

APCC General Meeting Minutes: Wednesday October 13 2021:

Item 1: Introduction from Marc Jones, APCC Chair:

- PCC Marc Jones, the APCC Chair, welcomed PCCs and colleagues to Day 1 of the APCC General Meeting.

Item 2: College of Policing:

- Following a welcome and introduction by PCC Marc Jones, Lord Herbert, Chair of the College of Policing, reported on the initial findings of his recent fundamental Review of the College, which he announced on the day of his appointment and he has led.
- The Review has been a consultative process based on lengthy interviews with stakeholders and over 90 submissions. It has also included focus groups with College staff and with police officers and staff.
- The consultation had revealed specific challenges for the College and wider challenges for policing. Challenges for the College and policing include: CPD, leadership, evidence base, consistency, co-ordination and DEI.
- Lord Herbert also made the point that the CoP budget is a very small proportion of the total policing budget and felt that it should be much greater given the value we place on professionalism and development in policing.
- Andy Marsh, Chief Executive of the College, then spoke of his desire for the College to be dynamic, relevant and connected to PCCs, Policing and Crime Plans and the whole policing system. He highlighted three areas for the College to focus on:
 - Evidence base: Andy Marsh asked is this an art or a science? It is a bit of both in his opinion but he wants it to pass the “2am test”, that is it useful to officers and staff when they really need it. The College is exploring a “College in my pocket” product.
 - Standards and support: The College needs to be explicit about those standards that read across the whole of England and Wales, with clear minimum standards.
 - World class learning, CPD and leadership: Leadership is for everyone and the National Leadership Centre will help here.
- Nick Herbert then spoke of support for PCCs from the College in the following areas:
 - Policy development
 - Professional development
 - Oversight support
 - Chief Constable appointments.
- The College would be making specific requests of Chief Constables and they sought the support of PCCs in encouraging Chiefs to provide that support. The College would be looking for the support of Chief Constables in:
 - Secondments, a new model
 - Partnership
 - Prioritising CPD
 - Consistency.

Item 3: Continuing Professional Development:

- Tom Gash from Leapwise sought PCC views on priorities for a collective programme of CPD with a view to PCCs themselves acting as champions for sessions within the programme.

Item 4: CPD in Action:

- PCC David Lloyd and PFCC Roger Hirst shared their experience of studying for a Masters degree in Criminology at Cambridge University and the benefits this had brought to their performance of the role of PCCs, and by extension the benefits to policing and local communities.

Item 5: APCC Workforce Portfolio Update:

- PCC Kim McGuinness (KM), APCC Workforce Lead, reported that both police officer staff associations have withdrawn from the pay review process as a result of the pay freeze, which has created a difficult employment relations landscape. Although talks on police staff pay are continuing, the unions have rejected the 0% pay offer and are likely to consult their members on industrial action for the first time since 2014.
- KM reported that she is also representing the APCC on the Police Covenant oversight board, chaired by the Minister. Staff associations and trade unions have been dissatisfied with the lack of additionality delivered by the Covenant.

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- KM is chairing a strand of work on family support. It will seek to provide better support, awareness and information for families through to more formal support around mental health and other forms of support. She is working with the CoP to do some research and direct consultation with the family voice.

APCC General Meeting Minutes: Thursday October 14 2021:

Item 1: Introduction from Marc Jones, APCC Chair:

- PCC Marc Jones, the APCC Chair, welcomed PCCs and colleagues to Day 2 of the APCC General Meeting.

Item 2: APCC Business Part 1 Updates:

Item 2.1: Police Digital Service (PDS): PFCC Stephen Mold

- PFCC Stephen Mold, Chair of the Police Digital Service Board, presented PCCs with an update of the work of the PDS since the new Service's launch in April. He reminded PCCs they 'own' the PDS and have a critical investment in the success of the new service that evolved out of the Police ICT Company earlier this year.
- The PDS Board has a majority of (7) PCCs but is cross-sectoral with NPCC and Home Office representation. The PDS has received an £18.9 million grant to deliver 12 in-flight national digital programmes. The successful launch and development of PDS as a delivery vehicle offers a big 'win' to policing and the opportunity to 'do' technology and digital for ourselves.
- To develop its delivery role, PDS is scaling up its operations and has increased its capacity. A new Senior Leadership Team is now in place, a new National Chief Information Security Officer has been recruited and the Senior Management Team recruitment is almost complete. The new PDS Business Plan is being drafted for approval at the next Board meeting on October 21st.
- As well as delivering the PDS portfolio of digital programmes, a number of key initiatives are progressing:
 - A new National Standards platform is now live (with 69 standards published);
 - A Law Enforcement Capability Model (LECM) is on track for completion in March 2022;
 - The National Enabling Programme formally concludes in March 2022 and has achieved over £19 million of benefits to date;
 - A Data Office is being established and the new Chief Data Officer started in September.

Q & A:

- PCC Mark Shelford (Avon & Somerset) raised the importance of interoperability (in reference to the PDS work on national IT standards and the new Data Office) across force and agency boundaries. The ability to marshal data across agencies (for analytical purposes, for example) could be a powerful tool to reduce offending (citing the example of shoplifting and retail crime).

Item 2.2: BlueLight Commercial: PCC Matthew Scott

- PCC Matthew Scott (MS), Chair of BlueLight Commercial, updated members on recent BlueLight Commercial developments. He then welcomed PCCs Lisa Townsend and Donna Jones onto the BlueLight Commercial Board where they joined PCCs Kim McGuiness, Philip Seccombe and Jeff Cuthbert. A detailed update on the activity that BlueLight Commercial was involved in had been included in the papers for the meeting and MS highlighted a few of these areas in particular in his presentation:
 - On aviation, market engagement had started and BlueLight Commercial had met with 26 interested parties the previous day. On fleet, almost all new contracts were in place for vehicles and framework agreements for 'In car CCTV' and 'Protected Personnel Carriers' were now in place.
 - MS had written round to PCCs on the problems with BMW N57 engines. BlueLight Commercial were now working with the Gold Group to help mitigate the impact on Forces and there was work underway to understand the nature of the failures and recommend any further necessary mitigating actions. This was a good example of the benefits of having a single voice to the market and BMW to ensure that there is a joined up national response on behalf of Forces. If companies got in touch with Forces direct, MS asked that they be referred back to BlueLight Commercial.
 - On contingent labour, BlueLight Commercial had received back over half of the signed sub-agreements, MS encouraged PCCs who had not yet signed to do so and to engage with the Company to address any outstanding questions. This was another example of how working nationally through BlueLight Commercial could help deliver efficiencies; in this case the 7 year contract was estimated to be able to deliver aggregated annual savings of £2.4m.
- BlueLight Commercial had also developed a social value metrics and measurement toolkit which would be rolled out this month. Government guidance required social value to be explicitly evaluated in tender processes; so, this toolkit would identify key social value priorities that are relevant to different category areas and support Force priorities both nationally and locally.
- BlueLight Commercial was leading on the development of a consistent Force wide approach to sustainability, helping policing set the direction towards the Government's carbon net zero target for

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2030. PCCs Joy Allen and Tim Passmore were leading the APCC Environment and Sustainability portfolio, and Lianne Deeming would present a paper to the Strategic Change and Investment Board on the current position and what was needed in the future in terms of the decarbonisation of fleet and buildings.

- Finally, BlueLight Commercial was also helping to improve the understanding of commercial effectiveness and had led on a full day course as part of the Senior Command Course to improve the commercial awareness of our future leaders.

Item 2.3: Funding and Finance: PFCC Roger Hirst

- **Spending Review:** PFCC Roger Hirst (RH), the APCC Lead for Finance, reported that the Joint APCC/NPCC Spending Review submission has gone to the Home Office with a letter to the Home Secretary. Commissioners have been sent a copy of the letter, the summary submission and an MP briefing document. The Home Secretary met with the Chief Secretary to the Treasury (CST) this week.
- Figures have not been finalised yet but are relatively positive. Uplift, pay, and pensions are the big moving parts but pay is unknown (re. McCloud). The Beating Crime Plan and VAWG are issues. There is tension between inflationary cost pressures and PUP funding. HMT will expect certain efficiencies and this will be a challenge. We need to ensure that we have maximum planning certainty over the next 3 years. We will get the bigger picture on October 27th and then greater detail in the Settlement.
- **Funding Formula Review (FFR):** RH reported that the Funding Formula Review has begun and we have had the first meeting of the Senior Sector Group (SSG), where we discussed initial details on purpose, TOR etc. There is a desire to end up with a fairer formula that is incentivised to reduce crime and a focus on where the real pressure is.
- There has been an agreement from the Home Office to have broader sessions for all PCCs and Chiefs at the beginning and the end of the process. We will also have a FFR reference group which will be the APCC Board. The APCC are well represented on the Technical Reference Group (TRG). The TRG has not met yet but the Chair has been appointed – Professor Matt Bland. The aim is to have the final proposals in the early part of 2022 – by late spring we should have the shape of the new FF.

Q & A:

- Deputy Mayor Sophie Linden and PCCs Marc Jones and Caroline Henry commented on the challenging timescale. Sophie Linden raised the need for transparency in terms of what comes out of the calculations. RH recognised the need for transparency and stated that Commissioners had raised this at the SSG and it was understood by the Home Office.

Item 2.4: NPAS: PCC John Campion

- PCC John Campion (JC), Chair of the NPAS National Strategic Board, updated members on NPAS as follows:
 - Background: West Yorkshire terminated ownership of NPAS earlier this year providing 12 months notice. The NPAS have been working with the APCC and the NPCC, and 2 potential hosts, and we are on the cusp of agreeing due diligence to enable a transfer, but even after that the potential new host needs to agree and it needs overall governance support. There are also huge differences in the strategic and operational perspectives of the two parties.
PCC have a clear role to play on governance – the lift and shift is not the end. Reforming the air service is vital. We need to know what our communities want in this regard. We need to be lither and responsive to new technologies. JC referenced and thanked PCC Peter McCall and Chief Constable Rod Hansen for their work on the Gold Group.
 - Governance: On governance, JC stated that there was now better information flow from NPAS National Strategic Board (NSB) with briefings on board issues and activity sent to board members. Also the move to align from 6 to 9 regions has been approved by the board and implemented. There was also a reminder that we needed meaningful meetings where there is full representation and a note to the fact that we did not yet have full representation on the NSB, but this should be resolved soon.
 - Fixed wing and performance: JC also spoke about the fixed wing issue and asked that PCCs are conversant with their Forces requirements and demand evidence in this regard. On general performance PCCs were encouraged to look at NPAS performance data and hold forces to account on it.

Q & A:

- PCC Alun Michael (AM) made the following points:
 - Lift and shift is potentially stopping us getting to the real issue. He felt that the Gold Group were taking quite a narrow view and only solving the immediate problem. The regional model looks positive and Welsh forces are looking at this.
 - West Yorkshire might help us to get to the place where we need to be.
 - Where lift and shift is being put forward many of us may not agree to it and this presents real risks. Three parties need to make a decision as to how to move forward. We as an Association should be clear in feedback to the Home Office that we need to sort it out.
 - AM reiterated that he wanted the three parties to be brought together to look at a long-term solution in parallel to lift and shift and that the APCC Board should consider this.

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- JC stated that he respects this position but urged AM to take advice on the Section 22 arrangement, and that he does not believe it requires all PCCs to countenance it. In terms of varying, it requires board approval only e.g. moving from 6 to 9 PCCs as NSB members.
JC added that what is required is short term certainty and we can have reform afterwards. The NSB must move from being a local board to being a strategic national board and to do that we need to get the governance right. We need to address the current issues and lift and shift is the only viable option in the short term.

Item 3: Violence against women and girls (VAWG):

- Deputy Mayor Sophie Linden (SL) and PCC Donna Jones (DJ), Joint Leads for the APCC Victims Portfolio, and DCC Maggie Blyth (MB), the new NPCC VAWG national lead, reflected on the following changes regarding work relating VAWG, which has been pushed even further up the agenda over the last few months.
- DJ introduced the session, noting the high prevalence of VAWG; out of 2.3 million victims a year, 2/3rds are women. 1 in 10 police responses are to domestic abuse incidents. She reflected on her experiences and those of the women in attendance to demonstrate the endemic nature of VAWG.
- DJ introduced MB to members. MB was appointed by the Home Secretary and the NPCC to lead on VAWG, it is one of the only full time NPCC positions.
- MB highlighted that it was her first week in role and she was working towards issuing an NPCC VAWG statement. She would then be working across the sector, with partners, to create a delivery plan on what policing must do. Her first priority is on pursuit of perpetrators. We must do more to protect women and girls. Her second priority is to ensure consistency across policing. She would welcome views on this as she recognises the need to respond to local issues but also the need to work consistently across policing.
- Thirdly MB is focusing on standards of behaviours in policing and regaining trust from the public. Her fourth and medium to long-term aim is to work more widely with other partners, bringing in health and education to work on this issue.

Q & A:

- PCC John Campion noted the THRIVE model and the number of incidents that are perceived as low harm and not treated robustly by forces, and asked how do we get a breakthrough on this? PCC Joy Allen agreed, noting the need for earlier intervention. If we can stop the behaviour early we can stop the escalation. MB agreed we need to get better at our response to victims throughout the whole CJS in considering harm versus risk.
- PCC Emily Spurrell noted the frustration that many feel now that the government has pulled back on defining misogyny as a hate crime. Addressing lower level crimes will give people confidence to come forward for those bigger crimes, similarly if we do not understand the patterns for these types of crimes we will not understand higher harm crimes.
MB agreed policing has a part to place in low level crimes/ASB but other agencies such as education must also get involved. Misogyny in society more widely must be tackled for longer term change.
- PCC Mark Shelford asked whether we should be looking internationally for learning and best practice?
- PCC Alison Hernandez noted the need to be mindful of male victims of abuse, particularly emphasising the lack of data in this area. She noted a pilot running through GPs in her area that had picked up 40 cases of male victims of child abuse in 9 months. We must be wary of stopping male victims coming forward.
- PCC Daryll Preston highlighted the need to work with social care and educational institutions as much abuse happens at home or is perpetrated by family members or trusted people.
MB agreed, noting the inspectorate reports that draw parallels between CSE and VAWG. She agreed that local authority Social Care departments are part of the solution and she will also be working with Directors of Children Services in the future.
- DJ highlighted the work that has progressed nationally:
 - The Rape Review has concluded and reported with an action plan. It was uncomfortable reading for some services and demonstrated that victims need better services; there is an awfully long way to go.
 - The Domestic Abuse Act came into force with some welcome parts including the increased use of DAPOs and greater focus on victims through items such as the non-fatal strangulation and cohesive control legislation and the requirement on local authorities to provide victims of domestic abuse with housing.
 - DJ welcomed an inquiry into Wayne Couzens. She also noted the VAWG strategy published by the government.
 - DJ highlighted the VAWG taskforce that she has set up in Hampshire, and urged other PCCs to consider setting up similar local groups to ensure that they are holding their Chief Constables to account and supporting a multi-agency response.
- SL thanked DJ for setting out the steps that have been taken but noted there is still a long way to go. After the murder of Sarah Everard, the APCC Victims Leads released a statement on what we wanted, as PCCs, to do and what we expected of the CJS, our role as conveners and the multi-agency response, and this

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must be refreshed.

- We have also set up a VAWG Working Group, while this is led by the APCC Victims Leads and we want to ensure that everyone with an interest across the piece can get involved. We will develop an APCC VAWG action plan and strategy. We also want to make sure that VAWG is mainstreamed and not an add-on to our roles.
- The APCC Leads are keen to lobby government and to pull together their response well. We will need all our partners to be working as strongly and robustly as possible.
- SL addressed an earlier point made about male victims, noting that whilst it is our duty to tackle this and that the police must respond robustly, a VAWG strategy must be gendered. We are not overlooking male victims but this strategy is looking at male violence against women.

Q & A:

- PCC Emily Spurrell flagged up the issue of working with the judiciary and fear of political interference. For example, feedback from witness services is that judges have refused to move rooms for specialist services. SL noted that judicial independence is a real issue. An amendment being pushed in London is that it should be a basic minimum and not the choice of a judge that an ISVA/IDVA attends court as a right for a victim.
- SL concluded the session by asking PCC colleagues to ensure that VAWG had prominence in Police and Crime Plans. She also noted that some areas have appointed victims champions or advocates. This is an area where we can share best practice.

Approved/Agreed Actions:

- The APCC will write out to PCCs summarising the key themes mentioned today, actions and next steps.

Item 4: Presentation from the British Transport Police Authority and British Transport Police:

- Marc Jones introduced the panel for the next session of the meeting from the British Transport Police (BTP) and the British Transport Police Authority (BTPA) to members as follows: Ron Barclay-Smith (RBS) - Chair of the BTPA; Hugh Ind (HI) - CEO of the BTPA; and Lucy D'Orsie (LD) - Chief Constable for the BTP.
- RBS started the session outlining BTPA. The authority reports to the Secretary of State by whom they are appointed. They are one of three infrastructure forces in the UK and have the complexity of working across three jurisdictions. The BTP service is delivered according to police service agreements which are agreed and signed by the BTPA. BTP officers and staff (around 5,000) are employees of the BTPA, not the force, and they currently have around 3,000 warranted officers. The BTPA have three strategic aims: to protect passengers, to protect staff and to protect infrastructure.
- HI continued by outlining the similarities and differences between the BTPA and PCCs. Both hold their forces to account, are the source of funding and create strategic plans. However, differences include the employment of officers and staff (they do not have to follow pay and regulations from the Home Office and are also able to operate a private pension scheme), how the cost model is made up of (currently provided by 30+ bodies), and that they do not have a defined 'community' to engage with.
- LD presented the work of BTP and their key issues/aims. The force has the complexity of working across three countries, including devolved administrations and multiple political landscapes. It was noted that the BTP is often left out in legislation (for example DVPOs) and LD requested that they were included in any lobbying to Government.
- A pitch was made by the BTP to the BTPA in July regarding new areas of focus following engagement with the BTP workforce. This included a focus on the future; being a modern and inclusive place to work; piloting a new generation of partnerships; and getting the basics right.
- An animation was showed to the audience, outlining this future focus. LD stressed that they do not want rail to be an enabler for criminality. It should be a safe environment for passengers, especially those who are vulnerable. For example, the current BTP approach to county lines is not about criminalising young person but treating them as a victim of modern-day slavery. They have already been able to secure 15 charges related to this.
- The BTP have a strong strategy for VAWG and are looking to reset behaviours on trains and the underground and outline what is unacceptable behaviour. Along with the 61016 text line they will be launching an app soon to increase the access routes to them. They have been working collaboratively with rail organisations to do this.
- LD noted that there is currently an opportunity to look at how security is delivered across railways. The current cost is around £1billion but it is not felt that the current service provides good value for money. LD's view is there should be a single guiding mind for security across railways making it cheaper and more effective. As an example, Kings Cross currently has seven security providers and the interoperability is weak. LD wants to spend more time empowering locally led teams to do local problem solving and to move to a more neighbourhood delivery model, listening to communities.
- LD then outlined the current challenges and risks for BTP which are:
 - Consistency of service when working across 43 force areas and three countries with multiple different

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local demands.

- Reinvestment: Currently there is heavy investment in counter terrorism, could some of this be redirected to deliver a safer railway, which is still a hostile environment for terrorists but also against other forms of criminality? The Williams-Shapps report talked about growing commercial centres at railways. This would have a significant impact on the BTP and they would have to adapt significantly to deal with this demand.
- Safeguarding of passengers and communities with around a suicide a day on average.
- A modern and inclusive workforce: The BTP are looking at investing in healthcare providers for staff, speeding up access to healthcare for them. LD noted that she is the first female Chief Constable in BTP, and the force has the lowest representation of police women. However, to increase the inclusivity of the force, there needs to be the right culture for people to be able to call out inappropriate and unacceptable behaviour and this is a focus for her.
- Partnerships: LD stated that the BTP do not feel as connected as they wish to be to independent advisory groups or lobbying groups and want to improve their partnership working. There are currently pockets of good practice in partnership working (e.g. West Midlands partnership, which has an excellent delivery model in terms of delivery outcomes) but they want to step this up with other forces across the country. This is especially important for those areas that cross over with significant areas of work such as suicide hotspots, county lines and organised crime. By working with partners they can also make more of an impact around crimes such as theft of pedal bikes, of which around 97% is not detected.
- Disruptions to network currently cost network rail around £100m a year: If partners work together to invest in technology (such as drones), they can make a significant impact on that area. A good example is the current collaboration with Sussex and Thames Valley police with a virtual reality system for those that trespass on the line.
- LD finished by acknowledging her workforce. Through an intergenerational mentoring perspective and engaging with the workforce (60% of the workforce responded to their staff survey), the values of the organisation have been shaped by their people. The BTP wish to collaborate with other Chief Constables and increase their partnership working and are keen to increase engagement with the APCC.

Q & A:

- Marc Jones noted that due to being short on timing, any additional questions can be sent in and the APCC will circulate answers from the panel afterwards.
- PCC Jeff Cuthbert (Gwent) noted that the rail network was very important in Wales and asked for a comment on the current relationship with Welsh government: How do they feel they are currently engaging with issues in Wales at the moment?
HI advised that they have a good relationship with James Price (CEO of Transport for Wales) and feel able to come together and raise issues through him. LD noted an area that is lacking is that they are probably not connected enough into Chief Constables as a whole group for collaboration.
- PCC Mark Shelford (Avon and Somerset) advised that the South West region is coming together on joint operations. One aspect they want to connect with BTP on is to support their ring of steel anti-drugs operation where one day a month they will be 'locking down' the South West region. How do they best get BTP Chief Constable connected in with planning going forward?
LD responded that forces can connect directly with her and she is happy to attend regional meetings.
- PCC Katy Bourne (Sussex) thanked LD for the work in Sussex but noted a large difference between PCCs and BTPA on democratic accountability.
HI noted Katy's comment and agreed with the difference.

Approved/Agreed Actions:

- Members were requested to submit any questions to the panel via the APCC who will ensure any answers are circulated to all PCCs.

Item 5: Local Policing Interactive Session:

- PCC Alison Hernandez, APCC Joint Lead for Local Policing, started the session by noting that PCC Jeff Cuthbert (Gwent) is the other Joint Lead for this portfolio and although it covers a range of workstream areas, this session will be focusing on 101 service and will be more interactive with questions to members.
- In response to a show of hands from PCCs who are happy with their 101 service, three PCCs raised their hands with the following comments:
PCC Katy Bourne (Sussex) noted their 101 wait is now down to around two minutes. There used to be a 60% abandonment rate but they have transformed this with £1.5m investment. Using Chief Constable appraisal has helped set expectations and drive on 101 locally and there has not been a letter of complaint on 101 for more than five months.
PCC Emily Spurrell (Merseyside) stated they have also invested but into their 999 service. With the cross over between 999 and 101, investing in 999 has had a knock on effect to 101, with a current wait time of around two minutes.

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- In response to a question of who gets complaints through to their office around 101, around two thirds of PCC hands up went up in the room.
- Portfolio priorities were then highlighted with AH noting that 101 is one of their top priorities. Members were informed that the 101 contract will be coming to an end on March 31st so a new service will be in place afterwards. In terms of national 101 call volumes, fewer calls are getting answered. AH suggested that colleagues compare their local results with this national picture.
- There has been a surge in 999 calls this year. Is this a reason 101 may not have been as efficient? With 999 being a priority, should 999 call handlers be a separate resource instead of being shared with 101? The Beating Crime Plan specifically states that 101 and 999 league tables will be introduced. This will be based on how quickly the call is answered, rather than the quality of the service provided on that call. AH noted that colleagues might want to go back to their forces and find out more about how they answer calls and the systems they have in place (trages, voice recognition etc).
- The State of Policing 2020 report noted that callers were hanging up on 101 and using 999 to get through to forces instead. There were also missed opportunities to safeguard vulnerable victims.
- PCCs were asked should they set standards for 101 answering rates nationally.

Marc Jones noted that the complexity of calls is growing and therefore the length of time taken to deal with the calls is increasing. Calls need to be dealt with effectively to deal with the problem rather than them being ended quickly and the person phoning back. League tables may lead to forces ending the call faster which goes against the State of Policing Report.

PCCs noted we need to reflect on differences between PCCs and Chief Constables in this conversation. Chief Constables do not want to be pushed with league tables, however the public find waiting times unacceptable, and we need to be seen to be listening and engaging with them.

AH noted that technology and investment is being thrown at this but some areas are still not improving. We need to use combined power to have an effect. Kent conducted a peer review for their service.

PCC Philip Wilkinson (Wiltshire) advised that they hear concerns of the service but want to see more data around the effectiveness of webchat and other ways of reporting crime to get a better, more well rounded view of it.

AH replied that they should be able to get that information easily for their own force. Additionally, Single Online Home forces will be able to access this as a wider picture. The biggest issue is the high expectation from the public, they believe two minutes is a long wait. When you are in distress, you want to speak to someone, you do not want to go online and therefore get frustrated.

Some PCCs noted that the response time is good for their force, however residents are not happy with the responses they are receiving. They are struggling to get the force to tell them what threshold criteria they are using to base their triaging on. The force is focusing on keeping PEEL happy and getting responses down but the public is not content with the service being received.

PCC Katy Bourne (Sussex) asked what can we do to make our Chief Constable focus more in this area? The biggest power PCCs hold is that we can do a yearly appraisal of them, setting KPI's and performance measures for the next year and then reviewing and measuring against it.

PCC Jeff Cuthbert (Gwent and APCC joint lead for Local Policing) highlighted this is a complex issue and not just a 101 matter. It is all linked to the ability of individuals and communities having contact with policing and other partner agencies and they should not be seen in isolation from each other. It is accepted that 101 is the main vehicle for most people to contact policing outside of emergency issues. Gwent has marked improvements over the years for 101 rates, although they are currently going through a 'blip', but normally calls are answered within two to three minutes. He shared concerns around the principle of league tables and how it can lead to the speed to which calls are being answered becoming the main driving factor instead of quality of response. However, there are mechanisms that could be developed to embrace both of these things.

He stressed that it is also important to note that a majority of 101 contact are not policing matters and therefore result in confusion and disappointment from residents when they are unable to receive the response they want. Work is needed to look at how we embrace the other partner agencies within 101. When 101 was first set up, local government were part of the process.

It is PCCs job to ensure that Chief Constables have suitable mechanisms in place within their resources and hold them to account on this. Although a specific annual review of Chief Constables is not held, they meet on a quarterly basis and the topic of engagement with public is always an aspect of this. There also needs to be some reasonableness within this. Delay in answering 101s does not mean people are not working hard. We need to look at this with a sense of proportion and expectation. We want the best outcome as possible for the people we represent. However, there are barriers we need to overcome with partners to do this.

AH briefly summarised the voice analytics technology being used in Lincolnshire to find out themes of calls coming through to 101 which allows the force to understand demand and need more. The technology has provided them with a better evidence base to argue with government and is not

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that expensive.

- PCCs were asked if they support an England and Wales wide APCC led public engagement survey on 101. AH noted that previous surveys have high response rates and asked colleagues if we should run a public engagement survey on 101 and wider contact?
PFCC Stephen Mold (Northamptonshire) requested that a survey would need to be around the whole of public contact, not just 101.
Marc Jones (Lincolnshire) shared support for a survey.
Deputy Mayor Sophie Linden (MOPAC) noted that a wider public access survey would be helpful and it would be good to feed in from the victims point of view, and link this to victim satisfaction rates.
AH advised that it could also look at front desk services as well. It would be good to get a national voice seen in this space.

- Around three quarters of PCCs supported a national survey on public contact.

Approved/Agreed Actions:

- PCCs agreed for the APCC to draft an England and Wales wide public engagement survey on contact management and public access to the police. APCC Local Policing portfolio to draft questions and share them with the APCC Board.
- PCC Leads Alison Hernandez and Jeff Cuthbert to raise 101 and contact management with the Policing Minister, using feedback gathered from the General Meeting session.

Item 6: Presentation from the Police Chief Scientific Advisor:

- Marc Jones then introduced Professor Paul Taylor, the Chief Scientific Advisor at the NPCC. Professor Paul Taylor (PT) said that while he was based at NPCC, he hoped to be a resource for PCCs and the APCC. The UK is a great scientific power; his role is to ensure that policing is harnessing this to the best advantage, appropriately and ethically. PT noted some recent examples of innovation through the application of science including:
 - ANPR pilots to identify unusual travel patterns across borders as an indication of possible involvement with County Lines – resulting in over 100 arrests.
 - Use of data analysis to identify patterns and enhance understanding of behaviours (e.g. for 111).
- PT stated that the application of science and technology is a way of ‘creating resource’ by delivering efficiencies but it needs investment to start the ball rolling. A key challenge for the Police Chief Scientist is to find ways to unlock this potential, including:
 - A strategic role* – bringing coherence to the science and technology landscape, so that while delivering locally to address local needs, learning is being shared, etc. PT noted that we do not know how much policing is spending on technology overall which would help us to think more strategically about the options and opportunities to invest in it to get the best outcomes.
 - An advisory role* – including through a network of academic/technological specialists who are available to review/respond to ideas and proposals from policing/PCCs.
- PT is developing the first national *policing science and technology strategy* and is keen to have APCC and PCC input and ownership of it. The timetable is a draft for Christmas, consultation in the New Year, and then the launch for Easter.
- PT also has a pot of money – STAR funding – and is keen to encourage more applications from PCCs and forces, noting that earlier rounds had been dominated by ‘internal’ Home Office bids.
- While there was a natural focus on immediate, practical application of science to policing problems, it is important to engage with the next generation of science, to ensure we are future proof, which is standard practice in the armed forces. PT distinguished between the following three ‘layers’ of scientific practice:
 - The underpinning level* – Research and Development (R&D).
 - The shaping phase* – drawing on this R&D innovatively so it is applied to policing challenges.
 - Exploitation* – getting new approaches to the front line.
- Currently a lot of policing focus is at the ‘exploitation’ level; the problem is that some of the things that are coming through are not fit for policing. We need to be influencing the underpinning R&D to ensure it is speaking to policing needs and priorities.
- At the exploitation level itself there are various ways that the Police Scientific Office can help:
 - A critical friend* – helping to identify areas where a scientific resource could be relevant to a problem and ensuring policing is using the evidence base appropriately.
 - Scientific advice* – a cadre of individuals with expertise has been assembled, which policing can draw on for candid advice at no cost.
 - Transparency* – PT noted, however, that policing is already pretty good at publishing what it is doing.
- On funding:
 - The STAR fund is a competitive, annual fund. PT encouraged PCCs to work on bids with forces.
 - The Home Office commissioning fund controls a bigger fund and PCCs were advised to contact Brendan.gilmour@homeoffice.gov.uk

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The European Fund is promising as those bidding need to have end-user partners such as policing and/or PCCs. The contact is shaun.mallinson@homeoffice.gov.uk

- Finally, PT noted it would be helpful to identify things we need to solve in order to deliver better policing.

Q & A:

- PFCC Stephen Mold (SM) noted we focus on 'next year's problems' but needed to be addressing problems that would emerge in the next 10-15 years. SM asked how do we work on the problems of the future? PT replied that we could learn from defence on this – they work on 'generation after next' ideas.
- Susannah Hancock highlighted the importance of local level innovation. PT acknowledged this and that we also need infrastructure and a culture to address those 'big ticket' issues that can be resolved from the bottom up. The answer was to do a bit of both, work from both ends and then meet in the middle.

Item 7: APCC Business Part 2 Updates:

Item 7.1: EDI and Race Disparity:

The Stephen Lawrence Award for Policing:

- Deputy Mayor Alison Lowe (AL), the APCC Lead for EDHR, informed members this Award was launched last year by the US-UK Fulbright Commission, the National Black Police Association, and the APCC.
- The Award aims to further research into policing and criminal justice, and shed light on how to improve community engagement with regard to race. The Award will enable a UK police officer, police staff member, or OPCC staff member, to conduct research in a three month programme hosted by three Historically Black Colleges and Universities (HBCUs) in the United States.
- This Award was made possible with support from 16 APCC members, including the OPCC for Bedfordshire, the West Yorkshire Combined Authority, and the Ministry of Defence Police Authority. AL thanked all OPCCs who had provided this support.
- The APCC EDHR Leads would encourage PCCs to promote the Award locally amongst their forces, and also staff in their offices. Applicants do not need to be members of the National Black Police Association in order to apply. The APCC advised that more information can be found here: <https://www.fulbright.org.uk/going-to-the-usa/academic-and-professional/fulbright-scholar-awards/awards-available/stephen-lawrence-award>

Hate Crime Awareness Week:

- AL updated members regarding Hate Crime Awareness Week, and the statistics on recorded hate crime in England and Wales published on 12th October. The statistics showed that there has been a 9% increase compared to the previous year. This is largely thought to be down to improved awareness and recording.
- There were genuine short-term increases in public order hate crimes last year following the BLM protests/far-right counterprotests. As in previous years, the majority of hate crimes were racially motivated, accounting for around three-quarters of such offences.

The APCC Equality Framework:

- In line with commitments in the APCC Business Plan around the APCC being proactive in supporting members' work locally, the APCC is currently developing an equality framework to help PCCs meet their duties under the Equality Act.
- Based closely on the [Local Government Association Framework for Equality](#), the APCC Framework includes sections on understanding and working with our communities, leadership and organisational commitment, and promoting a diverse and engaged workforce. The Framework will also be accompanied by a document outlining the top ten steps that PCCs can take locally to drive improvement on equality and diversity. The Framework will be discussed at the next meeting of the APCC Race Disparity Working Group in November, and then shared with all APCC members in due course.

Race Disparity Working Group:

- The APCC Race Disparity Working Group has been reformed, and is jointly chaired by the APCC EDHR Leads. It brings together various APCC Leads, including the Portfolio Leads on Serious Violence, Victims, Criminal Justice, and Mental Health & Custody.
- The Group is currently developing its Action Plan, which will consider recommendations made by the Government's Commission on Race and Ethnic Disparities report, and the Home Affairs Report on Macpherson 22 Years On. The Action Plan will also consider how PCCs can lead by example in terms of improving diversity in their own offices – looking at recruitment, retention, and progression.

Youth Justice Board Summary Disproportionality Tool:

- Staff from 19 OPCCs and Mayor's Office are now accessing the Youth Justice Boards Summary Disproportionality Tool, which contains ethnicity data collected from Youth Offending Teams locally.
- In September, the PCCs for Merseyside (Emily Spurrell) and Norfolk (Giles Orpen-Smellie), spoke publicly in a [Youth Justice Board press release](#) about how accessing the tool was benefiting their work locally. Any OPCCs who wish to gain access to the Tool should get in touch with Richard.denham@apccs.police.uk.

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Q & A:

- A question was asked on how PCCs could attract a diverse range of people to apply for posts in their offices, particularly in ethnically diverse metropolitan areas.
AL underlined that it is crucial to be brave in terms of taking new approaches, and about using opportunities such as Black History Month to engage with communities. AL suggested that potentially the EDHR Portfolio could look at different recruitment methodologies, and look to share best practice.
- A discussion then took place about the Policing Education Qualifications Framework (PEQF), and how this could potentially act as a blocker in terms of its requirements for written English language skills in terms of attracting applicants from diverse backgrounds.

Item 7.2: Serious and Organised Crime (SOC):

- PCC Donna Jones and Deputy Mayor Bev Hughes, APCC Joint SOC leads, updated colleagues on the work undertaken by the SOC portfolio. This included updates on the Police Uplift Programme and recruitment into ROCUs, proposals for legislation and a local SOC framework being developed by the Home Office.
- The SOC Leads asked PCCs to raise awareness of the harm done by SOC in their local communities and to feedback any thoughts or concerns to them. The next SOC portfolio group is meeting on Monday 25th October and all PCCs were encouraged to attend.