



County Buildings, Stafford
DDI 01785 278502
Please ask for Mandy Pattinson
Email: mandy.pattinson@staffordshire.gov.uk

Staffordshire Police, Fire and Crime Panel

Monday 24 June 2024

10:00

Oak Room, County Buildings, Stafford

The meeting will be webcast live and archived for 12 months. It can be viewed at the following link: <https://staffordshire.public-i.tv/core/portal/home>

John Tradewell
Secretary to the Panel
14 June 2024

Agenda

1. **Appointment of Chairman**
2. **Appointment of Vice Chairman**
3. **Apologies**
4. **Declarations of interest**
5. **Minutes of the meeting held on 5th and 12th February 2024** (Pages 5 - 18)
6. **Questions to the PFCC from Members of the Public** (Pages 19 - 36)

Questions to the Commissioner are invited from members of the public who live or work in Staffordshire. Notice of questions must be received by no later than three clear working days before the Panel meeting. More information on where and how to submit a question can be found at <https://bit.ly/34arVDw>

7. **Decisions published by the Police, Fire and Crime Commissioner (PFCC)**

The following decisions have been published on the

Commissioners web site since the last meeting of the Panel:

Police and Crime 006 – Adult sexual assault referral

Police and Crime 007 – Pan Staffordshire Domestic Abuse Victim and Perpetrator services

Police and Crime 008 – Precept 2024/25

Police and Crime 009 – Taser T10

Police and Crime 010 – Refurbishment of Longton Police station

Police and Crime 011 – Estates – NACF Refurbishment

Fire and Rescue 002 – Purchase of Fire Applications – Enhanced Rescue pumps and rescue ladders

[Decisions - Staffordshire Commissioner \(staffordshire-pfcc.gov.uk\)](https://staffordshire-pfcc.gov.uk)

8. **Fire Misconduct and Complaints - annual report** (Pages 37 - 40)
9. **Commissioners Annual report- verbal update**
10. **Home Officer Grant 2023/24** (Pages 41 - 44)
11. **Annual Report on the Management of Complaints and Conduct Matters against the Police, Fire and Crime Commissioner and Deputy Police, Fire and Crime Commissioner** (Pages 45 - 46)
12. **Questions to the PFCC by Panel Members**
13. **Dates of Future Meetings and Work Programme** (Pages 47 - 48)
14. **Exclusion of the Public**

The Chairman to move:

“That the public be excluded from the meeting for the following items of business which involve the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A (as amended) of Local Government Act 1972 indicated below”.

Part Two

(All reports in this section are exempt)

Membership	
Charlotte Atkins	Staffordshire Moorlands
Adrian Bowen	Co-optee
Carol Dean	Tamworth
Gill Heesom	Newcastle-under-Lyme District Council
Zdzislaw Krupski	East Staffordshire
Angela Loughran	Stafford Borough Council
Vince Merrick	South Staffordshire
Bernard Peters (Chair)	Staffordshire County Council
Becky Rendina	Co-optee
Dave Robertson	Lichfield
David Williams (CCDC)	Cannock Chase Health rep

Notes for Members of the Press and Public

Filming of Meetings

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Recording by Press and Public

Recording (including by the use of social media) by the Press and Public is permitted from the public seating area provided it does not, in the opinion of the chairman, disrupt the meeting.



Minutes of the Staffordshire Police, Fire and Crime Panel Meeting held on 5 February 2024

Present: Bernard Peters (Chair)

Attendance	
Charlotte Atkins	Angela Loughran
Richard Cox (Vice-Chair)	Vince Merrick
Gill Heesom	David Williams
Zdzislaw Krupski	

Also in attendance: Ben Adams, Louise Clayton and Kathrine Ross.

Apologies: Adrian Bowen and Dan Maycock

Part One

31. Declarations of interest

No declarations were received.

32. Minutes of the meeting held on 13 November 2023

Resolved: That the minutes of the Panel meeting held on 13 November 2023 be approved and signed by the Chair.

NOTE: when looking at the 'Action list', members asked for an update on the current situation on the use of CCTV intelligence. The Commissioner stated that technology was moving quickly, however, it seemed to be the older systems which were proving more challenging as these didn't tend to store onto the cloud. Some areas such as Leek, in Staffordshire Moorlands had upgraded and this had improved the availability of evidence gathering. The Chair responded to confirm that the Panel would continue to ask questions on surveillance equipment as it was a key part of intelligence gathering.

33. Decisions published by the Police, Fire and Crime Commissioner (PFCC)

No decisions had been published on the Commissioners website since the last meeting.

34. Questions to the PFCC from Members of the Public

The Panel considered the questions ask by a member of the public and the Commissioners written response. It was noted that the questions were

submitted prior to the last meeting but had missed the deadline for publication on that agenda so had been included today for information.

Mr Bradbury attended the meeting but had no supplementary questions.

Resolved: That the questions asked and the Commissioners response were noted.

35. Proposed Police Budget and Precept 2024/25

The Commissioner introduced his report which set out the proposed budget and precept proposals for the Police and Crime element of his portfolio for 2024/25. He reported that the proposed budget/precept showed a total net revenue budget requirement of £264.824m for 2024/25.

The Commissioner proposed to part fund the balance from Council Tax funding of £100.091m with an increase of 4.99% per annum (an increase of £13 per annum) increasing the Council tax to £273.57 p.a. per Band D property.

The Commissioner stated that he believed that the budget was in a positive position and it allowed the Force to respond to incidents. More emphasis would now be on surveillance and organised crime and more proactive policing. Considerable investment in the service was needed however, particularly in Technology and Estates.

The Panel was informed that the Force would continue to strive for savings and efficiencies and had saved £7m during 2023/34 with more savings planned in future years. The Commissioner felt that there was still considerable uncertainty in terms of the economy; pay increases; and pension contributions.

The Panel received a presentation from the Commissioner's s151 Officer, which was considered along with the report which included the following:

1. Budget Report 2024/25 including Medium Term Financial Strategy (MTFS)
2. Treasury Management Strategy 2024/25
3. Reserves Strategy update
4. Capital Strategy and Capital Programme 2024/25 to 2027/28

The **Treasury Management Strategy** for 2024/25 set out proposals for the management of the Commissioner's cash flows, borrowing and investments and their associated risks.

The **Reserves Strategy update** paper considered the overall level of

reserves held at 31 March 2023 and the forecast position at 31 March 2024.

The **Capital Strategy and Capital Programme** (Including Minimum Revenue Provision Policy) set out the long-term capital investment and investment decisions.

A summary of the results of the public and stakeholder engagement survey which had been carried out by the Commissioner was included in the papers.

In addition to the information in the report, the following was gained during the discussion and questioning:

- The Panel was reminded that the budget for 2023/24 was forecast to achieve a small underspend and had saved all of the savings identified and included recruitment of an additional 60 officers.
- Investment in new technologies and infrastructure (e.g. Police stations, vehicles and custody facilities) was needed.
- Significant inflation pressures still remained. Uncertainty over future pay awards all meant that accurate financial predictions were difficult.
- The MTFS showed a budget gap of £19m by the end of March 2028. The process to address this had been started.
- Prior to any decisions being taken regarding projects or investments, a full governance programme was followed to ensure that the investment was still needed and the proposals were still the most effective and best value for money.
- Efficiency savings were mentioned in the report. It was explained that these included managing costs in contracts and better use of specialist services such as data analysis. The Commissioner explained that more productivity could be achieved by using technology to collect data or intelligence more quickly. Investment in solar panels and heating systems would also lead to savings.
- There was an emphasis on investments leading to future savings.
- The Commissioner felt that the budget was realistic and reasonable.
- The use of Artificial Intelligence (AI) was viewed as an opportunity to achieve greater efficiencies. An example was given of AI surveillance equipment being used to spot behaviour trends or spot dangerous weapons which would pre-empt incidents.
- When asked what the public would see in return for the 4.99% precept increase, the Commissioner stated that investment to enable greater productivity and efficiency would lead to Officers having more time on the beat or with victims or solving crime.
- More investment was due in road policing.
- The Budget Support Reserves after 2025/26 were listed in the report at zero. It was explained that this was for specific projects/expenditure so the reserve may last longer if more

efficiencies were found. The panel was informed that this type of reserve was unusual for a force to have and was a recent addition to the budget.

- Updates on progress on Key Performance Indicators (KPI's) and Transformation projects would be included in future budget update reports to the Panel. It was asked that this should include what benefit the transformation project would add. The Panel was reminded that the performance meetings with the Chief Constable contained this information, and this would develop as the projects developed.
- The Commissioner agreed that it would be useful to link investment or transformation to demonstratable results.
- Following a question on why Estates/Building investment was taking place but the Capital Earmarked Reserves was not being used, the Section 151 Officer explained that reserves were used wherever possible, but some of the reserves may be ringfenced for other projects. The detail of the projects was not available at the meeting. More information would be sent to the panel after the meeting.
- The Reserves budget showed a predicted £27.5m would remain by the end of the MTFS period.
- It was explained that some investment was compulsory to meet required standards, as new tasers, firearms training and officer personal safety training.
- In the report, it stated that the MRP statement of 4% was a 'prudent provision'. The Panel asked for this to be explained at the next meeting when the Panel considered the Fire and Rescue service precept.

The Panel adjourned to consider their response to the Commissioners budget and precept proposals. Upon reconvening, the Chair reported that the Panel would support the 4.99 % increase but that the transformation plans were key to the budget proposals being achieved. The transformation plans/projects therefore needed to be delivered and results needed to be seen in terms of reducing crime and improving service.

Resolved:

I. In relation to the Budget and Precept setting:

- b) That the proposed budget and Precept increase of 4.99%, increasing the council tax to £272.57 for a band D property (£13.00 per annum, per household increase) be supported and the Commissioner be notified accordingly.
- c) That the precept increase of below the 2024/25 increase in state pension (8.5% increase) working age benefits (6.7% increase) and below the recent ONS data for wage growth (7.2% increase) be noted.
- d) That the Council Tax base increase to 365,868 band D equivalent

properties, equivalent to an increase of 1.55% be noted along with the council tax collection fund surplus of £1.239m.

- e) That the use of £1.621m of revenue reserves to balance the 2024/25 budget (in addition to use of other earmarked reserves to support identified purposes) be noted.
- f) That the MTFS summary financials and MTFS assumptions as contained in the report be noted.
- g) That the delegation to the Director of Finance for the Staffordshire Commissioners Office and the Chief Finance Officer of Staffordshire Police to make any necessary adjustments to the budget as a result of late changes to central government funding (including changes due to the final funding settlement being announced) via an appropriation to or from the general fund reserve be noted.
- h) That the proposed four-year Capital Investment Programme totalling £83.508m and the Capital Strategy and Capital Programme Paper be noted.
- i) That the outcome of the Staffordshire Commissioner's budget consultation within the Commissioners foreword which included a survey regarding the proposed level of precept for 2024/25 be noted.

2. Future Panel information items:

It was requested that updates on progress on Key Performance Indicators (KPI's) and Transformation projects be included in future budget update reports to the Panel. The Panel also suggested that this should include the benefit the transformation project had added.

3. Information requested following the Panel meeting

Estates/Building investment – In the report it appeared that Capital Earmarked Reserves were not being used. The Panel asked if the reserve was ringfenced for other projects?

36. National Conference for Police Fire and Crime Panels - 9 November 2023

The Panel received a report from its member representatives at the AGM of the National Conference for Police, Fire and Crime Panels, held on 9 November 2023.

Workshops attended as part of the National Conference had included discussions on 'Public confidence in policing'; 'Measuring success' and 'Preparing for change'.

RESOLVED – That the report be noted.

37. Questions to the PFCC by Panel Members

Members of the Panel questioned/sought the views of the Commissioner on the following issues and received the responses indicated:

Question 1 – Could the Commissioner provide an update on the project to replace the Firearms range?

Response: The Commissioner reported that the project was going through the planning process but the proposals were subject to review as discussed earlier to ensure that demand and need hadn't changed and that the scheme was still the best option for the force. It was hoped that a decision would be made soon.

38. Dates of Future Meetings and Work Programme

The next meeting of the Panel would be held on 12 February 2024 to consider the Fire and Rescue Budget and Precept 2023/24.

RESOLVED – That the dates of future meetings be noted.

Chair

Minutes of the Staffordshire Police, Fire and Crime Panel Meeting held on 12 February 2024

Present: Bernard Peters (Chair)

Attendance	
Charlotte Atkins	Zdzislaw Krupski
Adrian Bowen	Vince Merrick
Richard Cox (Vice-Chair)	David Williams
Gill Heesom	Jenny Barron (Substitute)

Also in attendance: Ben Adams, Louise Clayton, David Greensmith

Apologies: Councillors Jo Elson and Dan Maycock

Part One

39. Declarations of interest

No declarations were made at the meeting.

40. Decisions published by the Police, Fire and Crime Commissioner (PFCC)

No decisions had been posted on the Commissioners website since the last meeting.

41. Questions to the PFCC from Members of the Public

No questions were submitted in time for this meeting.

42. Proposed Fire and Rescue Budget and Precept 2024/25

The Commissioner introduced his report which set out the proposed budget and precept proposals for the Fire and Rescue Authority for 2024/25.

The Commissioners s151, Chief Finance Officer gave a short presentation which was considered along with the Fire Revenue Budget Report (including the Medium Term Financial Strategy (MTFS) and Precept).

It was explained that the total budget requirement for the service was £50.065m and including part fund the balance from Council Tax funding of £31.746m and a proposed increase of 2.99% (£2.52) per annum (£86.77 pa per Band D property).

The Panel also considered the following documents:

- The **Capital Strategy and Capital Programme Report.**
- The **Reserves Strategy**
- The **Treasury Management Strategy.**

The results of the Commissioners consultation were included in the report.

During the meeting and discussion, the following information was shared in addition to that in the report:

- The Commissioner informed the Panel that at the present time, no transformation savings were needed. He felt that the budget was in a healthy and secure place.
- Investment was needed in essential maintenance such as new vehicles.
- There was still a level of uncertainty regarding pay costs, inflation, pensions and a further single year settlement which made planning longer term challenging.
- The service had delivered savings in 2023/24 and along with the additional s31 grant and a higher rate of interest received on the cash which the service held, had contributed to the need to use less reserves in 2024/25.
- It was noted that there was an assumption to increase the precept in 2025/26 by a further 2.99% and then revert back to the lower rate of 1.99%.
- The additional funding which had been announced on 24 January (listed in the executive summary) was noted.
- Risks were listed as pay awards; cost increases; pensions (employer contributions); and the funding guarantee.
- The main points in the Capital Programme and Reserves Strategy were highlighted along with the investment proposals for 2024/25. These were listed in the report.
- The Commissioner felt that Industrial relations were very positive locally.
- The Capital Programme was now on track but had been delayed and faced challenges due to events such as Covid, Brexit and product availability. Delivery of, for example, the ariel ladder platforms and other appliances as part of the Capital programme were due soon and good progress was now being made. The Commissioner felt that more may need to be done in the technology area in order to maintain service and stability in future years.
- The Commissioner sent his condolences to Wayne Browns (West Midlands Chief Fire Officer) family and friends and colleagues at the Fire Service.
- A restructure of the Estates Team had taken place and projects around shared estates would be progressing.
- The Commissioner was confident that the finances available would enable the pace of change to continue.

- The budget included assumptions of pay increases of 5%. An agreement above that would put pressure on future budgets, but there was a reserves strategy to deal with such events if needed.
- Staff vacancies had been reviewed. On call staff was an area which always carried vacancies and was always recruiting.
- Workforce diversity had been discussed at the recent Commissioner/ Chief Fire Officer performance meetings. COMMISSIONER'S PUBLIC PERFORMANCE MEETING STAFFORDSHIRE FIRE & RESCUE SERVICE - Tuesday 14 November 2023, 1:00pm - Staffordshire County Webcasting (public-i.tv)
- The Minimum Revenue Provision (MRP) was the provision of debt repayment which had historically been set at 4%. It was now set on an asset method basis to ensure that the amount was repaid during the life span of the equipment that the amount had been borrowed to purchase.
- In the Risk assessment of general reserves document, there was a provision of £550k for 'insurance loss data breach'. It was felt that if actions were taken to prevent a breach, then the reserve wouldn't be required.
- Council tax surpluses for each council, showed considerable differences. It was explained that this reflected individual councils' policy and collection rates. The Commissioner would ask for detail but felt that a consistent approach across the authorities would be fairer for residents.

The Panel adjourned to consider their response to the Commissioners budget and precept proposals. Upon reconvening, the Panel unanimously agreed:

Resolved: 1

- a) The total 2024/25 net revenue budget requirement of £50.065m, including the council tax requirement for 2024/25 of £31.746m before collection fund surplus/deficits, be noted.
- b) That the funding for 2024/25 is based upon the provisional Local Government Finance Settlement, and includes the estimated business rates information for the nine billing authorities, be noted.
- c) That the proposed budget and Precept increase of 2.99% (£2.52 per annum equivalent to 4.8p per week, increasing the council tax to £86.77 for a Band D property be supported and the Commissioner be notified accordingly.
- d) Council Tax base increase to 365,868 properties equivalent to an increase of 1.5% and the Council Tax collection fund delivering a surplus of £401k be noted.
- e) The MTFS summary financials and MTFS assumptions be noted.
- f) The MTFS balanced position for 2024/25 (£0.1m) and 2025/26 (£0.4m) be noted.

- g) The proposed three year Capital Investment Programme be noted.
- h) The business rates for 2024/25 based on the Provisional Local Government Finance Settlement be noted. This would be adjusted within the Earmarked Business Rates adjustment reserve when compared to the actual Non-Domestic Rates Income Returns (NDR returns) from the nine local billing authorities.
- i) That the outcome of the Staffordshire Commissioner's budget consultation be noted.
- j) The delegation to the S151 Officer for the Staffordshire Commissioner Fire and Rescue Authority, to make any necessary adjustments to the budget as a result of late changes to central government funding (including changes due to the final funding settlement being announced) via an appropriation to or from the general fund reserve be noted.
- k) That the proposed fees and charges for 2023/24 be noted.
- l)** That the Statement from the S151 Officer for the Staffordshire Commissioner Fire and Rescue Authority on the robustness of the Budget and adequacy of the proposed financial reserves be noted.

2. Commented that more data would have been useful to show how the risk assessment and general reserves for 2024/25 (Appendix 3) had been arrived at. This could have included any mitigating actions.

43. Fire and Rescue Service Safety Plan - Update report

The report provided the Panel with an update on the delivery of the Staffordshire Fire and Rescue Service Safety Plan (SP), Integrated Risk Management Plan (IRMP).

The Safety Plan was designed to underpin the Staffordshire Commissioners Fire and Rescue Plan and four priorities for the Service had been determined following consultation across Staffordshire in 2020. It was reported that the plan had been extended to December 2024.

The four priorities outlined in the current Commissioners Fire and Rescue Plan were:

- A flexible and responsive service
- Protect people and places
- Help people most at risk stay safe
- A fire and rescue service for tomorrow

The plan had been updated and the changes were listed in paragraph 3.6 of the report. Details on the progress to date was also contained in the report.

The main issues discussed by the Panel were:

- The three person crewing for on-call staff. The Commissioner felt that nationally the Fire Unions didn't generally like the concept of three person crews. However, locally their members supported it and no safety concerns had been raised. It was reported by members of the panel that they had heard locally of safety concerns. The Commissioner explained that the type of incident that the three person crews attended should not be high risk and no safety concerns had been raised locally through the Health and Safety system. Details of the number and type of incidents was included in the report. It was reported that the national trend was for crews of three particularly in rural/urban mixed areas such as Staffordshire. Members felt that was too early to say that staff felt safe as it was a relatively short trail, and many staff had not been call upon to attend as a team of three. Communication with the public on levels of safety was a message which needed to be considered. Questions raised by the Panel which could not be answered at the meeting were:
 - How had waiting times been affected?
 - How many times had crews had to wait for back up;
 - detail on the internal focus groups and their remits and findings;
 - Information on the experiences of the local support groups.The Commissioner agreed to continue to share information with the Panel on this issue and to answer the questions above in their next report.
- With regard to the Falls Response Team and the Home from Hospital (HfH) scheme, it was confirmed that full training was provided to the Falls team and that calls were triaged by the NHS so if there was a medical need, the call would be attended by NHS staff. The Commissioner hoped that the HfH service would continue. It was currently due to run to the end of April 2024 to cover winter pressures.
- Defibrillators were now in all front line fire vehicles.
- The HMICFRS reinspection was currently taking place and would report back in summer. The Panel felt that the table in the report which tracked actions, would benefit from more detail to explain some of the actions which had not been met and what dates progress was expected by.

The HICFRS report findings and the progress made to address issues raised was noted. The Panel was reminded that the Commissioners performance meetings with the Chief Fire Officer were public and available on his website.

Resolved:

- a) That the report be noted.
- b) That more information on the three person crewing for on call staff be reported back to the panel, and include responses the the Panels questions/concerns as listed above.

44. Police Misconduct and Complaint Regulations 2020 - annual report

The report updated the Panel on the implementation of Police Misconduct and Complaints Reforms, as set out in the Police (Complaints and Misconduct) Regulations 2020 which came into place on 1 February 2020. The Staffordshire Commissioner became the Appropriate Authority for reviews (formally known as appeals). The Commissioners office now received all reviews unless they were about a senior officer, criminal or misconduct proceedings, or article 2/3 (Human Rights), the review body for these was the Independent Office for Police Conduct (IOPC).

The report outlined the type of complaint and the length of time taken to investigate. Lessons learned from the reviews were fed back to the force for organisational learning. Training in standards and the wearing of body cams was proving important.

Work was underway to bring the Fire and Rescue service under the review of the Commissioner in the same way as Police service.

The Commissioner thanked his officer, Mrs V Powell for the support she provided in this challenging role.

The Panel felt that although benchmarking information was available on line, it would be useful in future, if comparison information could be added to the report. Also examples of how complaints had helped to improve organisational learning.

RESOLVED: The Panel noted the contents of the report.

45. Questions to the PFCC by Panel Members

Question: With regard to the Fire fighters pension scheme, when would the second option scheme (where on call fire fighters could buy back pension from when they first started) take place?

Response: The second option exercise had started and the service had until March 2025 to deal with this. The cost would be pickup by the Government.

46. Appointment of Co-opted Independent Member

A recruitment process had been followed and a panel of 4 members (Councillors B Peters, C Atkins, R Cox and independent member Mr A Bowen) had met to interview candidates for the vacant position of independent co-optee. The Interview Panel recommended that Rebecca Rendina be formally appointed for a four year period.

Resolved – The Panel unanimously agreed to formally appoint Rebecca Renina as co-optee member for a four year term.

47. Dates of Future Meetings and Work Programme

The Chair informed the Panel that the reserved date of 19 February meeting was no longer needed, and the 22 April meeting would fall during Purdah so needed to be cancelled. If an urgent item needed to be considered, a special meeting would be arranged.

Resolved – That the dates of future meetings be noted.

Chair

**STAFFORDSHIRE POLICE, FIRE AND CRIME PANEL –
24 June 2024**

**QUESTIONS FROM THE PUBLIC TO THE POLICE, FIRE AND
CRIME COMMISSIONER**

Report of the Secretary

The Panel's Constitution provides for questions to the Commissioner from members of the public. Questioners can choose to either attend the meeting and ask the question themselves or have the question dealt with in written form and the reply forwarded to them.

The questions attached to this report were received prior to the last meeting but not in time to be published with the agenda. The Commissioners response was sent the Mr Bradbury after the meeting and are listed here for information.

J Tradewell
Secretary to the Panel

Contact Officers: Mandy Pattinson
Mandy.pattinson@staffordshire.gov.uk

Mrs Mallender

20/02/24

"Given the following within relevant legislation

<https://www.legislation.gov.uk/ukpga/2011/13/section/34/enacted>

34Engagement with local people

(1)A chief officer of police must make arrangements for obtaining the views of persons within each neighbourhood in the relevant police area about crime and disorder in that neighbourhood.

(2)A chief officer of police must make arrangements for providing persons within each neighbourhood in the relevant police area with information about policing in that neighbourhood (including information about how policing in that neighbourhood is aimed at dealing with crime and disorder there).

(3)Arrangements under this section must provide for, or include arrangements for, the holding in each neighbourhood of regular meetings between—

(a)persons within that neighbourhood, and

(b)police officers with responsibility for supervising or carrying out policing in that neighbourhood.

(4)It is for a chief officer of police to determine what the neighbourhoods are in the relevant police area"

Question:

1) What date was the last time officers held in person meetings with local people to discuss problems arising and what date/s is your next in person meeting with all local communities? Please provide your plan of action with dates. (all Staffordshire)

2) (received on 14/05/24) Given the low voting turnout - Just 15 per cent voters in Stoke-on-Trent . Turnout in Newcastle was

19.7 per cent. - Overall turnout was just 19.2 per cent; doesn't that raise embarrassing questions about you having a mandate and actually being representative of the area you have powers over, will you be taking 19.2% of your salary in line with the actual percentage of votes you have achieved?

Mr Riley 13/05/24

1. What did this years Staffordshire PCFC survey cost and how many people responded to it?
2. How many people are employed in the Police Crime Fire Commissioners office and at what cost?

Mr Read 11/06/24

1. You announced to this Panel in January that you were spending about £500,000 on new ANPR cameras, both fixed and mobile. Presuming that most/all of these have now been purchased and installed, can you give an indication how many offenders have been identified/fined/.prosecuted etc?

Police, Fire & Crime Panel – Public Question

Questions Posed:

1) Given the following within relevant legislation

<https://www.legislation.gov.uk/ukpga/2011/13/section/34/enacted>

34Engagement with local people

(1)A chief officer of police must make arrangements for obtaining the views of persons within each neighbourhood in the relevant police area about crime and disorder in that neighbourhood.

(2)A chief officer of police must make arrangements for providing persons within each neighbourhood in the relevant police area with information about policing in that neighbourhood (including information about how policing in that neighbourhood is aimed at dealing with crime and disorder there).

(3)Arrangements under this section must provide for, or include arrangements for, the holding in each neighbourhood of regular meetings between—

(a)persons within that neighbourhood, and

(b)police officers with responsibility for supervising or carrying out policing in that neighbourhood.

(4)It is for a chief officer of police to determine what the neighbourhoods are in the relevant police area

What date was the last time officers held in person meetings with local people to discuss problems arising and what date/s is your next in person meeting with all local communities? Please provide your plan of action with dates. (all Staffordshire)

Panel Member: Mrs Mallender

Question Date: 20/02/2024

Commissioner Response:

Staffordshire Police communicate and engage with members of the public and local communities across Staffordshire on a daily basis, whether it be through the course of their usual day to day activities, as well as more structured and formal pre-arranged meetings.

Each of the 10 Local Policing Teams has a bespoke Community Engagement Plan, that outlines all planned activity and captures Local Police Officer and PCSO communication and engagement with their local communities. Activities include drop in sessions hosted by the Police, and attendance at Parish Council meetings, school visits, local clubs (eg cycling club, junior cadets), Careers events, Church Groups, local festivals and much more. These events and activities are promoted locally on social media platforms, via posters displayed in shops and notice boards, and local networks.

Staffordshire Police have recently developed a new approach to Community Engagement and Community Mapping, to improve the way in which engagement and feedback is captured, with both quantitative and qualitative data, enabling better evaluation of engagement activity and feedback to the public and local communities. The new approach will 'go live' later in the summer. Feedback on this new approach has been very positively received by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

Effective engagement with all sections of the community, partners and the public is also a fundamental part of the Commissioner's role, as a representative of the public and their voice in policing, fire and rescue and community safety more broadly.

Public accountability for the delivery and performance of the police service is placed into the hands of the Commissioner on behalf of their electorate. The Commissioner draws on this mandate to set and shape the strategic objectives for Staffordshire Police in consultation with the Chief Constable and publish this in the form of the Police and Crime Plan.

The Commissioner has three statutory duties relating to community engagement:

- to obtain the views of local people and victims of crime on matters concerning policing in their area and represent them to the force
- to obtain their views on the draft Police and Crime Plan
- to obtain their views before setting the council tax precept.

However, good engagement is about much more than simply consulting to meet legal requirements. The Commissioner is keen to truly represent the communities he serves by giving them a strong voice, understanding their concerns and making sure their needs are being met.

Good public engagement aims to bring people and communities together to address issues of common importance, to solve shared problems and to bring about positive social change. When done well it gives a voice to those who may have traditionally been left out of political and policy debates.

Community engagement provides people with opportunities to have an influence in how services are provided to them. It allows individuals an opportunity to become actively involved in decision making, to scrutinise services and provide support as a volunteer, all of which are vital to increasing public trust and confidence in services.

Contact Officer

Author:	Louise Clayton
Position:	Chief Executive
Date:	13/06/2024

Police, Fire & Crime Panel – Public Question

Questions Posed:

Given the low voting turnout - Just 15 per cent voters in Stoke-on-Trent. Turnout in Newcastle was 19.7 per cent. - Overall turnout was just 19.2 per cent; doesn't that raise embarrassing questions about you having a mandate and actually being representative of the area you have powers over, will you be taking 19.2% of your salary in line with the actual percentage of votes you have achieved?

Panel Member: Member of Public – Mrs Mallender

Question Date: 16/05/24

Commissioner Response:

A verbal response will be provided by the Commissioner at Panel.

Contact Officer

Author:	Louise Clayton
Position:	Chief Executive
Date:	13/06/2024

Police, Fire & Crime Panel – Public Question

Questions Posed:

1. What did this year's Staffordshire PCFC survey cost and how many people responded to it?
2. How many people are employed in the Police Crime Fire Commissioners office and at what cost?

Panel Member: Member of public – Mr Riley

Question Date: 16/05/24

Commissioner Response:

1. Surveys are commissioned jointly by the PFCC and the Chief Constable to understand their concerns and priorities with regards to crime and antisocial behaviour, their levels of trust and confidence in the force and their opinions on its effectiveness in delivering services and engaging with communities. An independent research agency conducts survey fieldwork every six months with a representative sample of 1,600 residents across Staffordshire and Stoke-on-Trent and provides detailed analysis at a cost of £25,250 per survey.
2. There are 28.22 FTE employed by the Office, this equates to 30 people, which includes the Commissioner and Deputy. The net cost of the Office's staffing is £1.765m.

Contact Officer

Author:	Louise Clayton
Position:	Chief Executive
Date:	13.06.24

Police, Fire & Crime Panel – Public Question

Questions Posed:

You announced to this Panel in January that you were spending about £500,000 on new ANPR cameras, both fixed and mobile. Presuming that most/all of these have now been purchased and installed, can you give an indication how many offenders have been identified/fined/prosecuted etc?

Panel Member: Member of Public – Mr Read

Question Date: 11/06/2024

Commissioner Response:

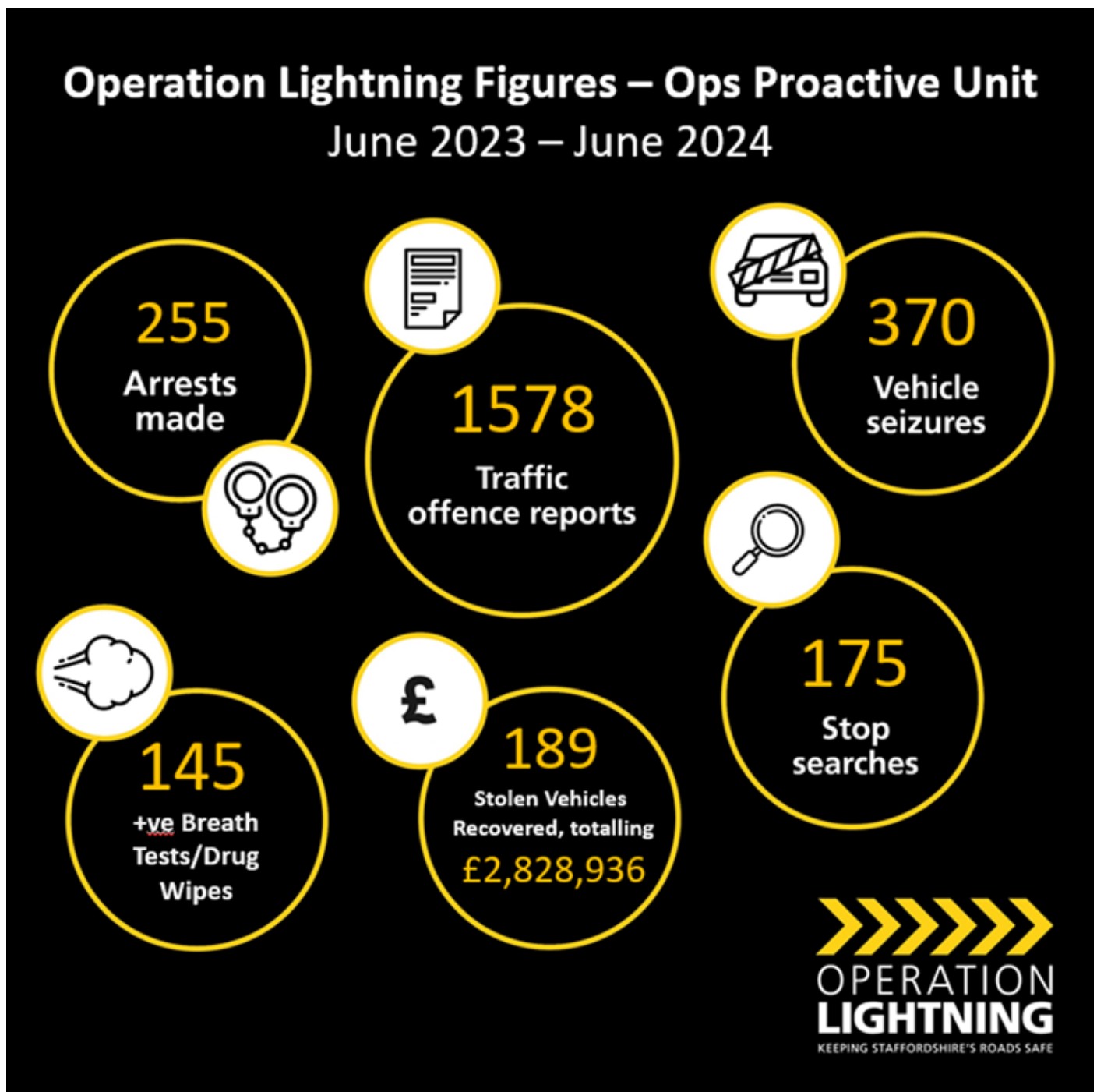
The additional funded fixed ANPR cameras are yet to be installed, due to a delay with third party companies. Work is likely to start in the next 2 months.

Staffordshire Police currently have 63 existing ANPR cameras, covering 125 lanes of traffic, and 25 mobile vehicle kits. Staffordshire ANPR cameras capture approximately 260,791 reads a day.

ANPR is a contributing tool to increase proactive opportunities to target offenders who utilise the road network across Staffordshire and Stoke-on-Trent to commit crime, and supports criminal investigations, unlawful road user prosecutions and Policing Operations, such as Operation Lightening.

Operation Lightning is Staffordshire Police's dedicated operation focusing on road safety, helping to make our county's roads safer. It aims to reduce the number of deaths and serious injuries on the roads of Staffordshire and to disrupt and deter criminals from using the road network.

The 24/7 policing of Staffordshire's roads is a shared approach involving the whole force. Targeted education and enforcement activity takes place across the county and involves the force's roads policing unit, together with Staffordshire Safer Roads Partnership, police community support officers, special constables and Community Speed Watch volunteers.



The benefit of investing in Staffordshire's static and mobile ANPR camera network is regularly discussed at the Commissioner's Public Performance Meeting (PPM) with the Chief Constable. The next PPM will take place on 12th September 2024. Video recordings of these meetings together with supporting papers can be found on the Commissioner's website at [Public Meetings - Staffordshire Commissioner \(staffordshire-pfcc.gov.uk\)](https://staffordshire-pfcc.gov.uk).

Contact Officer

Author:	Louise Clayton
Position:	Chief Executive
Date:	13/06/2024

Response to Mr Riley's follow up question

Mr Riley has submitted the following reply to our response to his question on public surveys:

"I am rather perplexed by the response from the Commissioners office, I was not referring to a field survey. I was asking about the big survey that takes place where everyone has the opportunity to respond, for instance between Dec 2020 and January 2021 the formal precept survey took place and out of 838,024 voters 1,948 responded. That's what I was asking for this time, so could that be responded to."

Mr Riley is referring to the survey carried out by the Commissioner to help arrive at his proposals for the setting of the 2024/25 budgets.

As reported to the panel in February this year, a formal consultation took place between 7 December 2023 and 4 January and 2024. A range of methods were used to encourage participation, resulting in responses from 1,985 people from Staffordshire and Stoke-on-Trent.

There is no cost to the survey as it uses a widely available online survey tool. We used a range of methods to promote the consultation including:

- **Social media** – Multiple social media posts were issued from the Staffordshire Commissioner's Office (SCO), Staffordshire Police, Staffordshire Fire & Rescue and partners. Paid adverts also ran on facebook and Instagram targeting residents of Staffordshire and Stoke-on-Trent.
- **Media** – A press release issued to inform local media of the importance of the consultation
- **Stakeholders** – Emails sent from the Commissioner requesting key partners' involvement including local MPs, Councillors, volunteers, community groups and business owners
- **Smart Alert** – Multiple messages issued to over 21,000 residents via Staffordshire Smart Alert
- **Internal** – Internal message sent to police and fire staff to encourage participation
- **SCO Newsletter Subscribers** – Email sent to the SCO newsletter subscriber list of 1,636 people



Police, Fire and Crime Panel – 24 June 2024

Update on Fire Service Complaints and Misconduct Processes

Report of the Staffordshire Commissioner

1. Purpose of Report

- 1.1 The report updates the panel on the progress made by Staffordshire Fire & Rescue Service in managing and monitoring complaints against the service and allegations of misconduct against individuals.
- 1.2 A reminder to the panel that processes in relation to complaints and conduct in the Fire and Rescue sector are not currently regulated in the same way as they are for policing. This forms a major part of the Fire Reform White Paper and it is anticipated that this will bring clarity and consistency in the respective roles of Chief Fire Officers and Fire & Rescue Authorities in the process. In the meantime, the Commissioner, as the Fire & Rescue Authority, has been determined to strengthen the service's approach to managing complaints and misconduct cases to improve confidence and transparency for our communities, firefighters and staff.

2. Recommendation

- 2.1. That the Panel note the contents and agree to receive a full update, covering both Police and Fire for scrutiny at their meeting in February 2025.

3. Complaints

- 3.1. Effective complaints management is crucial for maintaining public confidence, improving our services and addressing issues promptly and appropriately. Staffordshire Fire & Rescue Service's processes are transparent and complaints can be submitted using various channels; the Complaints Policy is now available on the external website for the public to read.
- 3.2. In 2023 the service reviewed the Complaints Policy and Process to assure themselves and the Commissioner that complaints were being managed appropriately, and that suitable escalation points were in place.
- 3.3. The new policy was agreed and published in August 2023. It outlines how complaints are processed and investigated including exclusions to the complaints process. Any complaints with regards to staff conduct whilst at work or off duty are automatically referred to HR for

investigation and the outcome added once the investigation has been completed.

- 3.4. Historically, complaints have been managed using an excel spreadsheet. To improve monitoring and analysis the service has recently invested in a Complaints Management System which is an add-on to software currently used to track responses to Freedom of Information requests. This will provide a more consistent way of recording complaint data, improving root cause analysis, analysing trends and identifying reoccurring issues to drive service improvement. Reports can be generated to track complaint metrics, resolution times and complaint feedback to further improve the complaints management service.
- 3.5. The service is currently in the process of transferring historic complaints data from 2019-2024 to the new system which will give some historical context to complaint data. This work will be completed by the end of June 2024. Complaint levels are relatively low; so far in 2024/25 the service has received one complaint. In 2023/24, 31 complaints were received, which is lower than the annual average across recent years of 41.
- 3.6. It is proposed that a detailed report is brought to the Panel in February 2025, by which time the back-record conversion will be complete and further analysis conducted. In line with similar reports for policing, this will include levels, trends and patterns, outcomes and the time taken to finalise complaints.

4. Misconduct

- 4.1. A tracking system, which has been in place for some time, has recently been updated to improve the recording and classification of cases. This enables more effective identification of themes, such as repeat behaviours, themes in particular parts of the service and behavioural trends.
- 4.2. All cases are categorised by area; misconduct, capability and grievance with weekly updates discussed by the HR Team and recorded with outcomes included. This tracker is updated as cases progress to ensure that reporting can always be done in real time. This approach ensures consistency, focus and early identification of key areas of concern. This information is the disseminated at meetings across the service, where appropriate.
- 4.3. This detail determines areas of development for the HR Team and service managers around the effective management of situations and people. As a result, the service has scoped and enhanced their approach to Supervisory Management training which includes soft skills; effective communication, delivering feedback, coaching, problem-solving and effective leadership. This training will be delivered by a HR representative each quarter and feedback gathered to determine if further content is required.
- 4.4. The outcome of some cases has resulted in tailored training being delivered, targeting specific areas in order to drive a change in behaviour. This was welcomed by the employees concerned

who found this valuable in building their understanding and acceptance of acceptable/unacceptable conduct and behaviour in line with the Core Code of Ethics.

- 4.5. The aim of recording, tracking and then improving people management training delivery is to develop more effective management of misconduct cases throughout the service.

5. Monitoring

- 5.1. The Commissioner's Office acts as the review body for complaints against the service and deals with complaints against the Chief Fire Officer. Both processes are managed by the Independent Review Manager, who also works with Staffordshire Fire & Rescue Service to support the development of processes and ensure that complaints are dealt with in a timely manner and that public confidence is maintained.

Ben Adams

Staffordshire Commissioner Police | Fire and Rescue | Crime

Contact Officer: Ralph Butler
Telephone: 01785 232385
Email: ralph.butler@staffordshire-pfcc.gov.uk

Staffordshire Police, Fire and Crime Panel

24 June 2024

Home Office Grant 2023/24 Final Claim

Report of the Secretary

Purpose of the Report

1. To report on the allocation of grant received from the Home Office to meet the costs of the Police, Fire and Crime Panel during 2023/24.

Recommendations

2. The Panel is asked to note the report and make comment on the expenditure for 2023/24.

Background

3. Each year the Home Office allocates a grant to the Local Authority which acts as Host Authority for its area Police, Fire and Crime Panel to meet the costs of administrative support and management services to the Panel. Included in that Grant is an amount of up to £920 per annum for each Panel member to meet expenses and costs incurred in carrying out their role. Notification of Grant entitlement is issued by the Home Office and a claim for up to that amount has to be submitted at the end of the financial year.

4. Expenditure for 2023/24 was made up of administrative costs and the allocation for member expenses give a total of £63,488.70.

5. As the Host Authority for the Staffordshire Panel, Staffordshire County Council is required to formally accept the grant offer for 2023/24 and is responsible for its use. In addition to supporting Panel meetings and members, the County Council provides all other support services (legal, financial, complaints handling, Information governance and administration). A breakdown of costs reclaimed from the Home Office for 2023/24 is shown at Appendix 1.

Transparency

6. The terms of the Home Office Grant Agreement, state that the Police, Fire and Crime Panel will “publish” as a minimum on their website details of all expenditure including Panel administration costs and individual members’ expenses and allowances. Consequently Appendix 1 will be published on this Panel’s dedicated pages on Staffordshire County Councils’ website.

Future Home Office Funding

8. Allocation from the Home Office for 2024/25 has not yet been received.

Contact Officer

Report Author: John Tradewell, Secretary to the Panel

E-mail: mandy.pattinson@staffordshire.gov.uk, Support Officer

APPENDIX 1

**Staffordshire Police, Fire and Crime Panel Home Office Grant Allocation
2023/24**

EXPENDITURE HEADING	AMOUNT £
Officer Support	50,627.54
Administration	1,745.00
Webcasting	760.00
Members' Expenses/Allowances:	
Ann Edgeller (Part Year)	161.02
Bernard Peters	920.04
Bernard Peters (NI Contribution)	46.08
Keith Walker (Part Year)	569.91
Thomas Holmes (Part Year)	101.40
Stephen Lees (Part Year)	328.94
Adrian Bowen	920.04
Bryan Jones (Part Year)	101.40
Philip Hudson (Part Year)	153.34
Gillian Heesom	920.04
Richard Cox	920.04
Jacqueline Barnes (Part Year)	101.40
Daniel Maycock (Backdated)	1,056.95
Charlotte Atkins (Part Year)	752.25
Michael Fitzpatrick (Part Year)	306.84
Jo Elson (Part Year)	685.08
Vince Merrick (Part Year)	591.10
David Williams (Part Year)	685.08
Angela Loughran (Part Year)	685.08
Zdzislaw Krupski (Part Year)	350.13
TOTAL	63,488.70
Total Grant available	64,340.00
Underspend/Overspend	- 851.30

NB: There are 12 members on the Panel. Members are appointed by individual authority in May or June each year. There are also member changes throughout the year. This results in part year payments. Payments are listed for the financial year April 2024 to March 2025.

**Report of the Secretary to the Staffordshire Police, Fire and Crime Panel
Monday 24 June 2024**

**Annual Report on the Management of Complaints, Purported Complaints
or Conduct Matters against the Police, Fire and Crime Commissioner
and Deputy Police, Fire and Crime Commissioner**

1. Recommendation:

1.1 That the Panel note the information contained in this report.

2. Background

2.1 Under the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 this Panel has statutory responsibility for handling and recording complaints, purported complaints and conduct matters about the Police, Fire and Crime Commissioner for Staffordshire and his Deputy. NB complaints alleging criminal misconduct are dealt with by the Independent Office for Police Conduct (IOPC).

2.2 To remind members, the April 2019 meeting of this Panel approved an updated procedure for the handling of complaints aimed at better defining the type of complaint which the Panel can consider (i.e. those about the personal conduct of the Commissioner and/or his Deputy).

2.3 The Panel's responsibility for the handling of complaints is, in the main, delegated to me with the proviso that I report annually on cases dealt with. Accordingly, I can report that in the last 12 months (May 2023 to April 2024) reporting period, two complaints have been received.

An analysis of those complaints is below:

Complaint Number	Action
11	Not deemed to relate to a personal conduct matter.
12	Not deemed to relate to a personal conduct matter.

Report Author: John Tradewell, Secretary to the Panel

E-mail: mandy.pattinson@staffordshire.gov.uk, Support Officer

1.0. Equalities Implications

1.1 None

2.0. Legal Implications

2.1 The Panel is required to have a formal complaints procedure for the handling of complaints, purported complaints and conduct matters about the PFCC and/or his Deputy.

3.0 Resource and Value for Money Implications

3.1. There are no significant resource or value for money implications from this report.

4.0 Risk Implications

4.1. Compliance with Regulations on the handling of complaints, purported complaints or conduct matters about the PFCC/Deputy PFCC addresses the risk of challenge to the governance arrangements of the Panel.

STAFFORDSHIRE POLICE, FIRE AND CRIME PANEL

24 June 2024

WORK PROGRAMME PLANNING 2024/25

Report of the Secretary

Recommendation

That the Panel note the dates of future meetings and considers the contents of its future Work Programme.

Background

By Regulation this Panel is required to meet on a *minimum* of 4 occasions each year with the facility to convene additional meetings as and when required.

There are a number of reports/matters which the Panel is required to consider:

Police and Crime Matters: the proposed Policing and Crime Precept each year, the Police and Crime Plan, The Commissioners Annual Report on the delivery of the Plan, Confirmation Hearings for a number of key posts and Reports on the Handling of Complaints.

Fire and Rescue Service Matters: The proposed Fire and Rescue Service Precept each year, the draft Fire and Rescue Plan/Corporate Safety Plan (incorporating the Integrated Risk Management Plan), the Annual Statement of Assurance and Confirmation Hearings for key posts in the Service.

Panel Meeting date	Agenda Items
11 June 2024	Panel training
24 June 2024 10am	<ul style="list-style-type: none"> • Appointment of Chairman • Appointment of Vice-Chairman • Annual Report on the Management of Complaints and Conduct Matters against the Police, Fire and Crime Commissioner and Deputy Police, Fire and Crime Commissioner • Home Officer Grant 2023/24 • Consideration of the Commissioners Annual Report 2023/24 moved to sept. 2024 • Public question • Decisions made by the Commissioner. • Fire Misconduct and Complaints – annual report • HMICFRS inspections of Police Force and Fire
24 June 2024 12noon	<ul style="list-style-type: none"> • Confirmation hearing – Deputy Commissioner

23 September 2024 10am	<ul style="list-style-type: none"> • Police and Crime Plan / Fire and Rescue Plan Update • Consideration of the Commissioners Annual Report
18 November 2024 10am	<ul style="list-style-type: none"> • MTFS/Budget Update – Policing Service • MTFS/Budget Update - Fire and Rescue Service • Fire and Rescue Annual Assurance Statement
10 February 2025 10am	<ul style="list-style-type: none"> • PFCC's proposed Police Budget and Precept 2025/26 • Police Misconduct and Complaint Regulations 2020 – annual report • Annual Conference for PFCP's - report
17 February 2025 10am	<ul style="list-style-type: none"> • Consideration of the PFCCs proposed Fire and Rescue Budget and Precept 2025/26 • Fire and Rescue Service Safety Plan - Update Report
25 February 2025 2pm	<ul style="list-style-type: none"> • If required, further consideration of proposed Police and/or Fire and Rescue Budget and Precept 2025/26
14 April 2025 10am	<ul style="list-style-type: none"> • Business TBC
	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> •
Items to be scheduled if/when appropriate.	Items to be scheduled if/when appropriate.
	<ul style="list-style-type: none"> •

J Tradewell (Secretary to the Panel)
Contact Officers: Mandy Pattinson
mandy.pattinson@staffordshire.gov.uk