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PCC Scrutiny, Delivery & Performance Meeting

Date: Monday 7 December

Time: 1400-1700

Venue: Via Teams

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+44 20 3321 5223,,42922814# United Kingdom, London

Phone Conference ID: 429 228 14#

Agenda

		Presented by
1.	Apologies For Absence	
2.	Declaration of conflict of interest/disclosable pecuniary interest	
3.	Notes of the previous meeting – 2 November	
4.	Police and Crime Plan Objective - Securing the Future of Our Communities	Cleveland Police
5.	Force Control Room Update	Cleveland Police T/Superintendent Cath Galloway
6.	Operation Barrington	Cleveland Police D Superintendent Paul Waugh
7.	National Enabling Programme	Cleveland Police Chief Superintendent

		Ciaron Irvine
8.	Service Improvement Team - Update to end Nov 2020	Cleveland Police Liz Byrne, SIT Programme Manager
9.	Any Other Business	
10.	Date of next meeting – 13 January 2021	



Scrutiny, Delivery & Performance Meeting

Monday 2 November 2020

14:00

Via Microsoft Teams

Present

Lisa Oldroyd – Acting Police and Crime Commissioner for Cleveland

Simon Dennis - Chief Executive and Monitoring Officer, OPCC

Elise Pout - Standards and Scrutiny Manager, OPCC

Rachelle Kipling – Interim Assistant Chief Executive, OPCC

Michael Porter – Chief Finance Officer, OPCC

Helen McMillan – Deputy Chief Constable, Cleveland Police

Lisa Orchard – Assistant Chief Constable, Cleveland Police

Steve Graham – Assistant Chief Constable, Cleveland Police

Jo Gleeson – Chief Finance Officer, Cleveland Police

Hannah Smith – Commissioner's Officer for Communication and Information, OPCC

John Wrintmore – Chief Constable's Staff Officer, Cleveland Police

Louise Solomon – Head of Corporate Services, Cleveland Police

Lynne Swift – Human Resources Director, Cleveland Police

Liz Byrne – Service Improvement Team, Cleveland Police

Anne-Marie Salway – Authorising Officer, Cleveland Police

Jon Morgan – Head of Crime, Cleveland Police

Charlotte Rumins – Community Hub Advisor, Cleveland Police

Apologies for absence

Richard Lewis – Chief Constable, Cleveland Police

Will Green – Head of Corporate Communications, Cleveland Police

Amanda Wilkinson – Strategic Contracts and Governance Manager

Lisa Theaker – Chief of Staff, Cleveland Police

Ian Arundale – Deputy Chief Constable, Cleveland Police

Declarations of Conflict of Interest/Disclosable Pecuniary Interest.

1. None declared.

Notes of the Previous Meeting

2. The minutes of the previous meeting were approved as an accurate record.

Police and Crime Plan – Focus on Reducing Offending and Re-offending

3. The Acting Police and Crime Commissioner raised a number of questions to the Force prior to the meeting. The questions which have been raised are provided throughout the minutes in italics for information.

Substance misuse continues to be a significant factor in offending behaviour, which was also noted in the Neighbourhood Policing survey and thorough our community engagement that drug dealing in communities is of significant concern, can the force provide details of how they are responding to these concerns.

4. A written response was provided prior to the meeting. Neighbourhood Teams are proactively responding to community concerns in attempt to disrupt street dealing and drugs activity. Reacting to and building on community intelligence has seen the Neighbourhood Teams execute a significant number of drugs warrants and recovered substantial levels of drugs, cash, weapons and the arresting of offenders. Neighbourhood Teams regularly conduct both plain clothed and high visibility patrols in known drug hotspots across the County which has led to significant arrests for drug related crimes. In addition officers have increasingly stopped and searched a number of individuals which has led to positive arrests.
5. Neighbourhood Policing teams along with internal and external partners continue to target and disrupt Organised Crime Groups (OCGs). Each OCG has a bespoke disruption plan based on the four P approach. The four P Plan approach has yielded significant results this year with the dismantling of one OCG which was linked to firearms and the exploitation of children and vulnerable adults. Partners from Trade & Standards have implemented premise closure orders on retail premises linked to OCG's on the back of intelligence sharing amongst partner agencies during MARSOCS (Multi-Agency Response to Serious Organised Crime).
6. LOr noted that work has been conducted in the SIT to review how offenders are dealt with across the force with a focus on Public Protection Orders, **Multi Agency Risk Assessment Conference (MARAC)**, Multi-agency tasking and coordination (MATAc) and Multi-Agency Public Protection Arrangements (MAPPA) and liaison and diversion. Performance frameworks are being pulled together to consider what the tasking and coordination is to look like going forward. LOr noted that there has been real positive action taken against serious and organised crime groups and there has been a reduction in firearms incidents.
7. LO noted that the update provided lacked specific data and asked that the figures be included in future updates to highlight the positive action which has been taken.
8. LOr noted that a lot of work is going on regionally to better understand the picture in respect of cannabis farms in the north east, nationally and overseas with a task force across the region working towards producing a holistic approach. RK noted that it would be interesting for the section 45 defence and its implications locally to be picked up in a future scrutiny meeting in relation to cannabis farms.
9. LO queried how the force are addressing prevention and how they plan to engage with young people who aren't in schools and are at risk of exploitation. LOr noted that there is a lot of work going on with neighbourhoods and the school liaison officers to ensure the inputs given are consistent and the right messages.

Could the Force provide an update position regarding RUI levels and if that number reported in May is reducing?

10. It was noted that Released Under Investigation (RUI) and bail now form part of the Force's Performance Management Framework which is now embedded across all teams. RUI is scrutinised monthly by the Assistant Chief Constable at the Crime and Investigations Assurance and Delivery Group. As a result the number of suspects Released Under Investigation has reduced from 2571 in April to 1810 in October.

11. The reduction has been achieved in part by providing greater focus around those investigations where suspects are released under investigation and looking to reach finalisation more quickly, partly by resolving some administrative errors with old records and partly through the increased use of police bail to impose conditions on suspects who are released before charge to provide greater support to victims and witnesses.
12. LOr noted that there had been a lack of conditional bail and Domestic Violence Protection Notices (DVPNs), all opportunities are to be explored before an individual is released under investigation for DV offences. Areas for improvement have been identified in relation to DVPNs following comparisons with other Forces.
13. LO queried whether there is still a large proportion of the figures which are 6 months and over, LOr noted that the figures are better than they previously were but they are still not at a point which she hopes them to be at.

Could the Force update the PCC on the use of out of court disposals and links with the Cleveland Divert scheme and how this has assisted with case management during lockdown.

14. The Divert Team has continued to operate successfully through lockdown but has had challenges with limitations to face to face contact/visits and partner agency staff working from home. It has been recognised that the Force management structures to support Out of Court Disposals (OoCD) have been inconsistent so in the Spring it was decided that all OoCD and the Divert Scheme should come under the supervision of the Custody Management Team.
15. Since that time the Force have recruited another full time PC to promote the use of all OoCD and to manage an increased workload in this area which will be of great benefit as the whole Criminal Justice System recovers from the impacts of the pandemic.
16. The Force are also working with Restorative Cleveland to recruit a new RJ Coordinator. The successful applicant will be part of the Custody Management/OoCD team and deliver training to officers, promote the use of RJ and manage cases.
17. RK queried where the out of court disposals training will sit amongst the priorities of other training which is to be provided. LOr noted that a matrix of prioritisation is to be produced to identify which training is to be provided when as there are a number of other areas of training to be delivered. LS added that training days are being built into the updated shift patterns.

Force Control Room (FCR)

18. CG attended the meeting to provide an update in relation to the FCR, it was noted that Sandra Kilvington is now solely working on the demand work stream within Service Improvement Team (SIT), CG is in post in FCR. The new cohort of call takers are due to start their tutoring sessions next week to build on the training which has been provided over the last month. Tutoring is provided on a 2:1 basis for approximately 5 weeks until they are signed off.
19. A proof of concept has been agreed for the FCMU, a refresh is to be conducted to ensure that it is still fit for purpose. The new shift pattern has a training day built into it to ensure additional resources are able to be delivered.
20. CG noted that the recruitment had to be closed early recently as there were a number of applications which passed and the system was overwhelmed in relation to the situational judgement test. LS noted that he doesn't have sufficient detail but as far as she understood it had been brought in as best practice for recruitment to narrow the field down. LO requested further detail on this.

21. MP queried the likely impact to service delivery following the change in shift patterns. CG noted that the pattern ensures that staff are present at the points of highest demand, the model has been produced based on the demand profile. MP asked when its success will be reassessed, LB noted that it links in to the causes of concern performance framework and work has been done on a FCR performance framework. Call answering times and the efficiency in the room is to be assessed, the managing demand board and policing board will scrutinise the changes going forwards.
22. LO asked how the abstractions as a result of tutorship will be managed. CG noted that staffing has been mapped out, November tends to be a lower demand time. FCR is being staffed with a little bit of overtime to reduce the risk of issues with staffing.
23. RK queried how the Force are utilising the additional services which have been funded by the OPCC such as the Victim Care and Advice Service (VCAS) workers and mental health workers. CG noted that the VCAS workers have perilously self-tasked. Going forward, mental health triage and the VCAS workers are to be incorporated as part of the vulnerability desk.
24. Driver training has now recommenced, the force are not able to train as many people at a time as they had been able to previously due to health and safety restrictions in terms of the number of staff able to be in the car at once. LO requested a copy of the force training plan in respect of driver training.
25. EP asked what confidence there is in FCR to meet the demand over the next four weeks during lockdown, CG noted that FCR are business as usual with social distancing in place and a number of staff ring-fenced to work from home. Staff are able to flex to actively meet the demand. LB noted that there are still a number of changes required in the FCR, everything that can be done with the current constraints has been prepared for.
26. LO queried the reasoning for the increase in overtime that has been identified in MPs report and it was noted that overtime has increased as a result of a combination of the issues with the shift pattern and the fact that a number of vacancies have been identified within the FCR, overtime has also been used to compensate for staff sickness.
27. JG noted that the value for money indicators are based on the 19/20 budget as the 20/21 figures are yet to be released. The figures therefore relate to the period of time in which the FCR sat with Sopra Steria, once the 20/21 figures are released the value for money element will be reconsidered.
28. SD queried what is known and what can be done to understand the impact of the 999 abandonment rates. CG noted that the numbers are low enough to allow for daily scrutiny into dropped calls which hadn't been possible in August at the hugest point of figures. Those abandoned calls which are genuine victims have either been re-contacted or have represented in the figures. SD queried whether there is any work which can be conducted to understand the impact to those calls in the summer which had been abandoned, HM noted that the calls were always subject to scrutiny and evaluation has always been conducted to see how many calls have been reconnected to ensure there isn't a victim who has been abandoned.

Service Improvement Team (SIT) Regular Update

29. LB circulated the progress report from the September Futures Board prior to the meeting, for information. There has been movements within the SIT and appropriate hand-overs have taken place to ensure people are up to speed. Listening events have been conducted with the front line to understand what their issues are to ensure they can be covered off within the programme. The Equality, Diversity and Inclusion (EDI) team is to be further engaged with the SIT work going forward.

30. MP noted that a significant amount of work has been conducted in terms of Process Evolution and queried how and when the OPCC will be signed on the work. LB noted that the scrutiny element can be delivered now as the main people internally have been briefed but the navigation of decisions from this point forward is still to be confirmed, including consideration as to how the OPCC can be brought into some of the key decisions going forward.

Covid Response

31. SG noted that reviews have taken place in relation to Cleveland Police's workplace safety, there has been a quick turnaround in progressing the action plan and within the deadline that had been set with HSE, and compliance has been confirmed. Further measures, such as increased encouragement towards agile working, are now being considered to continue to reduce cases.
32. LO queried where oversight going forward will sit, SG is Gold, Emily Harrison is Silver and there are COVID Marshalls, there is also direct oversight within Department of Standards and Ethics to review any internal breaches both in the workplace and in personal life. Staff are also being encouraged to challenge each other in the work place to ensure those who are present are adhering to the one way system, wearing of masks etc.
33. MP queried whether the cases are as a result of attending the work place or being out in the community and he also asked whether PFI providers have been included to ensure consistency. SG noted that PFI providers have been included in 'Silver' meetings to ensure consistency. In relation to cases, SG noted that there is a track and trace team engaged who will work through a survey to ensure that all of the relevant measures have been followed to establish the likelihood of whether transmission occurred in the workplace.
34. SD queried the consistency between the handling of breaches across the estate. SG noted that an appropriate authority has been identified within DSE as a single point of contact for any breaches.

Investigatory Powers Commissioner's Office Report

35. JM noted that the report is an annual review into investigatory powers, in summary the inspection was good and Cleveland received no areas for improvement. 13 observations have been raised but they are more aimed as guidance to the force as opposed to areas for improvement. An action plan has been developed in order to take the points of guidance on board.
36. AS noted that four areas of good practice were identified, one of the process templates used in Cleveland has been identified as good practice which can be shared with other forces. There has been a mismatch with AOs over recent months, commentary has been made in relation to consistency with AO and accredited status is to be sought for an additional member of staff to ensure there is appropriate cover if AS is away from work.
37. The observations have been provided to fine tune some of the processes in place. It is hoped that the areas which have been identified will have been dealt with within 3-6 months, it is not anticipated that there will be difficulties in achieving the changes before the next review.
38. MP queried what the four corporate areas identified were as it is unclear in the report, AS noted that it refers to areas such as legal privileges and ensuring that there is a corporate oversight on what is being applied in various processes.
39. LOr noted that it is very rare that no Areas for Improvement (AFIs) are received from the review and it is a positive achievement for the Force to have consistently received no AFIs over the last four years.

SD noted that it is remarkably positive and has been sustained, he queried how much public knowledge can be brought to the sustained positive results. AS noted that the report itself is official sensitive but AS has produced a more general report which is not classed as official sensitive which summarises the positive results of the inspection, plans are being put into place for communications to highlight the positive results. HM noted that she intends to bring the report to the Audit Committee and it could potentially be brought to a Police and Crime Panel in future.

Brexit Preparedness

40. SG noted that some of the potential challenges which will be presented relate to protests, road disruptions and European arrest warrants and foreign national arrests. Cleveland are perceived to be in a good place, there are still some questions around the legislation which is being worked through nationally. SG circulated a PowerPoint for information which covers the entire North East.
41. Representatives from the ICCC have begun delivering training sessions to supervisors and staff and a specific more lengthy training process is in the process of being produced for delivery. Intelligence staff have received i274 licenses in order to carry out the relevant checks. The overall assessment of the policing side is that Cleveland sits at 'good'.
42. SD noted that there may be some limitations to protests as a result of the current Covid regulations which are being brought in and asked how it affects the planning, SG noted that at the previous protest points re Brexit there wasn't a lot of traction across Teesside without the Covid regulations in place so it is not anticipated to be a large problem as 31 December approaches. A proportionate approach is to be taken where possible.
43. LOr noted that she has received a debriefing to review in relation to clandestine entries which she will review prior to discussing further with SG and will revisit the point with LO when appropriate.

Financial Updates

44. MP delivered the OPCC financial report to the end of August, it was noted that there is a small underspend being reported at this stage. The numbers within the report don't include the impact of the Income Recovery Scheme which was announced following the production of the report, there is the potential that the underspend may grow slightly once the position from this is known.
45. MP noted that within the report he has tried to mode, a couple of scenarios relating to the potential impact of COVID on the council tax collection rates. There remains a lot of uncertainty in relation to those figures.
46. JG delivered the Forces financial report to the 31 August with an update on the long term financial plan attached. The report currently forecasts as £165k overspend for the financial year. In the main the difference is due to now incorporating the agreed investment plans that were agreed in Force in May 2020.
47. Police overtime is predicting an overspend linked to increased demand, major incidents and operation Phoenix. In terms of PCSOs, a slight overspend of just over £100k is forecasted.
48. An overspend of just over £100k is forecasted in relation to non-pay. A review of the current expected ill health retirements for police officers has taken place, the number is expected to increase to 11 or 12 but only 8 had been expected, this number of staff also has a mix of higher ranks incorporated in the figures. JG provided an overview of the long term financial plan which had been provided alongside the report.

Any Other Business

49. No items were raised for discussion under any other business.



PCC Scrutiny, Delivery and Performance – Force Response

Monday 7 December 2020

Agenda Item 4 - Police and Crime Plan Objective – Theme Securing the Future of Our Communities

Rural Crime – responding to public consultation

A number of key themes were raised by residents through the survey around police response to COVID enforcement, such as:

Lack of visible policing in rural areas

Cleveland Police has continued to run Operation Checkpoint during Covid which has been very successful. The Engagement Team have one Officer who is dedicated to Rural engagement. The Engagement Team have also been liaising with members of the rural community and this work continues.

Rural volunteers have been single crewing and patrolling hot spot rural locations weekly. Additionally drones have been extensively deployed to East Cleveland to assist with tackling off Road Bike s and the fires set in Eston Hills.

Issues rural community will tend to face:

- Acquisitive Crime – theft and burglary of agricultural items, e.g. quads, plant / machinery, farming equipment – as well as being valuable in money terms, these are often required for operational reasons in the business, and difficult to replace.
- Bespoke rural crime – biggest example of this will be poaching, i.e. using dogs to hunt deer / hare
- Vulnerability – the isolation of rural victims and the increased fear this brings, i.e. if they challenge people they are often threatened with violence or damage, and they know help is usually some time away.

What we do currently

- Crimes discussed daily at morning meetings – ensure a suitable response to crime
- Ensure crime prevention revisit victims wherever possible
- Identify any repeat victims, locations, or trends and address through appropriate resource of problem solving

Lack of clarity from government and police regarding what is acceptable behaviour under the guidelines

This was specific to the early days of Covid where there was confusion around who could go out, when and where. Guidance and tier/lockdown changes have clearly had impact on officers needing to keep up with legislation which has produced its only issues throughout the country.

Cleveland Police published a number of external articles on all its social media and internet outlets giving advice on the COVID regulations most recently being Halloween and Bonfire Night.

Supt Harrison also holds weekly meetings within the organisation in order that any changes and issues can be discussed and addressed.

Key messages regarding this have been produced by the LRF and circulated to Kins by the Engagement Team. The EDI and Engagement Teams also produced specific guidance on funerals as this became challenging for funeral directors to manage early in the pandemic

Difficulty of policing social distancing effectively

Again, this was specific to the early stages of Covid. The force has operated a Covid Room where designated Covid patrol vehicles were identified and tasked with visiting rural areas as well, when intelligence suggested that there were issues. Such an example included rural villages such as Hutton who were identifying parking issues.

Perceived lack of action when breaches are reported

The force uses THRIVE to assess all events reported through the FCR, this ensures the most proportionate way to safeguard our communities. On attending Covid breaches officers are reminded to undertake the four E approach to ensure that we don't disproportionately apply the legislation. As above, however, the results of the Covid patrols show that where members of the public are blatantly and flagrantly breaching regulations we take appropriate action.

The Neighbourhood Survey undertaken by the Force which received 4736 responses, was used as part of the process to restructure the Neighbourhood Policing model.

- a) ***Could the Force provide an update on progress with respect to the Neighbourhood Policing Model – including details of how the survey fed into this? For example, how are Neighbourhood Policing Teams engaging with local communities now and how do the work with the local communities to understand what matters to them?***

Progress of Neighbourhood Policing Model

- Neighbourhood strategy in place
- Two Neighbourhood Inspectors joining the teams in December which will bring to full establishment of Inspectors. They are Inspector Mark Haworth (Hartlepool) and Inspector Jon Hagen (Eston)
- Recruitment of 9 further new PCSO's who started their training on 30/11/20. There will be a further recruitment campaign due for April 2021 in order to reach full establishment of PCSO's.
- 18 PC's have been interviewed and selected to join Neighbourhood Policing. These officers are to be released pending further feedback from Process Evolution. This will result in establishment of 102 PC's in Neighbourhood Policing.

Outcome of Neighbourhood Survey

The force has reviewed the results of the survey to see what priority was given. It was also identified that feedback should be given to show that we listened and then acted upon the information provided. This resulted in a news letter (find attached) being sent out via social media and 1,000 participants who left E Mail addresses were also sent the update. This illustrated that the survey was acted upon with evidence of positive work being done on by Cleveland Police to tackle burglary.



Our Conversation
Burglary Leaflet 10-1

Cleveland Police has now set up a Citizen Focus/Public Confidence Group which is chaired by T/Supt Anderson. This group meets monthly and has the following in place;

- Community Engagement Strategy
- Terms of Reference for group
- Action plan
- Toolkit for use to improve engagement
- Community Engagement Strategy Equality Impact Assessment

From this meeting it is the intention to have a further public engagement survey which will start at the beginning of December 2020. This will help understand and engage with members of the public and enable Cleveland Police identify priorities for their area. This will then be fed back to the local Neighbourhood Teams as a further method of engagement for the public and further help understand public confidence within our community. It is proposed this will take place every six months and will be developed within the Engagement Group. This will involve evaluating the survey and identifying ways of improving our engagement with harder to reach communities thorough such issues as language barriers and those without internet.

What – The proposal is that we reintroduce a force wide public engagement survey which reaches out to our local communities and asks them to provide structured feedback in relation to; what it's like to live in their local area, what they feel our priorities should be and whether they have trust and confidence in the services we currently provide. Many of the questions replicate those used in our previous Local Public Confidence Survey, last years Neighbourhood Survey and also in the Crime Survey for

England and Wales. The name 'Communities' Survey has been purposefully selected so that the survey doesn't get confused with any previous iterations of this type of work.

How – The survey will be administered online using our existing SmartSurvey system, therefore there is no cost associated with this. There will be a resource requirement however in terms of data collection and analysis (Corporate Services Performance team) and marketing and communications (Corporate Communications). Whilst it is acknowledged that the online approach has not been as successful as anticipated in terms of obtaining feedback from victims of crime (which is being addressed via a separate piece of work), we know that the wider public will engage with us online, as evidenced through last year's Neighbourhoods survey.

Why – The proposed survey is intended to fill a number of identified gaps including;

- A suite of robust outcome measures which will be used to inform our Neighbourhood Policing performance framework
- Community consultation in relation to priority setting as part of our strategic planning process
- An assessment of current and future demand which will complement other demand analysis activity and will be used to inform the Force Management Statement

When – it is proposed that the Communities Survey is run as a minimum on an annual basis but preferably every 6 months which would allow us the opportunity to add additional 'current issues' questions, as appropriate. Any more frequent than this and we are in danger of introducing an element of 'survey fatigue' which would inevitably result in a reduced number of respondents, which in turn would invalidate the reliability of the responses obtained. Due to the links to the FMS and strategic planning cycle, it is proposed that the first version of this survey is pushed out no later than the beginning of December, acknowledging that there be a 'COVID' impact associated with the feedback provided in the first instance.

This proposal has been developed in consultation with representatives from across a number of business areas via the Citizen Focus/Public Confidence Task and Finish Group under the direction of Superintendent Marc Anderson. The proposal was presented at the October meeting of the Local Policing Delivery and Assurance Group and was agreed in principle by ACC Steve Graham. The question set has been out for consultation with key stakeholders and a number of amendments/ additions have been made as a result of the feedback obtained. The latest version of the survey can be viewed via the following link

<https://www.smartsurvey.co.uk/s/preview/7X82UX/A9CAEFBA229117E0144B23CD83BE4C>

b) How does the force engage local people to get involved in local community safety activity?

This is an area for development and will be progressed with the implementation of the Neighbourhood Policing and working group chaired by T/Supt Anderson. This will also identify those areas of concerns identified by HMIC with view to improving our

engagement and understanding the needs of our community. Further to this, a tool kit has been developed which will assist Neighbourhood Teams. Some of the methods of engagement are as follows;

- Force Community Engagement Meeting now in place to review best practice
- Partnership meeting with key stakeholders and partners which take place on daily/weekly/monthly basis
- Force Youth Engagement Meeting to review our interaction
- Social Media
- Targeted patrols
- Links with KINS
- Monthly newsletters developed by NPT
- Surveys
- Public meetings (this has been impacted due to COVID)
- Virtual meetings
- Pop up meetings in response to crime/ASB emerging patterns
- Schools and youth clubs (SPOCS identified from NPT)
- Cleveland Cadets
- SIAG (representative invited to Citizen Focus and Public Confidence Group)

Find attached link to tool kit provided.



c) With regard to Covid – Since the new lockdown, which began on 5 November, how has the Force approached engagement with communities?

The force COVID response has been led by Supt Harrison and a spreadsheet has been created to identify every COVID incident that has ever been recorded. This can be broken down into district and event type if necessary. The COVID team also have a list of all FPNs that have been issued. This again will help identify the location and incident type.

A daily COVID briefing sheet is also produced which contains all the COVID related incidents for that day and any problem areas that are identified. This document is disseminated to all the COVID officers who are working for that day and they are advised to patrol the relevant areas. If they actually interact with anyone then an event should be created and the relevant action taken. The team also coordinates contact with all local councils on a daily basis with regards to complaints of particular businesses that are causing problems. They in turn advise us if they are having complaints about particular locations. Officers are encouraged to use the 4 E approach initially but then to ensure escalation process is followed if this doesn't work.

Officers who carry the COVID patrols submit activity return sheets for every incident they attend or come across and all the advice/actions that are used.

Further to this, each LPA has a morning meeting with partners which include key partners such as the Council. This is chaired by the Neighbourhood Chief Inspector. This

again is an opportunity to speak with partners and target those areas where breaches are identified. Such an example recently has been an operation held in Newport and town centre wards of Middlesbrough.

The force licencing unit have also been on directed patrols throughout the force ensuring legislation is followed in partnership with our local councils.

d) Also in respect of Covid – Could the Force provide an update on the enforcement activity submitted to Home Office on the 31 October?

The force has undertaken 113 dedicated Covid patrols since the commencement of the second lockdown, the results for these are as follows;

- 946 Covid tensions reported to the police
- 480 Covid visits conducted
- 8 Covid sanction's given
- 36 Covid warnings given
- 17 Covid warnings re not wearing face coverings.
- 27 UKBF enforcement visits

Agenda Item 5 - Force Control Room Update

Written update to follow - supported by verbal update from T/Supt Cath Galloway

- a) **Please could the Force provide progress since the last meeting in respect of the following?**
 - i. **Staffing and shift patterns**
 - ii. **999 and 101 Abandonment Rates – are rates improving?**
 - iii. **Staff training**
 - iv. **Performance Management**
- b) **At the last Scrutiny meeting it was queried about the work that had taken place to understand the impact on victims of the 999 calls which had been abandoned during the very busy period in August – where, for example, on one occasion the abandonment rate reached 14%. It was noted at the meeting those calls had always been subject to scrutiny and evaluation had been always conducted to see how many calls had been reconnected to ensure there isn't a victim who has been abandoned. Could the Force provide assurance and evidence that this took place during that time?**
- c) **Could the Force provide information on when the live chat facility will be introduced, and how demand created by this function will be managed?**
- d) **Single On Line Home – Nationally the NPCC have recently communicated about the impact of the SOH and four key findings were shared:**
 - **SOH Forces are seeing twice the reduction in 101 demand of non-SOH digital Forces**
 - **SOH is offering the public a popular new reporting/contact channel (surveys show that around 12% of the public would not have bothered without an online option)**
 - **The Triage on SOH is very effective, redirecting more appropriately 60% of what would otherwise have been reports or calls**
 - **SOH Forces have lower 101 peaks than non-SOH Forces enabling better control room resource management**

What impact has the Force seen locally in relation to the SOH especially around managing demand within the FCR?

- e) **We have been made aware of a complaint where a report made via the SOH had not worked, could the Force provide assurance about the systems in place to ensure that all reports are received and how the system can detect if reports go 'missing'?**

Agenda Item 6 – Operation Barrington



Op Barrington
Response.docx

- a) ***Could the Force provide a brief overview of Operation Barrington and to receive this at the meeting as a matter of public record***

Verbal update to be provided by D/Supt Paul Waugh (DSE)

Agenda Item 7 – National Enabling Programme (NEP)

- a) ***Could the Force provide an update as to the progress with the NEP to include any issues or risks to the programme?***

Update provided by Chief Superintendent Ciaron Irvine

Purpose

The purpose of this note is to inform the OPCC of the force's progress towards implementation of changes required for NEP and the roll out of Microsoft Teams (MS Teams) across the force.

Introduction

The roll out of MS O365 products is governed through a national programme called the National Enabling Programme (NEP) and roll out to forces commenced earlier this year. Cleveland Police is in Tranche 2 of the roll out programme and is slated to commence full roll out from March 2021.

MS Teams is a component product of the Microsoft Office 365 (MS O365) suite of products. Its use requires access to the latest versions of Microsoft products, most of which are Cloud based and a range of other internal system requirements to ensure the force is both technologically, business and security ready. The security aspect is critical as the police ICT environment is significantly more secure than standard commercial infrastructures.

Project Progress

A local project is underway with formal governance in place. It is a joint enterprise between ICT and the wider business with significant engagement across the force. The work is currently on track to deliver as planned, but the project acknowledges the impact of Covid and the need to provide new functionality in these difficult times.

Prior to the full roll out, a series of activities need to be undertaken and the force is currently shown as on track to deliver in accordance with agreed timescales (see attached documents – Force Report 1020 & 1120 - Cleveland). The key activities are described in simple terms as follows:

- Network Readiness (including end user devices)
- Technical Pilot
- Business Pilot
- Full Roll out

The force is currently progressing well through the Technical Pilot phase which is where we build the relevant connections between our local infrastructure and the new infrastructure we intend to use in the Microsoft Azure (secure) Cloud. This part of the local implementation project is critical to ensuring the force can make full use of all tools and maximise the operational and business benefits of the systems available to us.

The project expects to move into Business Pilot in December 2020 and discussions are ongoing to manage that process. This is not insignificant in terms of demands upon ICT and wider business colleagues as it will involve the rebuild of approximately 2000 devices meaning the technology and logistics pieces need close scrutiny.

Current Position and Forward Plan

As part of the technical pilot work the force has introduced some limited local connectivity for MS Teams in order to facilitate key corporate business meetings. This access has been invested in the Executive PA Team and some strategically placed colleagues who manage diaries and meeting structures. This is enabling a significant portion of internal corporate meetings and some external engagement to be organised using Cleveland Police accounts and as the force progresses with the project the modern MS O365 offer will become the standard across the force.

Moving into December I anticipate the completion of Technical Pilot will see all ICT colleagues migrated and then key teams migrated in the Christmas/New Year period as a soft launch of the Business Pilot phase with further detail to follow on the logistics and business etiquette. Wider roll out is planned to commence from March/April onwards and planning is underway for that.



Force Report 1020
Cleveland.pdf



Force Report 1120
Cleveland.pdf

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