undertake the expected number of visits, so 14 visits were carried out between 1 April 2021 and 31 March 2022, down on the previous year. I am however confident that this has been addressed and that the changes that to be introduced over the next year will take the scheme forward.



Once again I am pleased to report that this report highlights from the findings of the six dog welfare visitors that no serious concerns were raised during that review period.

As we reflect on what has continued to be a unique and testing year it would be remiss of me not to pay tribute to all those who give their time freely to supporting this important scrutiny function. Once again the dog welfare visitors have shown how invaluable they are. Without them we could not conduct the important scrutiny and assurance function we do.

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



I have recently taken on responsibility as the Dog Unit Inspector, taking over from Insp Andy Kirby who retired last year. The department has been through a period of change over the past 12 months, with a new Training Department installed improving our coordination and governance on dog training.

The Dog Training Centre allows us to run a number of courses in house, with a planned Initial Drugs / Cash / Weapons course in the coming weeks followed by an Initial Explosive Detection course in the Autumn. I

have aspirations that we are a regional centre of excellence for training, which our new and improved estates provisions should cater for.

A period of fleet modernisation has been completed, with us now looking forward to how we make the fleet more adaptable as we transition to a Volvo fleet.

I am aware we have been through a transitional phase for our volunteers and the OPCC team, so thank them for their patience as we re-launch the welfare visit scheme. I look forward to working closely with the team over the coming year.

Inspector James Lacey

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 undermined 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 2011¹. In 2012, the Independent Dog Welfare Visiting Scheme came under the responsibility of the Police and Crime Commissioner and shortly after, Cambridgeshire Constabulary joined the scheme.

Overview of the Scheme



PD Dexter

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 no direct involvement with Hertfordshire Constabulary including being a serving 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 has 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 that 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 54 dogs across BCH and 13 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.

¹ 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 2021, the joint Independent Dog Welfare Visiting Scheme had six active Dog Welfare Visitors covering Bedfordshire, Cambridgeshire and Hertfordshire. Two visitors are from Bedfordshire, one from Cambridgeshire and three from Hertfordshire.

Independent Dog Welfare Visitors remain committed to the scheme with many volunteers having been in the role for several years. Four have more than five 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: <https://www.hertscommissioner.org/getting-involved/how-to-get-involved/independent-dog-welfare-scheme>

Visiting Procedure

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 though the variety of locations will be expanded over the next year.

The visiting procedure is currently under review with the aim to make it more flexible and to give the volunteers the opportunity to visit the dogs and see them in more varied environments and at different points in their training.

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. Feedback from the visitors has in the past informed decisions around the early retirement of some dogs which demonstrates 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.

To comply with Covid-19 restrictions, these meetings were held virtually during 2021/22.

Covid-19

Despite changes in government guidance over the year, visits have continued as they are outdoors with no contact with either dogs or handlers in order to maintain appropriate social distancing.

Between 1 April 2021 and 31 March 2022, Dog Welfare Visitors completed 14 visits, resulting in 100 dog checks across the three counties.

Accessibility issues during refurbishment works meant that Bedfordshire HQ was not used for dog training during 2021-22 so most visits were to Hertfordshire Police HQ. Additionally due to minimal numbers of people passing through Luton Airport the unit there was redeployed and only visited again when they were reinstated in September 2021.

With a changeover of staff within the Dog Unit at Hertfordshire during the year the training regime was reworked resulting in the time that visits could take place not being conducive to many of the volunteers being able to attend. This resulted in half the number of visits on the previous year taking place.

With the new Inspector of the unit coming into post towards the end of the year this issue is being addressed and a new visiting procedure will be published and implemented in the forthcoming year to “reboot” the scheme to make it more flexible and varied.

Dog Welfare Findings



PD Jaxx

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 from the visits. There had been a couple of cases of kennel cough treated. One dog had eaten wood and needed it removing, one dislocated a shoulder but this was resolved and no further occurrence reported, one needed treatment for an eye infection and another for inflamed tonsils. All were treated quickly and effectively and there has been no long term effects of any of these reported issues.

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

During the year, five dogs were retired or sold on to other forces for a variety of reasons, including due to age, for medical reasons and not reaching the required training standard. They have all been replaced and efforts are on-going to expand the teams further. More dogs have also been through the Drugs/Cash/Weapons training, Digital Media dog and a further Victim Recovery dog has been trained to enhance that discipline for the unit.

Sadly during the year one dog passed away due to a sudden health issue.

As described above with a new Inspector now fully in post, a new visiting procedure being worked on and new dogs to monitor we look forward to reinvigorating over the next year, raising our standards of monitoring and maintaining public confidence that dogs within the Bedfordshire, Cambridgeshire and Hertfordshire force areas are well treated and cared for.

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.



David Lloyd
**Police & Crime
Commissioner**
FOR HERTFORDSHIRE



**INDEPENDENT CUSTODY VISITORS SCHEME
ANNUAL REPORT
2021 – 2022**



Foreword by David Lloyd, Police and Crime Commissioner for Hertfordshire

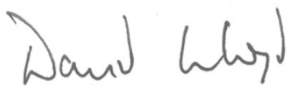
I am pleased to present this Annual Report highlighting the vital work our Independent Custody Visitors (ICVs) in Hertfordshire undertook during 2021-22.

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 once again a successful recruitment campaign was undertaken to enhance the number of volunteers visiting custody suites and despite the changing landscape and guidance surrounding the COVID-19 pandemic custody visiting has continued throughout the year. I am also pleased to see that all the 39 issues reported by Hertfordshire's 30 ICVs this year were dealt with swiftly and positively. It is of significance the number of issues reported by the ICVs during the year is down on the previous year. 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 which I believe is reflected in these positive figures.

As we look forward, my team will be implementing new policies which will allow the scheme to be enhanced, kept relevant and up to date with focus on giving more people within Hertfordshire the opportunity to volunteer in order to reflect the changing demographic makeup of the communities we represent and those detained in custody.

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



The custody function remains an integral part of the constabulary ensuring the safe detention of arrested individuals.

As we slowly begin to exit what has been a very different time for policing and our communities, progressing into the new normal we are continuously reviewing the challenges ahead.

We have managed challenging situations involving multiple person arrests due to protest activity within Hertfordshire and have recently concluded upgrades to our intercom system at Stevenage. These upgrades bring our cell capacity across the county back to full numbers.

Adopting the Prevention first strategy we are actively looking for innovation and national best practice to implement within Hertfordshire. Wall art has recently been installed at both suites to improve the environment for those working or visiting custody and we will seek to build on this approach.

Legislative changes will likely impact how our service is delivered, none more so than the anticipated changes to "Bail". Evolving to the changes quickly and efficiently will be important to our service delivery.

Hertfordshire's HMICFRS custody inspection has recently concluded and I want to thank the ICVs for their support during this time, the role of the ICV's providing independent scrutiny to our service continues to be important to us and I thank you all for your efforts. We await the final report and will review any suggestions to further improve our service.

Again thank you to you all for your hard work and dedication.

Simon Mason

**Chief Inspector,
Head of Hertfordshire Custody**

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 entitlements¹ 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. Independent Custody Visitors (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 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 30 ICVs from across the county, visiting the custody suites at Hatfield and Stevenage. This is a decrease of 12 volunteers on the previous year however a recent recruitment campaign has been successful and we expect numbers to be back the previous level in due course. In ordinary times all visits are unannounced and can take place at any time, 24 hours a day, 7 days a week. Due to the Covid-19 pandemic the scheme has had to adapt to changes in the Government's lockdown restrictions, to maintain this important scrutiny function in what were uncertain and difficult circumstances. These changes are described in more detail in the next section.

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.

A further challenge during the reporting year has been a change of Chief Inspector but I am happy to report we continue to maintain an excellent working relationship and have the full support of the new post holder regarding the operation of the ICV scheme.

Although the role of an Independent Custody Visitor is an unpaid voluntary role, all ICVs are encouraged to complete an expense 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

¹ An extensive list of these legal rights are provided under the [Section 75 Rights of Detainees](#).

and represents PCCs and police forces with the Independent Custody Visiting schemes in the United Kingdom. They help to shape the scheme's aims and equip scheme managers

to deliver effective schemes and ensure they are kept informed of legislative changes and reforms.

The Covid-19 Pandemic

As the pandemic continued through the year the scheme had to adapt to changes in government and Constabulary issued guidance but in conjunction with the support of the Chief Inspector and custody staff, ICV visiting was able to return to the full in-person model of completely unannounced visits in July 2021. Hertfordshire being one of the first schemes to return to this model.

During this period however several of our existing ICVs moved out of the area or retired reducing the number of active visitors which resulted in a further recruitment campaign, the results of which we will see over the next few months.

While Covid-19 is still an issue in the community, with appropriate precautions and support of all the volunteers we continue to operate the scheme to its full capacity.

Key Findings

During the reporting period (1 April 2021 to 31 March 2022), 12,530 detainees passed through both custody suites, 7,257 at Hatfield and 5,273 at Stevenage. This compares to a total of 13,119 detainees in 2020/2021, a decrease of 4.5% which we believe to be as a result of the continued use of Out of Court Disposals and the those refused being detained in custody for a variety of reasons. Overall ICVs visited 4% of those detainees that passed through custody.

In 2021/22, ICVs made a total of 134 custody visits seeing a total of 531 detainees from a possible 655 who were available to visit. 124 detainees did not consent to be visited by an ICV (see Figure 2), which equates to 19%, consistent with previous years for Hertfordshire but higher than average comparable with other forces.

It is difficult to quantify why this might be as the detainees do not give a reason for refusing

a visit but other schemes have commented that focusing on the ICVs introducing themselves rather than the escorting officer doing the introductions saw a lowering in the numbers of detainees refusing the visit and this is something we will look at addressing over the next year.

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 be noted that in 2021/22 the scheme returned to its normal schedule of visits from the reduced number that was reported on in 2020/21 due to Covid-19 restrictions. This point should be borne in mind when making comparisons with previous years.

Figure 2: Breakdown of the visits for the period 1 April 2020 to 31 March 2021

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	68	645	392	306	78%
Stevenage	66	413	263	225	86%
TOTAL	134	1,058	655	531	81%

The number of persons detained at the time of ICV visits is 11% higher than in the previous year. There has also been a corresponding 61% increase in the number of visits as the scheme adapted to changes in guidance and returned to its pre-pandemic procedures. As illustrated in Figure 3, 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 decreased to 81% down 4% from the previous year. This is most likely due to the return to more varied hours of visiting which has increased the number of late evening and night-time visits where many detainees will be asleep or not wanting to be disturbed.

Figure 3: Comparison of detainees seen between 2018/19 and 2021/22

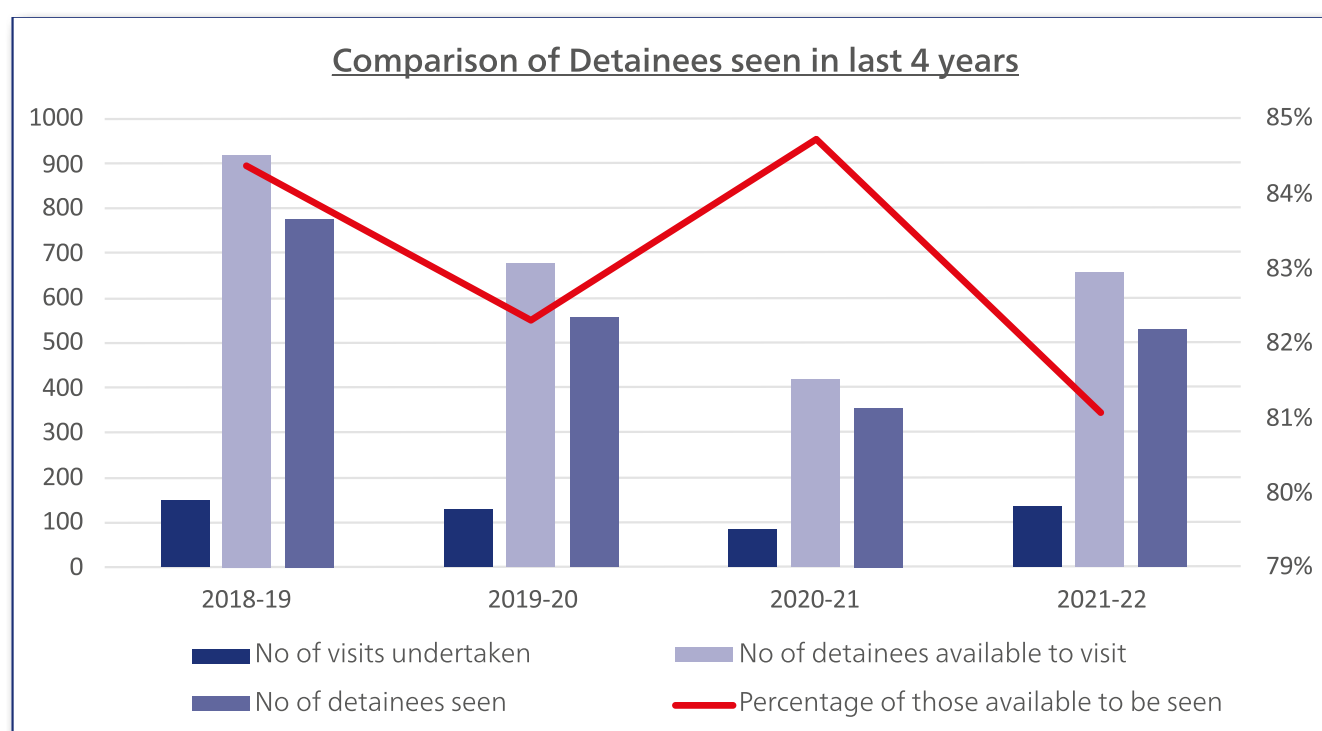
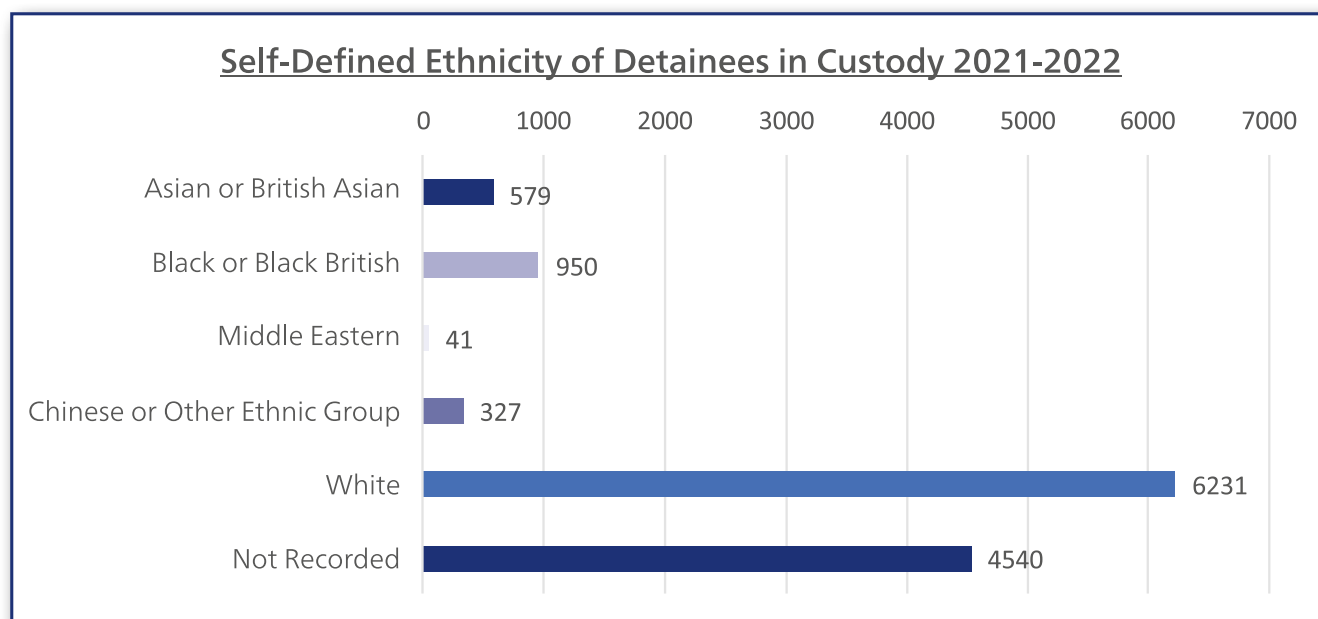


Figure 4 also shows that the proportion of 'Not Recorded' self-defined ethnicity has increased significantly on the previous year and now accounts for 36% of records. While not as high as the 2019-2020 pre-pandemic figure this still shows a significant data quality issue.

Of the 'Not Recorded' instances, 64% originate from Hatfield and 36% from Stevenage. This reflects the higher throughput of detainees at Hatfield and although the aim is to record this information for all detainees the figures do not indicate a particular imbalance with the recording of this data between the two custody suites.

Figure 4: Self-Defined Ethnicity of those passing through custody 2021-2022

Profile of the Independent Custody Visitors

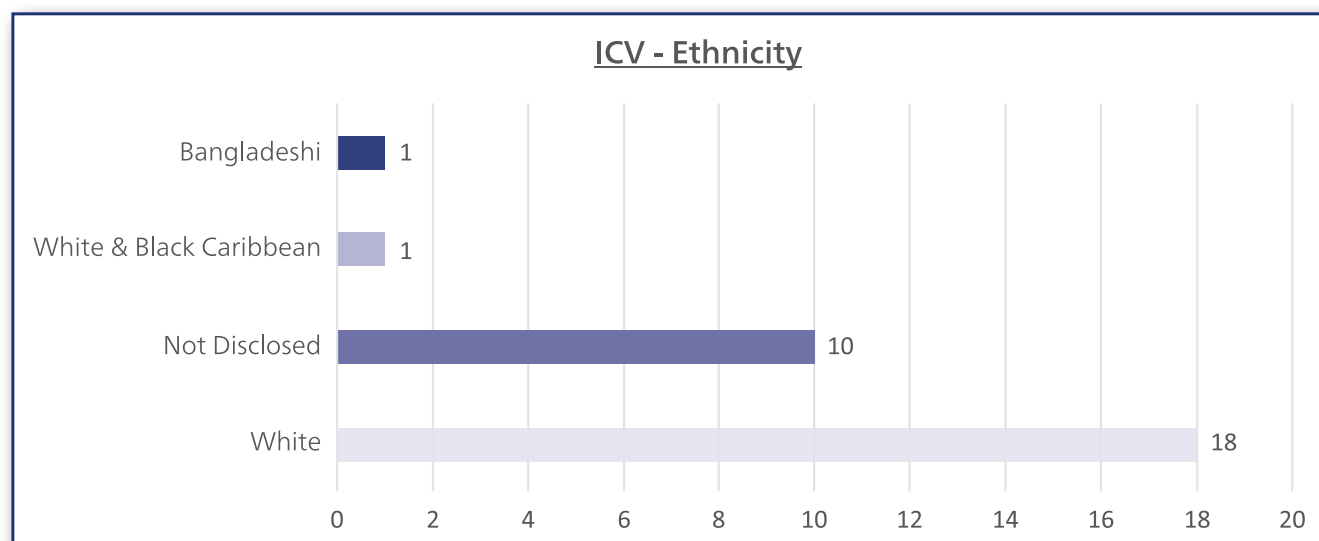
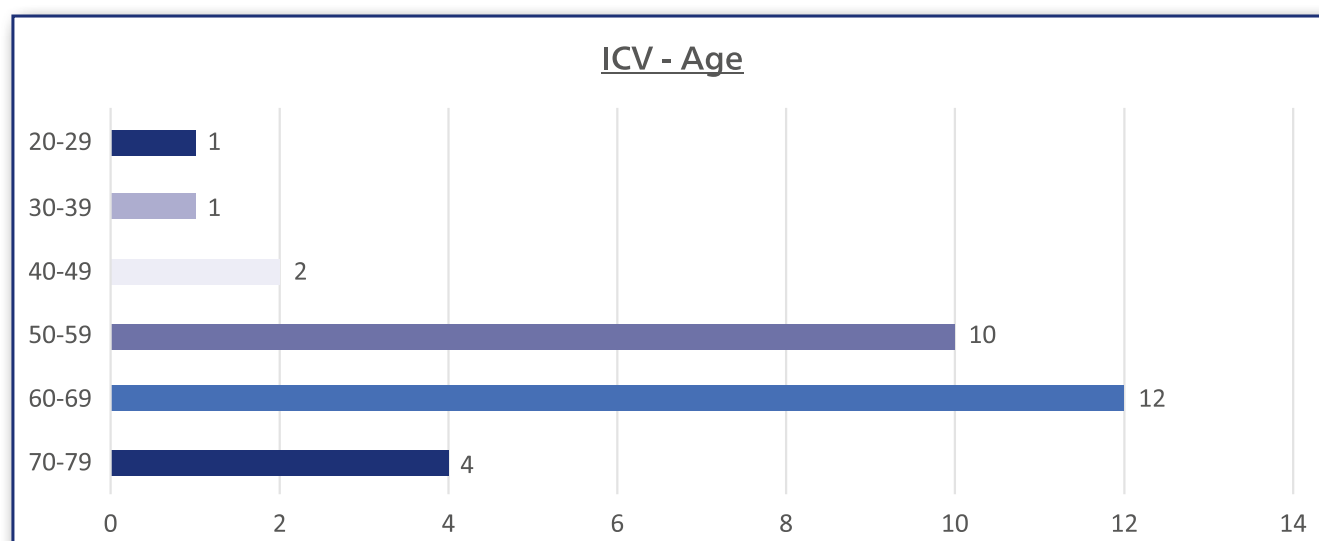
By the end of 2021/22, a number of our ICVs who had remained inactive due to the pandemic decided to not continue in the role and some did not have their vetting renewed when it came to review. We therefore ended the year with 30 ICVs who live, work or study in Hertfordshire. 47% of those volunteers are male and 53% are female. This switches the gender balance from the previous year where the figures were the other way around. The demographics of our ICVs who have declared their ethnicity show that they are not entirely representative of the Hertfordshire population with regards to ethnicity; however, the proportion who have chosen not to disclose prevents us from making a definitive direct comparison (Figure 5²). We are able to state they are on average older than the wider Hertfordshire population (Figure 6³). The recent recruitment campaign aimed to target a wider ethnic background but further work will need to be done moving forward to improve representation from a wider range of the community.

When comparing Hertfordshire to other forces, it is evident that length of service varies between the schemes with some having fixed term positions and others, including Hertfordshire, having volunteers with a wide range of length of service which brings valuable knowledge and experience to the scheme.

A report was commissioned during the year to explore the implications of introducing a fixed term of service. The proposal to introduce a fixed tenure of two terms of three years was approved by the Commissioner and will be introduced for the 2022-23 reporting period.

² According to the Office for National Statistics 2019 population denominators, Hertfordshire's population demographics shows ethnicity as: White 86.4%, Asian/Asian Black 6.9%, Black/ African/ Caribbean/ Black British 3.0%, Mixed multiple ethnic group 3.1%, and other 0.7%. This information can be found at: <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/adhocs/008781populationdenominatorsbybroadethnicgroupandforwhitebritishlocalauthoritiesinenglandandwales2011to2017>

³ 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 and over.

Figure 5: Ethnicity profile of the Independent Custody Visitors**Figure 6: Age profile of the Independent Custody Visitors**

Matters arising from custody visits

Hertfordshire Custody Visitors returned to making 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. The visits take place to provide coverage over a 24-hour period.

During 2021/2022, of the 531 detainees visited, issues were noted from 23 (4%) detainees. In total 39 issues⁴ were reviewed, a significant decrease on the previous year given the higher number of detainees visited. Positively, 96% of detainees did not raise any issues regarding their welfare whilst in custody, compared with 90% over the previous reporting period. 15 (3%) detainees gave positive comments that were recorded by the visitors surrounding their detention, focused primarily on how they had been treated by custody staff. This is roughly the same percentage as the previous year but

⁴ More than one issue may have been reported by each detainee or may have been expressed by an ICV and exclude the positive comments

given the higher number of detainees visited it shows how considerate the treatment of detainees continues to be that they feel able to comment in this way.

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.

Of the detainees that raised issues, the majority were once again in regard to the Rights of Detainee where a total of 18 individual issues were raised. The main issues recorded this year were around access to medical help and access to legal advice (see Figure 7). Of the 7 detainees who raised these issues, 58% were White British; 14% Black British, 14% Any other White and the remaining 14% either refused to state their ethnicity or it was not recorded by the ICVs.

The highest reported issues from last year, access to a phone call and food have dropped to 4th and 6th place respectively.

Given the increase in the number of visits over the year, the low number of reported problems is notable although gaps in recorded information regarding ethnicity for the detainees reporting problems means it is difficult to draw firm conclusions regarding bias, or lack of bias, around ethnicity.

Categories of issues raised by ICVs

1. Rights of Detainee

The category reporting the largest number of issues was once again Rights of Detainee not being upheld in one form or another. The breakdown of these issues are as follows:

Figure 7: Sub-categories of issues relating to the Rights of Detainee

Rights of Detainee	Number of Issues raised	% of total	Number of Valid / Not Valid Issues
Access to medical help	5	28%	1/4
Access to free legal advice	4	22%	0/4
Someone informed of their location	3	17%	0/3
Phone Call	3	17%	0/3
Not given rights	2	11%	1/1
Access to food	1	6%	0/1
Privacy while receiving legal advice	0	0%	
Access to "Codes of Practice"	0	0%	
Can see written notice of rights	0	0%	
Access to drink	0	0%	
Access to interpreter/language cards	0	0%	
Access to complaints procedure	0	0%	
Contact Embassy	0	0%	
Total issues noted	18		

Access to medical help and legal advice were the highest reported areas of concern this year having been ranked slightly lower last year. Of the five issues raised regarding medical help, three were detainees requesting medical help where it had not been requested on booking in or prior to the ICV visit. The request was actioned in each case. Another was the detainee claiming they were overdue their medication. The custody record was checked with permission and found to state that medication had been given at the appropriate time. The final case was a detainee claiming her medical needs had not been met and primarily needed medication. The police offered to fetch medication from detainee's residence, but this was declined. ICVs believed the police had taken all possible action in the circumstances.

Of the four reporting issues with access to legal advice, one stated he had not seen a solicitor despite asking. The duty Inspector checked the custody record which showed that detainee had indeed spoken to a solicitor. Another complained he had not been offered a solicitor. Records shown he had been too intoxicated upon arrival and was immediately taken to the desk for his rights and entitlements to be administered. In the other two cases there had been a delay with the solicitor attending but in both instances the solicitor arrived shortly afterwards.

Figure 8: Rights of Detainee by self-defined ethnicity

	Rights of Detainee	Vulnerable Detainee	Access to Amenities	Services Available	Cleanliness	Maintenance	Food/Drink/Reading	Detention Issues/PACE	ICV Staff Issues	Positive Feedback
White British	13%	2%		2%						13%
White Irish										2%
Any Other White	7%							2%		2%
White and Black Caribbean										
White and Black African										
Mixed White and Asian										
Any Other Mixed										4%
Asian/British Indian										
Asian British Pakistani										
Asian/British Bangladesh										
Any Other Asian					2%					
Black/British Caribbean		2%								
Black/British African	2%							2%		
Any Other Black										
Chinese										
Any Other Ethnic Group										
Refused/Not stated	11%	4%						4%		4%
Not Recorded by ICV			4%		6%	2%			9%	4%

2. ICV Staff Issues

This section relates to specific feedback and observations by the ICVs about the custody staff or feedback from the staff themselves highlighting issues.

Of the 5 issues reported under this section, two related to ICVs being delayed entry to the custody suite due to a large number of persons being booked in. In one instance the ICVs felt that detainees were not getting enough updates regarding their detention due to being very busy and staffing numbers. The other 2 cases related to concerns over staffing levels which has occasionally been a challenge for the Constabulary due to covid-19 protocols.

The issues highlighted are sporadic and not endemic hence the low number of reports in this section.

3. Vulnerable Detainees⁵

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

While this is one higher than the previous year, only one related to issues in having access to a Appropriate Adult which would seem to indicate that the changes brought in regarding how the scheme operates are generally having a positive effect.

One detainee stated that had not spoken to an Appropriate Adult or solicitor. The custody record was examined and found to record they had spoken to both.

A second report related to child being held overnight without seeing an appropriate adult. Attempts had been made to contact family members in the first instance who either refused or were inappropriate. The detainee was intoxicated and asleep until the morning at which time further attempts were made to appoint an AA who took some time to arrive. The opinion is that the delay was understandable although not satisfactory but that the detainee was not at risk or detriment from the delay.

The other two issues highlighted were specific concerns for welfare where the detainees indicated the desire to cause harm to themselves in some way, one refusing to eat or drink. Both were on regular watch with appropriate medical support in place and the detainee refusing to eat was persuaded to do so later in the day by custody staff.

For the sixth 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. In all instances, they were instead taken to a designated medical facility as a place of safety.

4. Cleanliness

Cleanliness issues were noted on four occasions, three related to particularly messy or dirty cells, which were addressed immediately and one related to rubbish in the exercise yard which again was addressed once highlighted by the ICVs.

5. Issues relating to Detention or PACE

Four suggestions of detention or PACE issues relating to their length of stay were investigated and found to be lawful.

⁵ For a definition of vulnerability, see Appendix 1

6. Food, Drink and Reading material

Comments were also noted with regards to accessing amenities. Access to having a shower or exercising was good, the two issues highlighted were no blankets available during one visit though a delivery was expected. The other incident was a lack of the Female Hygiene Packs and other sanitary items. Staff were taking steps to obtain these personally as they were required urgently until a delivery was due.

7. Services Available

Only one incident was reported which was a need for access to healthcare, primarily medication. The detainee needed medication which had been dropped off and was waiting for a Health Care Professional to administer.

8. Maintenance

Maintenance issues related to cells out of use at Stevenage because the buzzer was out of order. Work was undertaken at the end of the reporting period to upgrade the system for all cells which we expect to alleviate these reports and allow all cells to be used appropriately.

Positive Feedback

ICVs also recorded a number of positive comments by detainees regarding their welfare in custody. Of the 15 positive comments, 13 were from detainees and 2 from the ICVs. All detainees chose to comment specifically about their welfare saying they had been well treated and that their dignity had been maintained. In 114 cases (89% of visits made) ICVs commented specifically that the facilities were clean and generally supplies of equipment and food were good. Once again ICVs also said that police staff were helpful and professional when dealing with detainees and themselves, highlighting one very positive interaction between a custody officer and a detainee in particular. This is an extremely positive result and comments are regularly fed back to the Chief Inspector. Custody staff should be commended for maintaining the facilities to a high standard.

Areas of focus this year

Covid-19

As the year progressed the restrictions imposed due to the Covid-19 pandemic changed with the requirement for visitors to be fully vaccinated prior to entering police premises. This prevented some ICVs returning to visits for a period of time which put pressure on the scheme to maintain the required standards. The ICVs stepped up and many carried out multiple visits each month to make sure the appropriate level of scrutiny was maintained. By the end of the year the scheme was once again operating as normal with most ICVs only being required to do one visit per month.

Fixed Term Tenure

Historically Hertfordshire has not set a limit on how long an ICV may serve. In line with the Home Office Code of Practice, a review is carried out every 3 years and a decision taken on whether to renew the tenure for another 3 years.

A report was commissioned which looked at the issue of tenure on a national level and how tenure was implemented across the other volunteer lead OPCC scrutiny panels.

The proposal was put forward to introduce a maximum of 2 terms (6 years in total) with the option to extend to 9 years in exceptional circumstances.

This will give more people in the county the opportunity to volunteer as an ICV, bring fresh eyes to the role more frequently and allow us to try and address any bias around demographics.

A paper has been put before the Commissioner for a decision and if approved will be implemented in the 2022/23 period.

Recruitment

As stated, last year the OPCC recruited more volunteers into the ICV role and unfortunately some of our ICVs stepped down from the role. The issues of volunteer recruitment across the OPCC were examined and a combined webinar was held in January 2022 to promote the different scrutiny panels and volunteer schemes the OPCC has oversight for with the aim of informing a much wider demography of the opportunities available. This was again very successful and we are in the process of recruiting 10 new volunteers to the ICV role.

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 and delays for the ICVs. This continues to be monitored as updates are made to the system.

Data Quality

While work is ongoing by the Constabulary to address this, it is noted from the report that the recording of Self-defined Ethnicity data continues to be an issue. This will be monitored.

Quality Assurance Framework

The Quality Assurance Framework (QAF) 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. ICVA have confirmed that the QAF is being relaunched for 2022/23 so the OPCC will build on the Silver Award and the great work of the dedicated custody visitors in seeking to achieve the Gold Award in this next round of assessment.

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.

The OPCC will be working with the new force custody lead to look into ways of further improving the scheme, in particular following up on the outcome of the HMICFRS Inspection of Custody that is due in April 2022.

We will be seeking to extend the involvement of some ICVs into a supporting role for the scheme manager and will be looking to introduce a standard fixed term tenure of 6 years for volunteers to keep the scheme active, allow us to try and address demographic imbalances and give more people in the country the opportunity to volunteer.

We will also be working to maintain the ICVA QAF Silver standard and looking to achieve the Gold level.

ICVA monitor issues raised by the scheme managers across the country 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 ongoing development.

Interested in becoming an Independent Custody Visitor?

If you are interested in becoming an Independent Custody Visitor 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.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

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

Hertfordshire OPCC is particularly interested to hear from younger age groups and those from Black, Asian and all Ethnic communities.

Appendix 1

The term vulnerable⁶ 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.

⁶ Police and Criminal Evidence Act 1984 (PACE) Code C – Revised July 2018, section 1.13(d)