

PERFORMANCE & ACCOUNTABILITY MEETING – 17.6.2016

DATE: 17 June 2016

LOCATION: Office of the Sussex Police & Crime Commissioner, Sackville House, Lewes

PRESENT: Police & Crime Commissioner Katy Bourne (KB)
Chief Finance Officer Carl Rushbridge (CR)
Chief Constable Giles York (GY)
Temporary Deputy Chief Constable Robin Smith (RS)
Performance & Information Manager Graham Kane – minutes
Correspondence & Administration Officer Micha Dawes

OPERATIONAL CHALLENGES

A. What have been the recent operational challenges for Sussex Police?

B. How have you reflected on these?

GY started by explaining that events which take place both nationally and internationally can have a direct impact on Sussex. In particular, the implications for the lesbian, gay, bisexual and transgender (LGBT) communities in Sussex were raised following the recent attack inside Pulse, a gay nightclub in Orlando, Florida, USA, where a gunman killed 49 people and injured another 53 others. Reassurance was provided to the LGBT community that Sussex Police will continue to ensure that they are made as safe as possible.

The murder of a French police officer and his wife at their home address in Paris and the murder of Mrs Jo Cox MP in West Yorkshire were also highlighted as a reminder of the dangers that police officers, politicians and other high-profile members of the public face on a day-to-day basis.

Other operational challenges for Sussex Police across the month were highlighted as follows:

Operation Dragonfly, the Sussex Police summer drink and drug driving campaign, has been taking place across the month of June. It was highlighted that 171 individuals had been arrested to date; 148 on suspicion of drink-driving offences and 18 individuals on suspicion of drug-driving offences. This is a 16% increase (and 28 more arrests) than the same period in June 2015.

Members of the public with specific concerns about individuals they suspect of drink or drug driving were asked to report these to Sussex Police by text to 65999 or through Operation Crackdown. Individuals can also contact the independent charity Crimestoppers anonymously on 0800 555111. If it is known that someone is driving while over the limit or after taking drugs, members of the public should call 999 immediately.

In addition, a targeted policing response to mobile phone usage took place in May 2016. Across the week, 126 individuals were arrested on suspicion of driving whilst using a hand-held phone or similar device.

On 6 June 2016, Mr Jannai Quacoe, 25, was found guilty of causing grievous bodily harm with intent, one count of kidnapping and one count of threats to kill following an attack on Mr Russell Lefevre, 44, at an address in Crawley on 7 December 2015. Before the start of the trial, Mr Noel Goode, 20, admitted one count of causing grievous bodily harm with intent, one count of kidnapping, one count of threats to kill and one of dangerous driving. Mr Daniel Ellison, 24, also admitted causing grievous bodily harm with intent. All three men were remanded in custody for sentencing on 7 July 2016.

On 7 June 2016, Mr Osmon Koroma, 31, and Mr Max N'Gasa, 25, were sentenced to 14 and 11 years imprisonment, respectively, for a series of 18 sexual exploitation offences against 12 local teenage girls at locations in Littlehampton. Mr Koroma was convicted of eight offences against five girls; one rape, two sexual assaults and five offences of sexual activity with a child. Mr N'Gasa was convicted of 10 offences against seven girls; two offences of rape and eight offences of sexual activity with a child. Mr N'Gasa was found not guilty of one sexual assault and one offence of attempting to carry out sexual activity with a child.

Across the weekend of 11 and 12 June 2016, the second Wild Life Festival took place in Shoreham and was attended by over 70,000 people. Proactive and low-level policing, including the use of amnesty bins and 'passive' drugs dogs, trained to detect drugs, at the entrances ensured that the event was managed effectively. It was highlighted that 80 individuals were detained across the weekend which resulted in warnings, cautions, community resolutions and court summons. A further 10 people were arrested which is five fewer arrests than the 15 made at the festival in June 2015.

On 15 June 2015, Mr Ben Walton, 48, and Ms Stacey McClymont, 28, were both charged with murdering Mr Karl Bunster, 37, between 16 and 19 December 2015. Mr Bunster's body has not been found to date but Sussex Police were able to gather sufficient evidence for the Crown Prosecution Service to support a charge. Both appeared at Hastings Magistrates' Court on 16 June 2016.

Recognition was also made to Mrs Sarah Gates after she was awarded an OBE for services to those suffering from mental ill-health in the Queen's Birthday Honours and to Mr John Ball after he was awarded a European Business Continuity Award at the ceremony on 9 June 2016.

CRIME & COMMUNITY SAFETY

STREET DRINKING

With summer now upon us, I am becoming increasingly concerned at the number of residents, communities and business who are making contact with me and my office regarding street drinking in town centres and public spaces and the associated anti-social behaviour.

A. What are the key areas of risk around street drinking in the summer months for Sussex Police and how is the Force responding to these?

B. A number of powers are available to Sussex Police to tackle street drinking, including Designated Public Place Orders (DPPOs). How are these powers prioritised and enforced by Sussex Police?

C. How is the Force working with partners to tackle street drinking?

GY expressed his concerns around the street community and acknowledged that street drinking is exacerbated in the summer months. It was emphasised that the policing response needs to be balanced, proportionate and supportive to understand better the complex needs of this community.

It was emphasised that a partnership-based approach to support the homeless and street community is now well-established in Sussex. Pop-up hubs in Brighton & Hove, Eastbourne and Bognor Regis facilitate multi-agency intervention to provide these vulnerable individuals with access to a number of support services and providers. There are 32 agencies involved in these early assessment centres including local authorities, health, addiction, dentistry and financial services. The importance of a multi-agency approach in this area was emphasised in order to achieve long-term sustainability. GY reiterated that this continues to remain a collective responsibility and not just a policing obligation.

A number of powers and interventions are available to Sussex Police to tackle street drinking. These include directed and preventative patrol activity, engagement with those establishments selling alcohol, monthly Multi-Agency Risk Assessment Conferences (MARAC) with partners, shared learning with other police force areas (with similar coastal towns), demand analysis (to ensure resources are in the right place at the right time) and dedicated teams to enforce the DPPOs.

GY explained that, occasionally, enforcement is required but acknowledged that this does not represent a long-term solution and a number of other interventions should be considered first. It was also recognised that Sussex Police has been criticised for targeting this vulnerable community in the past. Members of the public are encouraged to engage with local Neighbourhood Policing Teams and local authorities to develop sustainable solutions to tackle street drinking in their areas.

POLICING COASTAL BORDERS

The media recently reported that an unprecedented number of border breaches are taking place across the UK coastline using small boats and dinghies to smuggle and traffic migrants into the country. This remains a particular concern to me because of the number of ports, harbours and marinas along the Sussex coast.

A. What assurances can you provide me that Sussex Police are working with the UK Border Force and are well positioned to respond to any potential threat?

B. Are you concerned that the capacity of the UK Border Force will make Sussex an easier target for human trafficking and people smuggling?

GY provided KB with assurances that Sussex Police is working with the UK Border Force, HM Coastguard, Home Office (Immigration Enforcement) and the National Crime Agency (NCA) to respond to any potential threat along the 80 miles of coastline in Sussex – from Chichester Harbour to Camber Sands.

The Force has access to the Special Branch Joint Ports Intelligence Unit which is locally based but regionally tasked and managed through the Regional Organised Crime Unit (ROCU). In addition, the Sussex Police Special Branch Port Unit has made over 300 visits to ports, harbours and marinas along the Sussex coast in the past year, including the Port of Newhaven. These visits have resulted in intelligence gathering, information sharing, relationship building and have provided reassurance to members of the public.

Project Kraken is a joint initiative delivered by the UK Border Force, NCA and police force areas which aims to increase public reporting of unusual or suspicious activity near the coastline and strengthen the general maritime industry's response to these threats. The role of Sussex Police is to support the above referenced partners and Project Kraken in tackling the threat posed by organised crime groups.

The reduced capacity of the UK Border Force was not regarded as a concern for GY in respect of making Sussex an easier target for human trafficking and people smuggling. He also confirmed that he was confident that Sussex Police remains well positioned to respond to any potential threat. GY highlighted that he is meeting with Mr Tony Eastaugh, UK Director of Operations for the Home Office – Immigration Enforcement, next week and invited KB to join them.

ACTION: KB to meet with GY and Tony Eastaugh next week to discuss immigration and the policing of coastal borders.

RESOLUTION CENTRE

The Resolution Centre was introduced in Sussex on 26 October 2015 as part of the Local Policing Programme. The Resolution Centre endeavours to resolve incidents and crimes at the earliest opportunity and reduce the number of prearranged appointments.

- A. How many fewer appointments have been created as part of this change?**
- B. What does success look like for the Resolution Centre?**
- C. What impact has this change had on service users and how is this measured?**

RS explained that the Resolution Centre (RC) is now fully operational and deals with non-time critical (grade 3) incidents which have no immediate threat, risk or harm.

The RC is currently responding to approximately 2,500 incidents each month as the level of demand continues to be realised and understood. This level of performance is expected to equate to 36,500 fewer frontline deployments in the first year.

Of those incidents responded to by the RC, 80% of these are resolved and do not require any further deployment by frontline officers. It is estimated that the RC costs circa £1.5m a year to operate. RS emphasised that this is the same cost as approximately 37,000 deployments and is reassured that the RC is currently performing well in return for the level of investment and resources available.

The RC is currently responding to circa 30% of all grade 3 incidents but recognised that this figure needs to increase. Sussex Police would like the RC to respond to 60% of all grade 3 incidents which would reduce demand to the frontline by approximately 49,000 prearranged appointments each year. KB made a challenge regarding the planned timescales for when the RC is expected to be able to respond to this level of grade 3 incidents which RS responded to by confirming that, whilst he did not have this information to hand, he would share these plans retrospectively.

It was highlighted that Hampshire Constabulary introduced a RC in 2014 and that the Force has been in regular contact with them throughout their phased and incremental introduction of the RC in Sussex.

Bespoke surveys designed by the Local Policing Programme, in partnership with the Citizen Focus Branch, are being used to understand better the impact this change is having on service users and to monitor user satisfaction. It was highlighted that approximately 80% of all users are currently satisfied with the overall level of service they have received from the RC.

In respect of non-emergency call handling times answered by the Contact and Command Centre, KB explained that in May 2016, the average wait time increased by 8% to 211 seconds per call (from 196 seconds in April 2016) and that 18.2% of calls (7,287) were abandoned across the month (compared to 17.5% and 6,278 in April). May 2016 was also the single worst performing month since July 2014 and Sussex Police has not exceeded the Force target in an individual month now since June 2015.

GY explained that this has been raised at the Force iPAM and that a plan has been developed to improve performance in this area. KB confirmed that non-emergency call handling times would be raised at July's PAM.

ACTION: KB would like to know what the planned timescales are for the Resolution Centre to be dealing with 60% of non-time critical (grade 3) incidents.

OPERATION WAGTAIL – DOMESTIC ABUSE

Last week, Euro 2016 kicked off in France and will provide the Force with many different policing challenges until the competition concludes on 10 July. It is a recognised fact that the reporting of domestic abuse increases during major sporting events and that long-term victims of such abuse are at a heightened risk. "Operation Wagtail" is the dedicated Sussex Police response to reports of domestic abuse.

A. What are the aims and objectives of Operation Wagtail?

B. What communications activity will take place around Operation Wagtail to raise awareness and encourage reporting of domestic abuse?

C. How will technology, including body worn video and tecSOS mobile telephones, be used to support Operation Wagtail?

RS clarified that the aim of Operation Wagtail is to raise awareness of domestic abuse, encourage earlier reporting, increase understanding about how Sussex Police investigates domestic abuse and to support and empower survivors of domestic abuse to speak out about their situation.

Operation Ribbon, the overarching Sussex Police response to reports of domestic abuse, will run alongside Operation Wagtail and will deploy dedicated domestic abuse response units on days when there are 'matches of interest'. A policing presence will also be provided at Gatwick Airport and the Port of Newhaven.

It was explained that, historically, the reporting of domestic abuse increases during major sporting events and that long-term victims of such abuse are at a heightened risk. For example, in each of the three most recent football tournaments reports of domestic abuse increased.

During the World Cup in Brazil in 2014, an average of 46 domestic abuse incidents were reported on the three England match dates, and an average of 41 a day for the whole tournament. This compares with an average of 36 for the same period in 2013. During Euro 2012 in Poland and Ukraine, Sussex Police responded to 140 domestic abuse incidents on the four England match dates, against a total of 119 on the same dates in the previous year. During the World Cup in South Africa in 2010, domestic abuse increased by more than 27% when England won a game and by over 31% when they were beaten.

RS confirmed that technology will be used to support Operation Wagtail. It was highlighted that body worn video is now used as a matter of routine by all primary responders in the Neighbourhood Response Teams. This enables officers to capture real-time evidence in an easy to use and accessible digital format. TecSOS mobile telephones will also be used to support victims of domestic abuse. These devices appear to be ordinary mobile phones but have GPS tracking capabilities and are designed to issue an automatic distress signal to Sussex Police when a victim of domestic abuse is being threatened by the perpetrator.

WITNESSES AT COURT

I recognise that being the witness of a crime can be a distressing experience in itself, and that many people feel worried about the experience of going to court as a witness. However, if a defendant pleads not guilty and a trial takes place, attendance of victims and witnesses at court is vital secure a successful prosecution.

A. For the benefit of the viewers, what support is available to victims and witnesses to make the process of attending court as simple as possible?

B. What is the role of a Witness Care Officer?

C. The Witness Charter sets out the standards of care you can expect if you are a witness to a crime or incident in England and Wales. What assurances can you provide that Sussex Police adhere to this Charter?

D. What special measures exist for vulnerable, intimidated or child witnesses at court?

E. How is witness satisfaction measured by Sussex Police?

F. The recently published Public Accounts Committee report, *Efficiencies in the criminal justice system*, highlighted that there are “unacceptable variations in performance in different areas of the country” for the length of time victims had to wait between an offence being committed and the conclusion of the case at the Crown Court. This ranged from 243 days in Durham to 418 days in Sussex. What do you attribute the increased waiting times to in Sussex?

GY explained that Sussex Police has Witness Care Officers (WCOs) who are there to offer support and make the process of going to court as simple as possible. There are 33 WCOs in Sussex based in Witness Care Units in Brighton, Chichester and Eastbourne.

As cases proceed through the Criminal Justice System, WCOs contact victims and witnesses to explain the court process, update them with new court dates, discuss any concerns victims and witnesses may have about the process, and to offer help and support. WCOs are the main point of contact for the victim or witness and will liaise with the police, courts and Crown Prosecution Service. It was also emphasised that the core functions of the WCOs are aligned to the key standards of care for witnesses which are set out in the Witness Charter.

The special measures available to vulnerable, intimidated or child witnesses at court include making screens available to shield the witness from the defendant, 'live link' which enables the witness to give evidence during the trial from outside the court through a televised link to the courtroom, evidence given in private, removal of wigs and gowns by judges and barristers, and the examination of the witness through an intermediary to assist the witness to give their evidence at court. The decision regarding what, if any, special measures are made available remains at the discretion of the trial judge.

GY acknowledged that the information collected and held by Sussex Police in respect of witness satisfaction is fragmented and remains an ongoing piece of work. However, assurances were provided that the Criminal Justice Department is responsible for maintaining the governance arrangements in respect of WCOs and for monitoring performance and the levels of service provided to all victims and witnesses.

Despite the known delays in the length of time victims have to wait between an offence being committed and the conclusion of the case, it was highlighted that the WCOs in Sussex currently ensure that 91% of all planned witnesses attend court to give evidence. This places Sussex Police 7 out of the 43 police force areas in England and Wales.

KB explained that she has provided the Young Witness Service with funding to support young people attending court (either as victims of crime or witnesses to it) and asked whether or not child witnesses are included in this 91% figure? KB also requested a breakdown of the percentage of child and adult witnesses attending court to give evidence.

ACTION: KB requested a breakdown of the percentage of child and adult witnesses attending court to give evidence.

PUBLIC CONFIDENCE

RELATIONSHIP BETWEEN THE POLICE AND THE MEDIA

The College of Policing (CoP) has drafted new guidance on police relations with the media which is currently out for consultation. The guidance has already been criticised by sections of the media, who fear that it will break the relationship between police officers and journalists.

A. For the benefit of the viewers, can you explain the main changes set out in the guidance and reflect on these?

B. What does the current relationship between Sussex Police and the media look like?

GY confirmed that he is broadly supportive of the draft Authorised Professional Practice (APP) from the CoP which seeks to encourage openness and transparency, while recognising data protection issues and the obligation on the police to safeguard the integrity and confidentiality of information. It was emphasised that the APP seeks to reaffirm the Code of Ethics and includes two new elements:

- Publicising internal investigations and misconduct matters. The police response to allegations of misconduct or crimes by officers and the related employment status of police officers are a matter of considerable and legitimate public interest.*
- Reinforcing guidance around identifying those who are being investigated or are under arrest. This means that unless exceptional circumstances apply, which would require a clear policing purpose, the police will not release names or details which would lead to individuals being identified.*

GY explained that Sussex Police has an incredibly positive relationship with the media even though huge demands are placed on them for information. In particular, it was emphasised that over 3,000 requests for information from the media were received by the Force in the past year.

It was also highlighted that Sussex is recognised nationally as one of the lead police force areas for the use of social media across all areas of policing. Police officers and staff are empowered, encouraged and trained to respond to these requests professionally and proportionately with very limited censorship.

KB concluded by reminding viewers that the CoP consultation remains open until 8 July 2016 and encouraged communications professionals, journalists and members of the public to give their feedback on the draft APP.

ESTATES STRATEGY

The Sussex Police Estates Strategy provides the direction in which the estate will develop over the next five-years. It is important that the property portfolio changes in order to meet the strategic and operational needs of the organisation.

A. Can you give me an update on the key progress made to date?

B. What work is being carried out by Sussex Police to understand better how members of the public are using existing police stations?

GY explained that the Estates Strategy, which sets the direction in which the Sussex Police estate will develop over the next five years, has been refreshed to cover the period 2016/21. This includes further exploration of shared premises with Surrey Police, other Blue Light Emergency Service partners and with partners from other sectors in Sussex.

It was highlighted that over 20% of the Sussex Police estate has now been sold and reinvested into other parts of the estate to modernise existing police stations and to find more suitable alternatives to ensure that the needs of the public are fulfilled.

It was also emphasised that very few people now actually visit police stations. Sussex Police is currently reviewing the usage of all front counters and analysing the levels of footfall to understand better how members of the public are using existing police stations.

The locations, addresses and opening times of each of the police stations in Sussex are available to view on the Sussex Police website [here](#).