

28th June 2019

Public Performance Meeting



STAFFORDSHIRE
POLICE

Victim Care/Victim Code: Referrals to victim support services

- With the introduction of Niche there are new possibilities for how police record information
- Frontline officers and staff are able to record a greater amount of the information and data required
- Enables a re-design of our Crime Admin Unit
- Now until November is a transition period
- Results in shortages of staff and therefore slower referral rate to victim support services

Mitigating Action

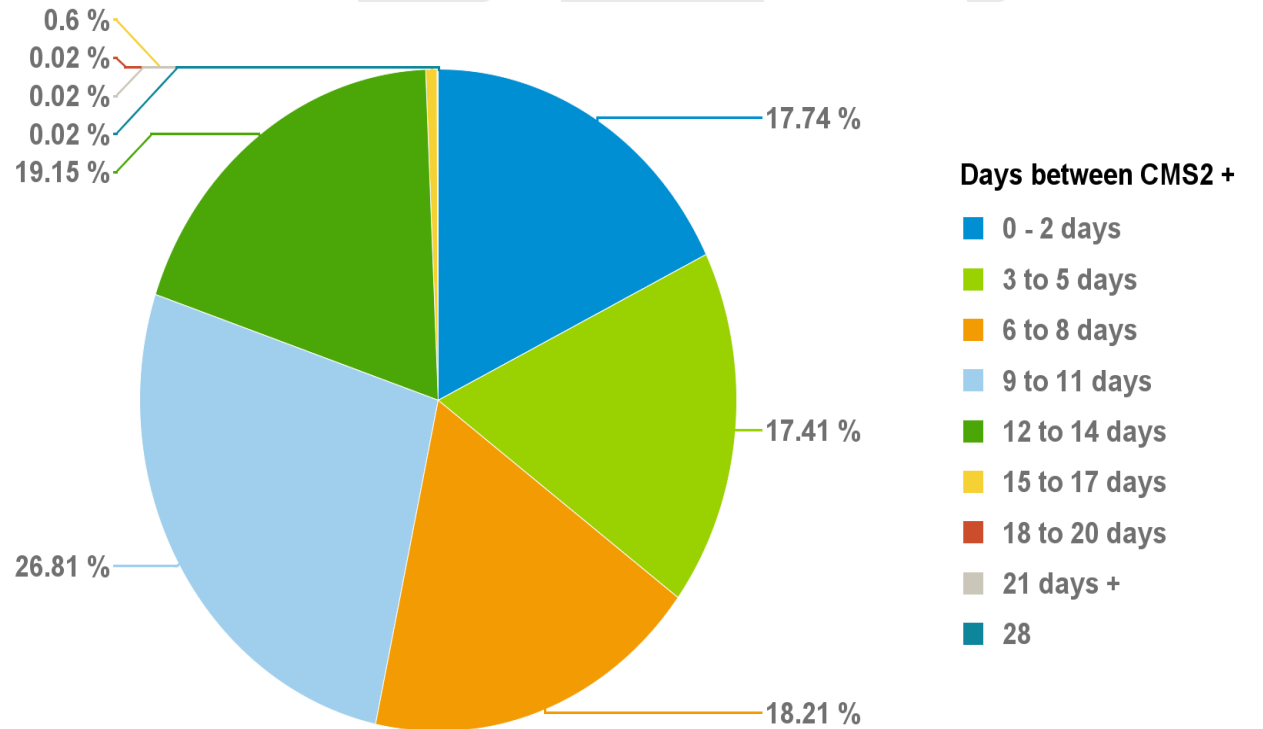
- Recovery plan devised and shared with Chief Officers and Staffordshire Commissioner's Office
- Prioritisation of vulnerable victims and serious harm
- Extra working hours offered to existing Crime Admin Unit staff
- Staff with relevant skills across the organisation targeted with overtime offer
- Utilisation of the legacy crime team as short term measure to reduce backlog
- Resolution Centre now classifying and validating their own crimes
- Arrangements for the new Niche Classification Team submitted to Force Strategy Board

Number of crimes awaiting classification/validation

Date	Number of Staff	Crimes awaiting classification/validation
Tuesday 7th May	12	3102
Monday 13th May	13	2765
Tuesday 28th May	15	2281
Monday 3rd June	20	2199
Monday 10th June	19	1922
Monday 17th June	16	1787

Referral times for May 2019

Days Between	Crimes	%
0 to 2 days	793	18%
3 to 5 days	778	17%
6 to 8 days	814	18%
9 to 11 days	1198	27%
12 days +	886	20%



Current Performance for Finalisation

- As of 17th June there are 8176 crimes awaiting finalisation
- Prioritisation of crimes with formal criminal justice outcomes
- There is no backlog in relation to formal criminal justice outcomes

Regional (four-force) Police Education Qualification Framework (PEQF) Collaboration with Staffs University



Existing (IPLDP)

- Traditional
- Front loaded
- Classroom based
- Face to face
- Resource intensive
- Paper based
- Didactic

New (PCDA/DHEP)

- Digital
- Modern learner
- Flexible
- On-demand
- Vocational & academic learning
- Agile - any time, any place
- Collaborative – inc with wider student community
- Further professionalises policing



- **Apprenticeship (PCDA):** Join as a student officer, and follow an apprenticeship programme, meaning that you earn while you learn. 3-years on and off job training. Achieve an accredited degree in Professional Policing Practice from Staffordshire University.
- **Degree Holder entry (DHEP):** 2-years on and off job training. Achieve a Graduate Diploma in Professional Policing Practice from Staffordshire University
- **Pre-join Degree:** Study first and complete a 3-year degree in Professional Policing at a university chosen by the student; apply and complete a shorter College of Policing accredited on-the-job programme

Recruitment through new Police Education Qualification Framework (1)

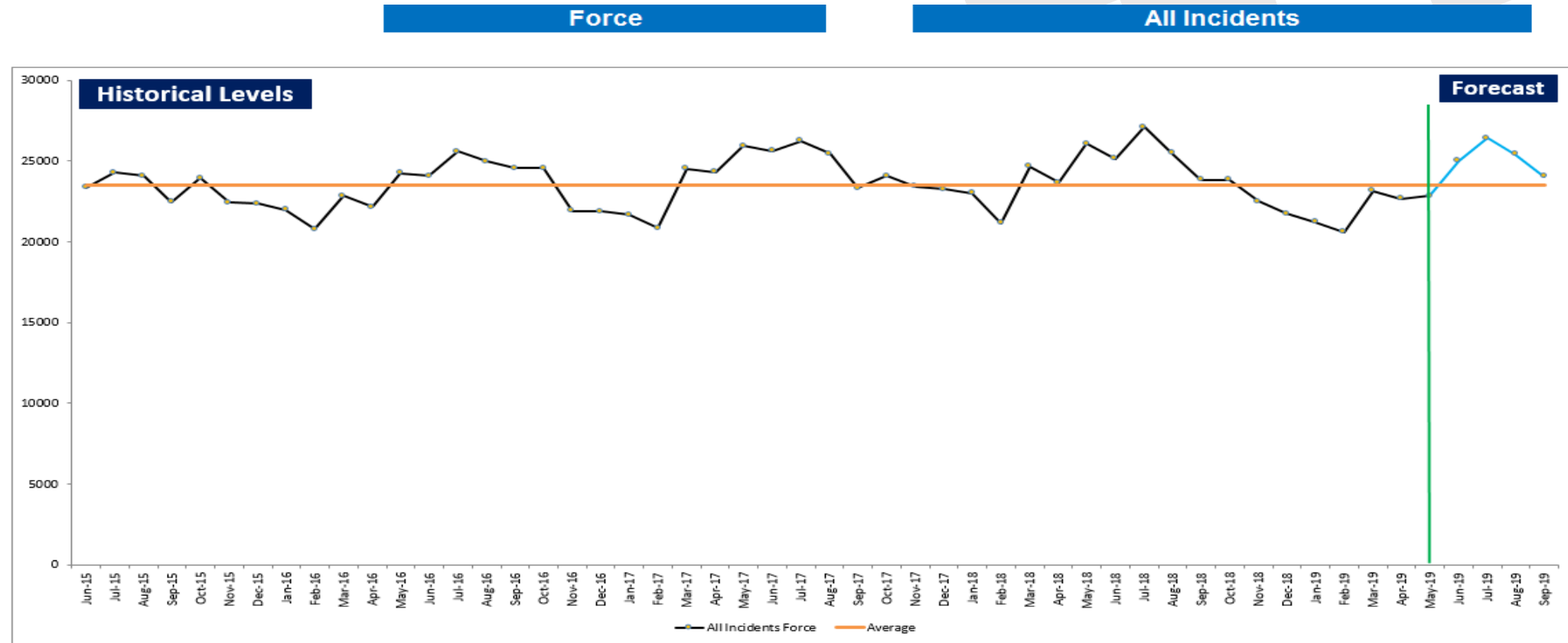
Highlights;

- Innovative regional 4-force collaboration with Staffordshire University – formally commenced on 15th April 2019
- First group of 35 students commenced in force on 24th June – the first intake in the region
- Strong interest from applicants in Staffordshire (559) following initial recruitment drive in Autumn 2018 despite lack of detail at the time regarding the new approach
- Allows the force to access apprenticeship-levy funding – only accessible through engagement with an approved training provider
- First 3 cohorts planned in 19/20; 35 in June (PCDA) 42 in Oct (PCDA) 42 in Jan (DHEP)
- 'Added value' through arrangement with University; wider staff training opportunities, recruitment support, opportunities re innovative training delivery

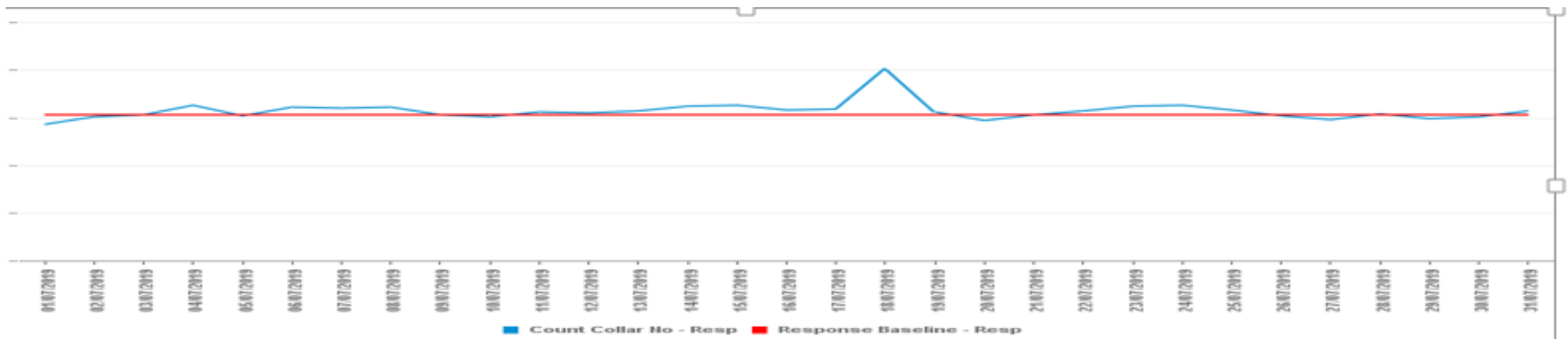
Recruitment through new Police Education Qualification Framework (2)

- Implementation issues given 'newness' and delay in national/regional formalisation of arrangements
 - Additional external scrutiny required linked to new apprenticeship scheme; Education and Skills Funding Agency, College of Policing etc.
 - Complexity of eligibility criteria; PCDA level 3 qualifications and DHEP degree relevance
 - Some lack of clarity nationally regarding starting salary, eligibility etc.
 - Complexity re new regional requirement(s), inc issues above delayed University contract start
- The continuous throughput of candidates temporarily stalled
 - One-off for first (June) intake – more than sufficient numbers for Oct intake
 - Supplemented by on-going campaign(s) including transferees and Police Now (10 July PC's & 10 DC's Sept) and new DHEP recruitment process this month

Summer 2019 – understanding workload



Response

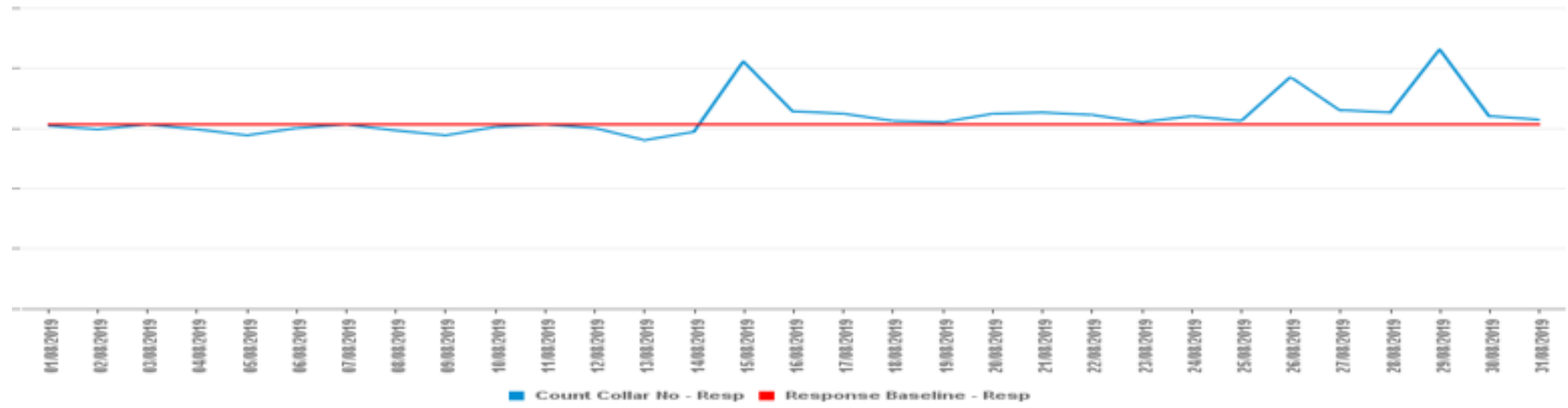


N'Hood

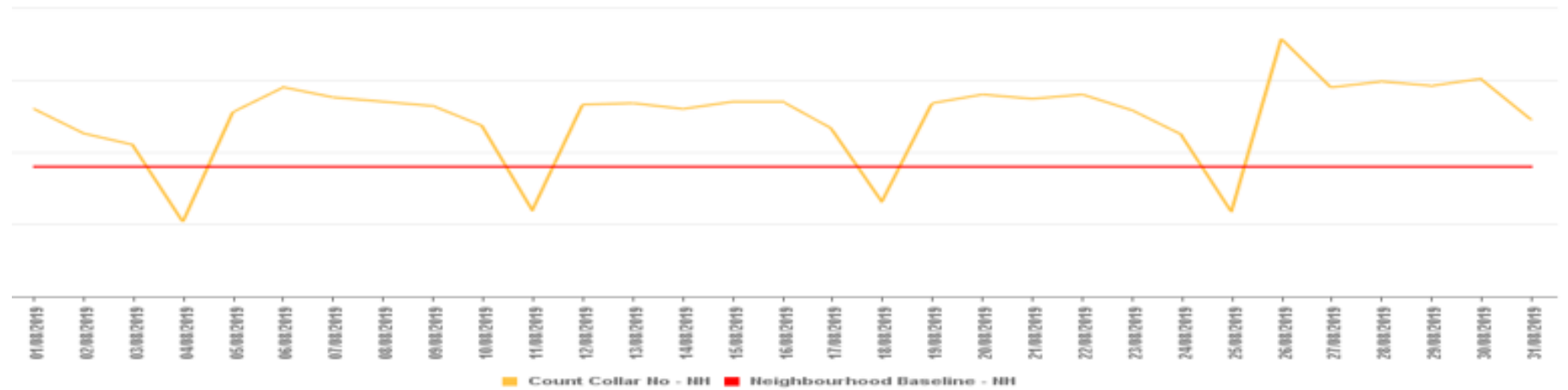


Resourcing August 19

Response



N'Hood



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Policing Plan Priorities



Performance Framework

5 Strategic outcomes which align directly to the Police and Crime Plan



Early Intervention

- Low numbers of victims and offenders
- Reduction in repeat victims (frequency and harm)
- Low levels of Crime, ASB and Missing People
- Reduction in levels of Harm (victim and offender)
- Reduce levels of first time entrants into the Police Criminal Justice process

Victim and Witnesses

- High levels of Victim Satisfaction
- High levels of compliance across the victim's code of practice

Manage Offenders

- Reduce levels of Repeat Offending
- Reduce in repeat offenders (frequency and harm)

Public Confidence

- High levels of confidence in police

Modern Policing

- High levels of Employee Satisfaction
- Low levels of Absence
- Workforce representative of the community

Operating Model



Key features of the Model

Better outcomes at reduced cost...

- Maintaining neighbourhood policing as the bedrock of the force – and **investing significantly** in officer numbers to improve our preventative, partnership work
- Increasing the number of detectives in Investigations focused on **serious / complex** crime and meet the growing complexity of crime – child sexual exploitation, gangs and youth violence, modern day slavery
- Routing non-emergency, non-urgent incidents through **telephone resolution**, rather than physical deployment – enabling us to be more efficient at delivering our service. Improved technology will enable callers to upload CCTV and other evidence, sign statements electronically and receive online updates
- Streamlined our response policing from three hubs, and focus response officers on **emergency** and **urgent incidents**

Investment Opportunities 2019/20

- 5 areas outlined for development - £1.8 million investment
 - Missing Person Investigations (Team)
 - Roads Policing Unit
 - Disruptions Team
 - Digital (Investigations) and Cyber Capability
 - Comm's volume data; automatic analytics
- All reflect areas of 'new and emerging threats' or increasing calls for service highlighted in Policing Plan by the Chief Constable and/or are at the core of improving capabilities to meet Policing Plan objectives

Technology Enabled Projects

- **ESN** — national project to replace airwave system
- **NEP** — to deliver Office 365, cloud based storage, digital transfer of information
- **Niche** — 'golden nominal' records management system replacing 12 existing IT systems
- **Knowledge Hub** — 'one stop shop' for force insight, intelligence and information, go-live 10-06-19
- **Single Online Home** - new web platform that provides one place for the public to access our services, report crimes and interact with us online.