

**Commissioner's response to Staffordshire Police Public Performance Report
(incorporating Specified Information Order Statement on national crime and policing measures)**

Staffordshire Commissioner Ben Adams' first police Public Performance Meeting took place on 27 January 2022. This was an opportunity to introduce the new Staffordshire Chief Constable, Chris Noble, and share with the public of Staffordshire the vision for policing for the next three years. The Commissioner is keen that the key measures revisited here three times a year, will demonstrate the progress being made against delivering the service level ambitions in his Police & Crime Plan, as well as the national crime and policing measures (NCPM/national measures) in the government's Beating Crime Plan. Where appropriate, these are highlighted as local priorities or those that form national measures and national digital crime performance pack (DCPP). This formal response to the performance report is designed to satisfy the statutory requirement to comment on Staffordshire's contribution to the national measures and be transparent about current progress against local priorities. The Commissioner understands that the national measures remain under consultation through regional groups and the NPCC and is satisfied that where appropriate Staffordshire Police have used local proxy data to demonstrate their current position.

Commissioner Ben Adams is clear that the public are concerned about response times when they initially contact the force, response and community safety and, for the minority who find themselves involved in the Criminal Justice System, the timeliness and the fairness of that experience.

Chief Constable Chris Noble said "My three main priorities are a really clear focus on victims and enabling their recovery; contact with the public including triage and fast and effective response; and thirdly, my internal priority is to care for the workforce so they can continue to deliver for their communities."

3. A Local and Responsive Service

3.1. Contact and Response: Emergency and Non-Emergency

There has been a change in demand over the last year across emergency, non-emergency and digital contact routes and that has, in part, contributed to delays in answering calls and associated increases in abandoned calls. Although both the Chief and the Commissioner agree that the force is not currently delivering a satisfactory service to the public, there are recruitment drives and technological solutions in place that are intended to improve current service levels by April 2022 onwards. This will continue to be monitored quarterly at the Public Performance Meeting.

3.2. Response: Grade 1 and Grade 2

Limitations in Staffordshire Police's current operating model mean that the force is not meeting the response targets it sets itself. This must change. Approximately 50% of emergency (Grade 1) incidents are responded to within 15 minutes and 44% of priority incidents (Grade 2s) within 60 minutes. A new operating model will go live in June 2022 and anticipated improvements in meeting targets should be seen thereafter. This will continue to be monitored here at the Public Performance Meeting.

3.3. Tackle Anti-Social Behaviour

Anti-social behaviour is reducing year on year and the number of repeat addresses is also reducing (-3% on 2018/2019). Nevertheless, this is a priority for those who live, work and visit Staffordshire and will remain a priority for the force and for the PFCC and local authorities. Local policing teams working alongside community safety partnerships will be key in maintaining these reductions and making Staffordshire a safer place and the Commissioner is committed to facilitating these action plans.

3.4. Reduce Neighbourhood Crime (NPCM)

Acquisitive crime decreased during the first Covid lockdown (March to July 2020) and although increases have been seen over the summer months, levels are not as high as before Covid. When comparing these volumes to the same period in 2018/2019, there has been a decrease of -33% (-3,677). The Commissioner will be watching this measure with interest to see if the reduction is maintained through changes to the force operating model and local policing structures.

3.5. Road Safety: Enforcement and Community Speed Watch

The Deputy Commissioner is very keen to see improvements in partnership and volunteer-led working in this area and will be monitoring the deliverables discussed at the public performance meeting with interest. The Chief acknowledged that one in five roadside breath tests resulted in positive results and that prevention and education would be a focus over the coming months. The Chief also agreed to review procedures for automatic police visits after a driver receives three speed awareness letters from Community Speed Watch.

- Continue to grow the number of areas and groups covered by Community Speed Watch.
- Increase the links with Police Community Support Officers to strengthen community engagement within policing.
- Promote the use of volunteers in policing through Corporate Communications.
- Strengthen partnership working and good practice with neighbouring forces who operate Community Speed Watch.
- Involve Community Speed Watch in more road safety operations with Neighbourhood Policing Teams, Roads Policing Unit and safety camera vans.
- Reinstate Focus group meetings with the volunteers.

4. Prevent Harm and Protect People

4.1. Reduce Murder and other Homicide (NPCM)

Murders have a devastating impact on the victim's families and the wider community. Murders across Staffordshire are predominantly committed by people who knew the victim. Staffordshire is not an outlier in national Homicide data from DCP. We have experienced a broad range of murders that range from domestic murder, child murder to drug/criminal dispute related murder. Alcohol, drug misuse and mental health are common factors in murder investigations. Many of these murders are the result of broader social issues and require a long-term holistic approach to breaking the generational cycle of violence. Staffordshire Police, together with the Office of Police, Fire and Crime Commissioner, local authorities, health trusts, education, Probation and the voluntary sector, have established a Staffordshire and Stoke-on-Trent Violence Reduction Alliance to tackle violence at the root cause.

4.2. Reduce Serious Violence (NPCM): inc Domestic Abuse & Violence against Women & Girls

Nationally this will be measured through hospital admissions of under-25s for assault with a sharp object, and police recorded information of offences involving discharge of a firearm. A local proxy measure for knife crime and gun crime is used at the Public Performance Meeting to show Staffordshire's position and this will be used as a benchmark for future progress.

Violence against women and girls is a national and local priority. A national outcomes and performance framework will be published by 31 March 2022 to sit alongside the delivery framework. The framework will then be developed in consultation with policing, PCCs, other criminal justice system agencies, government and the third sector to ensure shared understanding of current benchmark and outcomes for one year, two years and beyond. As an interim, the force has focused on violent crime (not sexual offences) and shows violence against the person crimes where the victim's gender is recorded as female. The inclusion of all offences against Women & Girls is to be reviewed for the next meeting. The force has recorded 17,497 crimes of violence against women and girls and this will be used as a benchmark for future progress. Stoke-on-Trent accounts for 35% (6,200) of Staffordshire's violence against women and girls and the county accounts for 65% (11,374).

4.3. Disrupt Drugs Supply and County Lines (NPCM)

The Commissioner was pleased to hear that the force's County Lines Management Model is considered national best practice and has been shared by West Midlands Regional Organised Crime Unit (ROCU) with other national agencies and UK policing. The force's Serious Violence Strategy sets out the response to identify those at risk of entering criminality as a victim or an offender, particularly addressing the issues identified with County Lines and drugs supply, working in partnership to understand causes and consequences and involving a wide range of agencies.

Comparison with two other forces in the region shows Staffordshire has secured roughly five times the funding allocated to the other forces. The Commissioner was pleased to hear that robust management, intelligence development, intervention, supported by proactive policing, has produced some outstanding results for Staffordshire and is keen that this continues.

4.4. Tackle Cyber Crime (NCPM)

Action Fraud cases have gradually increased over the last three years, whereas investigations vary and have stabilised in the last 16 months. When comparing these volumes to the same period in 2018/2019, there has been an increase of 24% (1,142) in Action Fraud cases reported by Staffordshire residents and a decrease of -31% (-356) in local Action Fraud investigations. The Commissioner would like to understand this disparity in more detail at the next meeting.

5. Support Victims and Witnesses

5.1. Victims' Code of Practice Compliance

Victims' Code of Practice is well established within the force, with completion of victims' contracts part of our culture across all sections of the force. The Commissioner is extremely interested in force plans to introduce an automated text message service which will automatically send a text message to the victim providing details of the investigating officer, crime number and crime being investigated. The system will also automatically update the victim if the crime is reallocated to a new investigating officer. This process is due to go live in early 2022 and the Commissioner is keen to see the force utilise this technology for further methods of keeping victims informed and engaged in their criminal justice journey.

The force has faced some challenges in relation to the transfer of victim's data to the Staffordshire Victims Gateway; this is completed when the crime is validated in accordance with National Crime Recording Standards/Home Office Counting Rules. This process is currently taking 10 days against a target of 2 days, although it is recognised that there are some nuances in forwarding details of vulnerable victims in faster time. Ben Adams will revisit the issue in future meetings as a way of monitoring crime validation, accuracy and timeliness.

5.2. Improve Satisfaction among Victims and Witnesses, with focus on Victims of DA (NCPM)

This measure will feature the National Crime Survey of England and Wales in future and will be revisited at future meetings.

5.3. Public Confidence

Locally, the PCC has an ambition to design and implement an end to end Criminal Justice System user survey to increase our knowledge of the public's perception of contact with the police, Crown Prosecution Service and the courts with a view to identifying gaps in provision; continuous improvement opportunities and potentially inform future commissioning. We will also be reviewing the Independent Office for Police Conduct complaints data

6. Reduce Offending and Re-offending

6.1. Outcomes – The Commissioner is particularly interested in managing expectations of the actual number of cases that make it through to prosecution and in Out of Court disposals, conditional discharges and community sentences designed to support people out of criminality. This will be reviewed in more detail at future meetings.

6.2. Repeat Offending Rates – The Commissioner is particularly interested in education and early intervention and targeting repeat offenders. This will be reviewed in more detail at future meetings.

7. A More Effective Criminal Justice System

7.1. Criminal Justice – Timeliness and how police can contribute to this measure s will be detailed at future meetings and utilise published [balanced scorecards](#).

8. Enabling Services: HR & Finance Update

- 8.1. Operation Uplift, Officer Recruitment – The Commissioner was pleased to hear confirmation that Staffordshire are on track to recruit the anticipated increase in officer numbers across a useful workforce and meeting the government’s Operation Uplift target.
- 8.2. Collaboration – In future this will include a summary of progress over the previous 12 months of efficiency, savings and collaborative learning taking place across fire and police strategy and estates.
- 8.3. Finance – In future this will include a brief statement on medium term finance strategy and anticipated risks.

Chief Constable Chris Noble took the opportunity to encourage his staff to have pride in being a police officer albeit there is more to do, lots being done and excellent people who are delivering every single day for the people of Staffordshire. He acknowledged that this meeting is an opportunity to be honest with the public about where we are struggling in some areas, outlining what we are doing about it and making plans, what those pressures are, the new local policing model and investments in contact. Commissioner Ben Adams commends this approach and looks forward to seeing the progress the Chief makes over the next period.

The next public performance meeting is Tuesday May 24th 2022, 1pm at the Oak Room, County Buildings, Stafford.