

**DORSET**  
POLICE & CRIME  
COMMISSIONER

# ANNUAL REPORT 2013/14

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Working together for a safer Dorset



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# INTRODUCTION

## *Welcome and thank you for taking the time to look at my Annual Report for 2013/14.*



In putting this report together I realised what a valuable exercise it is to take stock and review the previous year. My Police and Crime Plan runs until 2017, and much work is still required to achieve my priorities set out in that Plan, but much has also been achieved already and I hope that this report gives a sense of the progress that has been made.

I would also urge you to read this report in tandem with my Police and Crime Plan. Whilst the Annual Report provides a retrospective look at the previous financial year, the Plan sets out the actions, initiatives and ongoing work still in progress to achieve my priorities during my term of office.

It is now over 18 months since I was elected as Dorset's Police and Crime Commissioner. Whilst the role is still new and I am still learning, I am also delighted to have established strong and professional links with the Chief Constable and her chief officer team, and other key stakeholders locally, regionally and nationally. This is crucial as I see the role of Police and Crime Commissioner as, essentially, one of facilitating – bringing together different groups, organisations and individuals to identify issues and to find innovative ways to work together to address them.

I hope that this Annual Report is both accessible and informative. It aims to demonstrate the work that I have done to meet my Plan Priorities along with how I have undertaken my statutory responsibilities – but hopefully in a way that is meaningful and demonstrates real changes for the better 'on the ground'.

As I said, progress has been made but more needs to be done. I am proud to serve as your Police and Crime Commissioner and therefore relish the challenge of delivering on my priorities and playing my part in making Dorset safer.

A handwritten signature in black ink, appearing to read "Martyn Underhill". The signature is fluid and cursive, with a prominent initial 'M'.

**MARTYN UNDERHILL**

**JUNE 2014**

# PART A

## THE POLICE & CRIME PLAN

*Under the terms of the Police Reform and Social Responsibility Act 2011, the Police and Crime Commissioner (PCC) is required to develop and publish a Police and Crime Plan for his term of office. The Police and Crime Plan 2013 - 2017 was officially launched and published on 28 March 2013 and is refreshed annually to ensure that it remains current and relevant.*

Six key priorities have been identified in the Police and Crime Plan by the Commissioner:

- 1 Reduce the number of victims of both crime and anti-social behaviour**
- 2 Reduce the number of people seriously harmed in Dorset**
- 3 Help protect the public from serious threats (local, regional and national) to their safety including organised crime and terrorism**
- 4 Reduce re-offending**
- 5 Increase people's satisfaction with policing in Dorset**
- 6 Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset**

At the core of these priorities is the PCCs manifesto, which was drawn up in response to the issues the people of Dorset described during his election campaign. The priorities have also been informed by a number of other sources that reflect the local and national context of policing.

In line with Section 12 of the Police Reform and Social Responsibility Act 2011 (the Act), the Commissioner is required to report to the Police and Crime Panel on the exercise of his functions in each financial year.

This section of the Annual Report will therefore demonstrate the progress that has been made in 2013/14 towards meeting the police and crime objectives in the Police and Crime Plan.

The Police and Crime Plan sets out the ongoing actions, initiatives and work that will further contribute to the achievement of these priorities.

## PRIORITY 1

# REDUCE THE NUMBER OF VICTIMS OF CRIME AND ANTI-SOCIAL BEHAVIOUR

**//** *This priority reflects my commitment to putting victims first. The focus of the priority is the types of crimes and incidents about which people have expressed significant concern directly to me or through the Community Safety Survey. As the performance data indicates, crime, anti-social behaviour and repeat victim numbers continue to fall, which is the key outcome. Equally important, however, is the need to ensure that care and support is given to those who do experience crime and ASB, to enable them to cope and recover from their experience.* **//**

## WHAT THE PCC HAS ACHIEVED IN 2013/14

### **Established a Victims Bureau in Dorset:**

A key manifesto commitment whilst campaigning, I have been delighted to see the Dorset Victims' Bureau launched in November 2013, a service designed to provide support and updates to victims of crime, tailored to their individual requirements. Phase 2 of the project in 2014/15 will see the Bureau expanding beyond the police service and working more closely with other services to support victims of crime, thereby helping them to cope and recover.

### **Supported successful Early Intervention pilot bids by Dorset County Council and the Borough of Poole:**

Early Intervention seeks to tackle the root causes of social problems amongst children and young people from 0-18 years old - a focus on early, rather than remedial, intervention. I am a passionate supporter of Early Intervention, backing successful bids made by Dorset County Council and the Borough of Poole to the Early Intervention Foundation (EIF) to fund pilot projects to tackle social issues affecting 0-18 year olds, and working with Bournemouth Borough Council to develop Early Intervention initiatives in the Borough.

### **Commenced arrangements for the commissioning of victim support services in Dorset from October 2014:**

My staff and I have been actively participating in national and regional victims' groups in preparation for the handover of victim support services funding from October 2014. Dorset will be at the forefront nationally of fundamentally enhancing the way that victims of crime are supported in the Criminal Justice System (CJS). Locally, a victim engagement working group has met twice and four victim focus groups and surgeries have also been scheduled for the future.

**Used the Community Safety Fund (CSF) to ensure that the pan-Dorset IDVA/ISVA services would be maintained for 2013/14 and 2014/15:**

Independent Domestic Violence Advisors (IDVA) and Independent Sexual Violence Advisors (ISVA) work in partnership with criminal justice and other agencies in order to give advice, information and support to high risk victims of domestic and sexual violence about options to improve their safety and that of their children. From April 2013, funding previously assigned to Community Safety Partnerships (CSPs) and used to fund these services, transferred across to the Police and Crime Commissioner. On reviewing the allocation of these funds, I agreed to guarantee funding for these valuable services for both 2013/14 and 2014/15.

### **Instigated discussions to examine the potential for ASB awareness courses to 18-25 year olds:**

Prompted by the success and positive feedback received in relation to the Driver Awareness Scheme (DAS), I have held discussions with Dorset Police, local Anti-Social Behaviour Reduction Officers (ASBROs) and other partners to initiate a pilot project to offer ASB awareness courses to 18-25 year olds. These discussions continue, so watch this space.

### **Consulted directly with local victims of crime to understand the issues and challenges they experienced in moving through the criminal justice system:**

In 2013, I launched my quarterly Victims Focus Groups, enabling individuals or businesses that have been the victim of crime to meet with me in a group, or one-to-one setting, to share their experiences. This in turn has informed my work in exploring how I can influence and facilitate change and improvement in the criminal justice system locally.

### **Held the Chief Constable to account for Dorset Police's contribution to the criminal justice process:**

Through active participation in the Dorset Criminal Justice Board (DCJB) and the Strategic Performance Board, I have been able to provide oversight of the police contribution to the wider criminal justice system, monitor performance, and seek improvements where required.

Specific areas where I have sought reassurance or further action include Burglary, Shed Breaks, Rural Crime and File Data Quality for prosecution cases and it is pleasing to see improvements in some of these areas as demonstrated in the performance summaries contained later within this report.

# DEMONSTRATING THE VALUE OF THE VICTIMS' BUREAU

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## Martyn Underhill - Police & Crime Commissioner:

"The introduction of a Victims' Bureau in Dorset was top of the list of my priorities upon being elected as PCC. The following case study demonstrates why – the ability to provide dedicated, tailored support and information to those at a particularly vulnerable time in their lives."

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## BACKGROUND

A female in her late 90's and living in sheltered accommodation was the victim of a distraction burglary in her home. The lady is a frail but determined character suffering from dementia but enjoying support from her family in the area and the care services. She had previously been the subject of distraction burglaries where she had been conned into permitting access to her home.

In this instance, the victim allowed access to her home to a man who stated he was there to do some work at the property. The man was left alone at one stage and left shortly after with no work having been carried out. When a care worker later attended it was discovered that cash kept in the flat had gone missing. Dorset Police response officers attended the scene, followed by detectives and specially trained victim officers. CCTV footage subsequently located nearby led to an arrest.

## CHALLENGES

The victim has a very short-term memory and was likely to forget all detail within a few days. Given that it normally takes some time to arrange a video interview for such a vulnerable witness, the decision was taken to record a written statement at the time whilst she still retained the detail.

In addition, the impact of the crime, and fear of a similar experience by other residents and their families, had to be managed, along with the consideration of crime prevention measures to stop future crimes of this nature, and the specific issue of maintaining regular contact and updates with the victim's family.

From a policing perspective there were also specific challenges concerning crime scene and evidence preservation, given that the victim could not easily be removed from her accommodation, along with the credibility of the victim as a witness, given her medical condition.

## OUTCOME

By having a dedicated Victims' Bureau in place, Bureau staff have been able to provide tailored advice and support to the victim and the family throughout the investigative process, freeing up officer time in the process. In the words of the victim's son:

*"I am delighted with the service I received from the Victims' Bureau. They have kept me regularly and fully updated which has then enabled me to access any ongoing risk and support-needs my mother might have. She is quite vulnerable and the information they have provided has been crucial to me in deciding what support she needs. They have kept me abreast of all developments in a timely fashion – the arrest, court appearance and the fact that the offender has been remanded in prison."*

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## Martyn Underhill - Police & Crime Commissioner:

"I am also delighted that since November 2013 the Victims' Bureau has been able to support victims of crime in this way. Work continues to expand the scope of the Bureau even further, seeking to incorporate wider partners beyond the police service, and to provide comprehensive support throughout the whole criminal justice process."

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# PERFORMANCE SUMMARY 2013/14

## PRIORITY OUTCOMES

- Effective multi-agency problem solving
- Increased victim satisfaction
- People engaged in making their communities safer
- Establishment of a Victims' Bureau

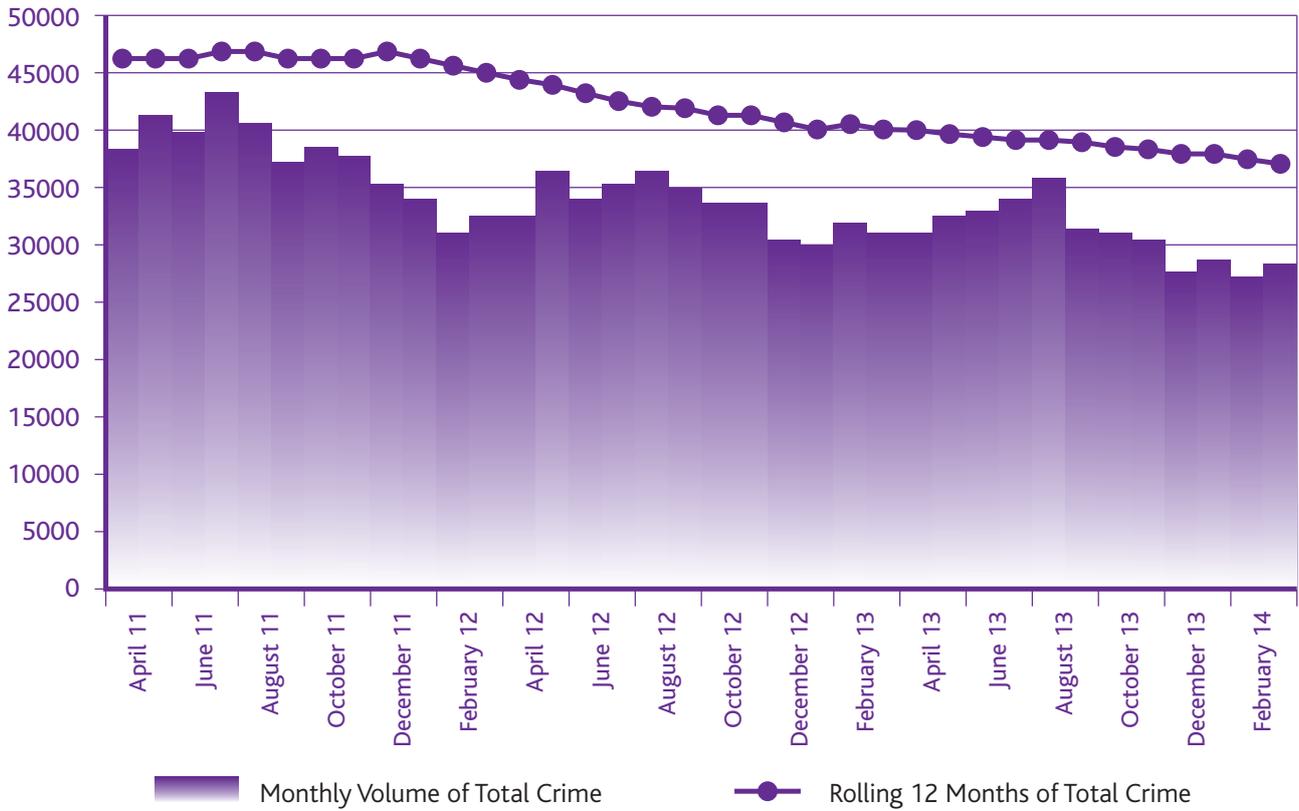
## INDICATED BY:

- Crime and anti-social behaviour data
- Outcome data – sanctioned detections and resolution rates
- Repeat victimisation data
- Public confidence and satisfaction <see priority 5>
- Feelings of safety <see priority 5>

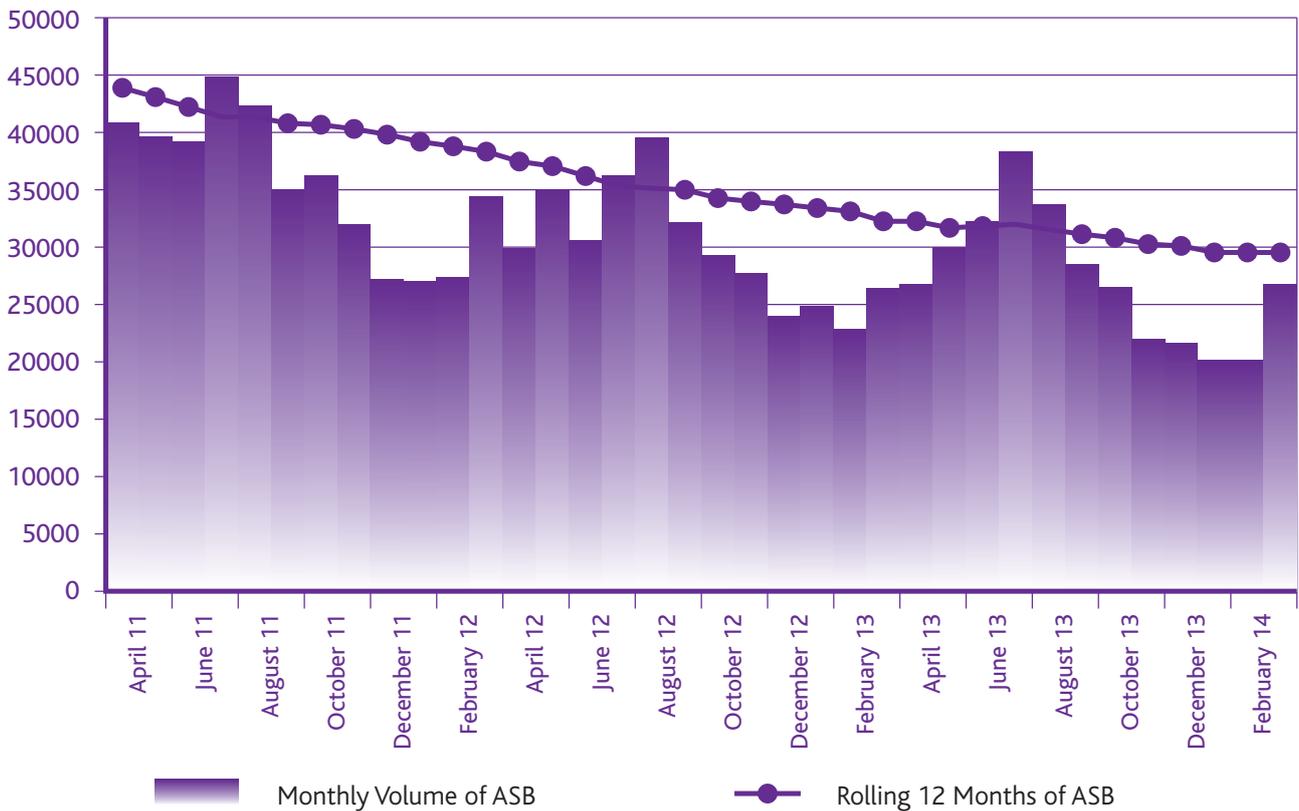
## KEY PERFORMANCE INDICATORS & TARGETS – 1 APRIL 2013 TO 31 MARCH 2014

PRIORITY	KEY PERFORMANCE INDICATORS	2013/14 TARGET	APR-MAR		CHANGE	
			2012/13	2013/14	ACTUAL	PERCENTAGE
Reduce the number of victims of crime and anti-social behaviour	Total Crime	>1%	40,163	37,212	-2,951	-7.3%
	Positive Outcome Rate	>25.5%	22.8%	26.8%		4.0%
	Number of repeat Victims		5,341	4,980	-361	-6.8%
	ASB Incidents		32314	29447	-2867	-8.9%
	Number of Repeat Callers		3230	2947	-283	-8.8%
	Personal ASB Incidents		5460	4966	-494	-9.0%
	Dwelling Burglary		1899	1715	-184	-9.7%
	Sanction Detection Rate		13.5%	19.3%		5.8%
	Shed, Garage & Beach Hut Breaks		2101	2096	-5	-0.2%
	Sanction Detection Rate		1.1%	2.7%		1.6%
	Vehicle Crime		4735	3973	-762	-16.1%
Sanction Detection Rate		4.4%	5.9%		1.5%	

## LONG TERM TREND - TOTAL CRIME



## LONG TERM TREND - ASB



- **At the end of 2013/14 crime has reduced by 7.3%** or 2,951 fewer crimes than 2012/13. Incidents of anti-social behaviour had also reduced by 8.9% or 2,867 fewer incidents.
- The Police and Crime Plan identified personal anti-social behaviour, dwelling burglary, including shed burglary, vehicle crime and the positive outcome rate as priorities for this year and beyond.
- **Personal anti-social behaviour incidents** have reduced by 494 incidents or 9.0% in line with overall reductions in anti-social behaviour.
- **Dwelling burglary** ended the year with a 9.7% reduction or 184 fewer crimes.
- **Shed burglaries** have remained in a stable position compared to last year with 2,096 crimes recorded in Dec 2013/14 compared to 2,101 in 2012/13.
- **Vehicle crime** has reduced by 762 crimes or just over 16%. This reduction is in both theft from, and of, motor vehicles.
- The **Sanction Detection Rate (SDR)** for 2013/14 is 23.5% with a **Positive Outcome Rate**<sup>1</sup> of 26.8%. Both have shown an increase on 2012/13 which recorded 21.5% and 22.8% respectively.

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**Chief Constable Debbie Simpson:**

"I am delighted to report that we are in the 6th year of reductions regarding Anti-Social Behaviour, we have fewer repeat victims of crime and we are detecting more burglaries of people's homes. We understand the impact that being a victim has on people's lives, and we will continue to support those individuals at all stages."

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<sup>1</sup> Sanction Detections plus Community Resolutions

## PRIORITY 2

# REDUCE THE NUMBER OF PEOPLE SERIOUSLY HARMED IN DORSET

**“** *This priority recognises the crimes and incidents that have a significant physical and/or emotional impact on victims and their families, whether due to the serious or persistent nature of the offending or the victim’s vulnerability. I am particularly encouraged to see an increase in reporting of domestic abuse incidents, indicating greater confidence in victims making contact with the police and other agencies. Violent crime and road safety remain areas of concern and will remain in focus for the future.* **”**

## WHAT THE PCC HAS ACHIEVED IN 2013/14

*Driven improvements nationally to the services delivered to those **suffering mental health illness and in crisis:***

Through chairing the national PCC Mental Health working group, I have been able to highlight concerns and drive improvements in the way that services are delivered to those suffering mental illness and in crisis across the country and here in Dorset. This work culminated in the launch of the Mental Health Crisis Care Concordat in February 2014 - a set of shared national principles bringing together a multi-agency response to individuals in mental health crisis.

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“The signing of the Concordat is a demonstration of what can be achieved when people work together. From today each organisation will have a clear set of principles to follow and vulnerable people experiencing difficulties will be able to get the right help when and where they need it.”

**Rt Hon Damian Green MP, Minister for Policing, Criminal Justice & Victims**

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“This is the 999 plan for mental health. It should mean that anyone in mental health crisis gets urgent and appropriate help.”

**Paul Farmer, Chief Executive of MIND**

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“The Concordat is an important commitment to joint action to ensure that people in mental health crisis get the right support quickly and in the right setting.”

**Professor Kevin Fenton, Director of Health & Wellbeing at Public Health England**

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### ***Focused on mental health service provision in Dorset:***

As well as the impact on the individuals concerned, police officers are also far too often diverted from their core duties through the time spent managing those individuals in crisis. By drawing key partners together to discuss the major issues, I have been able to prompt a rethink in service delivery locally, culminating in work to develop a street triage pilot service – pairing police officers with trained mental health professionals, able to assess individuals at the point where the police are called to deal with situations. This pilot was launched in July 2014.

Government funding was also secured to extend the existing liaison and diversion scheme, where mental health professionals are based within police custody suites, to a 24/7 service on a pilot basis.

***Addressed a number of issues in relation to the Safeguarding of vulnerable children and adults:***

I have worked hard to influence relevant agencies to develop a Multi-Agency Safeguarding Hub (MASH) on a pan-Dorset basis, to enhance information sharing and risk management in relation to vulnerable individuals. Alongside this, my team has led discussions on implementing a pan-Dorset, web-based IT platform to help facilitate these arrangements and work continues to implement this during 2014/15.

***Sought ways to implement further alcohol harm reduction measures with partners:***

I am a passionate advocate of the wider use of initiatives such as the Safe Bus, Street Pastors, the Late Night Levy (LNL) and Early Morning Restriction Orders (EMRO) – and, in the case of the latter two, I continue to lobby local authorities to explore their potential introduction.

***Looked at ways to further improve Road Safety in Dorset:***

In November 2013, I chaired a multi-agency conference on road safety, to agree the strategic priorities for the Dorset Strategic Road Safety Partnership. I have also been able to progress specific concerns raised by individuals, primarily by bringing together all of the relevant organisations to highlight issues and review all appropriate options and measures.

As a keen supporter of the Community Speed Watch (CSW) initiative, I have also worked to raise public awareness of the scheme and its benefits, which has assisted Dorset Police in recruiting more volunteers to roll the scheme out more effectively across the County.

***Championed Domestic Abuse initiatives both locally and nationally:***

Prior to my election and since, I have long campaigned for the introduction of Clare's Law and was delighted when the Government announced that this would be rolled out nationally from April 2014, following a number of successful pilots. Clare's Law allows individuals with concerns about someone they feel may be at risk, to ask the police to look into a partner's background.

I have also approved funding for the continued support of the Sexual Assault Referral Centre (SARC), which provides independent, confidential and tailored support to victims of sexual violence.

***Agreed to fund a Street Sex Outreach Worker post working with some of the most vulnerable members of the community:***

Street sex workers are among the most vulnerable and marginalised groups in society, making them extremely hard to engage with, and support, to make changes. As a result, I have agreed to fund a pilot Outreach Worker post to assist in the overall aim of supporting street sex workers away from prostitution, working closely on this initiative with Bournemouth Borough Council and other key partners.

***Agreed funding for the Drug Intervention Programme for 2014/15:***

I have agreed the continued funding for local Drug Intervention Programmes in 2014/15, which engage with drug-using offenders within the criminal justice system with the aim of reducing drug-related harm and offending behaviour.

# ALCOHOL HARM REDUCTION – LAUNCH OF THE ALCOHOL DIVERSION SCHEME

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## Martyn Underhill - Police & Crime Commissioner:

"Alcohol is a significant contributory factor towards crime and anti-social behaviour but is a far more complex issue than simply enforcing the law. That is why I am keen to support innovative ideas such as the Alcohol Diversion Scheme (ADS), which was launched in Dorset in August 2013."

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## ALCOHOL DIVERSION – WHAT IS IT?

The Alcohol Diversion Scheme (ADS) is a scheme for dealing with alcohol-related offenders in Dorset. It means that offenders issued with a Penalty Notice for Disorder (PND) are offered the opportunity to attend a half-day educational course, costing £40. Provided the individual attends and completes the course, the original PND will be cancelled.

Examples of PND offences that might apply include drunk and disorderly, Public Order Act offences and low-level thefts and damage where alcohol is the contributing factor.

## WHAT DOES ADS SEEK TO ACHIEVE?

The Scheme seeks to divert individuals away from trouble at an early stage and avoid any escalation in the seriousness of their behaviour. It is also part of an ongoing commitment by the police and other agencies to reduce the number of alcohol-related incidents affecting local town centres.

## HOW IS IT DELIVERED?

Dorset Police are leading the Scheme, in partnership with local authorities. Druglink, a registered charity, delivers the courses at sites at Bournemouth, Poole and Weymouth.

## HOW IS IT WORKING?

Clearly the Scheme is still in its early stages but the findings, following a six month evaluation, are encouraging. In total, 37 offenders successfully completed the Scheme during this period, with a further 6 referred to similar schemes outside of Dorset.

The Scheme raises knowledge and awareness in relation to alcohol, the impact of heavy, excessive and binge drinking and the links between alcohol and offending, along with the implications of such offending behaviour. 96% of attendees stated that their alcohol intake would reduce as a result of attending the Scheme.

Crucially, none of the Scheme attendees had reoffended at the time that the six month review was carried out.

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## Martyn Underhill - Police & Crime Commissioner:

"This is an excellent example of Dorset Police leading a scheme with partners that is having a genuine impact locally. I remain committed to working with all key agencies to find other innovative ways to tackle issues like this locally."

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# PERFORMANCE SUMMARY 2013/14

## PRIORITY OUTCOMES

- Fewer victims of serious crime
- Fewer people killed or seriously injured on Dorset roads
- Reduced offending rates
- Establishment of a Multi Agency Safeguarding Hub (MASH) across Dorset

## INDICATED BY:

- Crime and outcome data - violence
- Crime and outcome data – sexual offences
- Crime and incident data – domestic abuse
- Crime and incident data - hate
- RTC data –people killed or seriously injured on Dorset’s roads

## LATEST PERFORMANCE – 1 APRIL 2013 TO 31 MARCH 2014

PRIORITY	KEY PERFORMANCE INDICATORS	2013/14 TARGET	APR-MAR		CHANGE	
			2012/13	2013/14	ACTUAL	PERCENTAGE
Reduce the number of people seriously harmed in Dorset	Most Serious Violent Crime		93	81	-12	-12.9%
	Sanction Detection Rate		75.3%	65.4%		-9.9%
	Serious Sexual Offences		420	472	52	12.4%
	Sanction Detection Rate		4.0%	8.7%		4.7%
	Alcohol Related Violent Crime		1902	2275	373	19.6%
	Domestic Abuse Incidents		8183	8487	304	3.7%
	Racially & Religiously Aggravated Crime		135	102	-33	-24.4%
	Hate Flagged Crime		59	90	31	52.5%
	Hate Incidents		255	290	35	13.7%
	Number of people killed or seriously injured		360	379	19	5.3%

- **Domestic abuse** – the number of incidents has increased by 304 or 3.7%, however the trend has stabilised, with monthly figures between August and November 2013 falling below those recorded during the same period in 2012.
- Operation Yewtree, following revelations relating to the late Jimmy Savile and a number of similar cases, has led to an increase in reporting of historic cases relating to sexual abuse. These have led to an increase in reported **serious sexual offences** and a reduction in the Sanctioned Detection Rate (SDR).
- **Alcohol Related Violent Crime (ARVC)** has increased by 373 recorded crimes or 19.6%. Total violent crime however has reduced by 3.5% or 234 crimes.
- **Hate Crime** - although racially and religiously aggravated crimes have reduced, hate flagged crime and hate incidents have increased.

- **Road Safety** - Latest figures show an increase of 19 people (5.3%) killed or seriously injured in road traffic collisions in 2013/14 when compared with 2012/13. There were no child fatalities in 2013/14.

### Chief Constable Debbie Simpson:

“The under-reporting of Domestic Abuse has always been of concern to me, and I am pleased to see that confidence in reporting incidents has continued to grow. In contrast, the number of repeat victims has fallen, meaning we are managing the risk to people at the first opportunity. There has been an increase in people killed or seriously hurt on the roads of Dorset, and although the long term trend is still one of reduction, we must not lose focus on this priority, in partnership with other agencies.”

## PRIORITY 3

# HELP PROTECT THE PUBLIC FROM SERIOUS THREATS (LOCAL, REGIONAL AND NATIONAL) TO THEIR SAFETY INCLUDING ORGANISED CRIME & TERRORISM

*“ This priority reinforces the importance of tackling organised criminality and reducing the risk of terrorism in Dorset, as required through the Strategic Policing Requirement. This is often the work that goes largely unseen by the public despite it being a major element of policing to keep us all safe. Dorset Police are working effectively in this area but I will continue to work with the Force to develop our approaches and effectiveness even further. ”*

## WHAT THE PCC HAS ACHIEVED IN 2013/14

### ***Engaged with the recently formed National Crime Agency (NCA):***

As PCC, I have met several times with the Director General of the NCA, Keith Bristow, in order to better understand the role and remit of the Agency and how it will work with police forces and Commissioners at a regional and local level. The NCA delivers a national response to serious and organised crime, fraud and cyber- crime, and to protecting children and young people from sexual abuse and exploitation.

### ***Committed to raising local awareness of Cyber-Crime and related issues:***

Cyber-crime is the use of any computer network for crime. It is broad, far-reaching and a growing threat to us all. That is why I am committed to delivering a local awareness-raising campaign to all Dorset residents, one of the key strands of work I detailed in my precept proposal for 2014/15.

### ***Identified concerns in relation to Human Trafficking:***

Human trafficking is a serious criminal activity that, until recently, has been very much under the radar. I remain fundamentally concerned by the threat that this poses locally and I have therefore devoted a significant amount of time to raising awareness of the issue, both with partners and local communities, and acting as a keynote speaker at a Human Trafficking Conference held in December 2013.

### ***Continued to work collaboratively with regional colleagues to address serious threats:***

All of the Police and Crime Commissioners in the South West region are committed to working together with each other, and their Chief Constables and forces, to tackle cross-border issues and share resources as appropriate. I continue to meet regularly with my counterparts to monitor and oversee the regional collaboration programme, including the Regional Organised Crime Unit (ROCU) and proposed Regional Forensics Service.

### ***Lobbied nationally for improvements to the national Action Fraud reporting service:***

A number of local cases raised to me by the public of Dorset have highlighted concerns over the service being delivered by Action Fraud (the national fraud and internet crime reporting centre). These focused on a lack of information and follow-up contact once an issue had been reported. In my position as PCC, I have been able to raise these issues with senior Government ministers which has helped to prompt a review of the way that Action Fraud operates. From April 2014, responsibility for Action Fraud has transferred to the National Fraud Intelligence Bureau (NFIB) and this, along with a fundamental review of their systems, is set to deliver a much more victim-focused service in future.

## TAKING ACTION ON ACTION FRAUD

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**Martyn Underhill - Police & Crime Commissioner:**

"A number of cases affecting local residents came to my attention in the summer of 2013 which raised concerns over the operation of Action Fraud."

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*Action Fraud is the national reporting centre for fraud and on-line crime, previously overseen by the National Fraud Authority (NFA). It aims to provide a co-ordinated national response to cases of fraud by gathering intelligence and, where evidence permits, referring cases to the most relevant police force to investigate further.*

However, from the cases relayed to me, it was clear that the role and function of Action Fraud was not being communicated properly, nor was the service being delivered in a victim focused way. For example:

- Mrs A was conned out of her life savings by a telephone fraudster. Having followed advice to report the crime to Action Fraud, and accepted an offer of support from Victim Support, nothing further was heard
- Mr B was the victim of fraudulent direct debits being placed on his account. As his bank had refunded the money lost under the Direct Debit Scheme, he was advised by Action Fraud that no further action would be taken as no financial loss had been incurred
- Mr G was concerned that his address details were being used fraudulently in relation to a mobile phone contract but, because he was not a 'victim' of a crime, he was not able to register his concerns with Action Fraud
- Mr F is an on-line trader who was the victim of credit card fraud. He reported this via Action fraud but had no response. He was particularly keen to understand if the information he had been able to provide was of any use to prevent further crime

There was clearly a failing within the system adopted by Action Fraud in ensuring that people reporting issues were kept informed about their cases, even if an investigation was not possible. To me this was unacceptable, which is why I raised my concerns with the Home Secretary, the then Victims' Minister and the Under Secretary of State for Crime and Security.

I am pleased that this, along with pressure from other PCCs across the country, prompted a subsequent review of the effectiveness of Action Fraud, which has led to responsibility for the service being transferred from the National Fraud Authority (NFA) to the National Fraud Intelligence Bureau (NFIB). As well as providing a more joined-up service between reporting and investigations, this has also instigated a fundamental review of the processes used to support victims of crime when reporting issues through this means.

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**Martyn Underhill - Police & Crime Commissioner:**

"I watch these developments with interest and hope that future users of Action Fraud will receive much more satisfactory levels of service during what will clearly be a distressing period of their lives."

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# PERFORMANCE SUMMARY 2013/14

## PRIORITY OUTCOMES

- Criminals deprived of their assets
- Communities better informed and engaged in reducing the risk of terrorism and organised criminality
- Reduced risk from organised crime groups in Dorset

## INDICATED BY<sup>2</sup>:

- Serious crimes flagged 'organised criminality'
- Arrests of identified 'organised criminals'

- In 2012/13 over £642,000 of assets were confiscated from criminals in Dorset.
- So far, £9,200 of **assets have been recovered** from organised criminals in 2013/14 – however, this is a lengthy process and the recovery of further significant assets are anticipated, pending the conclusion of a number of financial investigations.
- **9 Organised Criminal Gangs (OCGs)** operating in Dorset have been disrupted.
- 69 individuals with an involvement or association with OCG have been arrested.
- Dorset Police has seized substantial amounts of Class A and Class B drugs, along with some firearms, as part of the ongoing work to disrupt organised crime activity.
- Improvements in intelligence-gathering, information-sharing and partnership-working and financial opportunities to disrupt organised criminality have been implemented and continue to be developed further.

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### Chief Constable Debbie Simpson:

"Organised Crime erodes local communities, and we are absolutely committed to dismantling groups before they become embedded. We have progressed partnership working, leading to arrests for human trafficking and worked with neighbouring forces to target groups involved in cross-border crime."

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<sup>2</sup>These measures around 'organised criminality' have superseded those flagged 'drug-related' as thought to be a better and more reliable indicator of activity related to organised criminality.

## PRIORITY 4

# REDUCE RE-OFFENDING

*“The numbers of offenders who reoffend within a year of having been sentenced by our courts is at an unacceptably high level. This priority focuses on those offenders who pose the highest risk to our communities. This is a priority that requires a number of agencies to work effectively together to achieve our aims – the police, Probation and the new Community Rehabilitation Companies (CRC), Crown Prosecution Service (CPS), Courts Service and many others – and I will continue to play my part in facilitating cohesion across the criminal justice sector.”*

## WHAT THE PCC HAS ACHIEVED IN 2013/14

### *Remained fully informed and engaged with the **Transforming Rehabilitation** reforms locally:*

The Government’s national programme of reforms – Transforming Rehabilitation – has had a significant impact on the Reducing Re-offending Agenda, with wholesale changes to the management and support of offenders and ex-offenders, as well as the formation of new Community Rehabilitation Companies (CRCs) to work alongside the National Probation Service. I have been fully engaged with all relevant parties on discussions and developments as to how these changes will be most effectively implemented in Dorset.

### *Campaigned for a **local resettlement prison**:*

A nationwide ‘through the prison gates’ resettlement service is also being introduced to provide most offenders with continuous support from custody to the community by a single provider as a means of addressing their offending behaviour. I campaigned passionately to secure a resettlement prison within Dorset as part of this proposal, but the decision taken by Government means that Dorset prisoners will be housed in Devon, whilst Dorset prisons will house offenders from Avon and Somerset, Gloucestershire and Wiltshire. This clearly increases the challenges in delivering such a service as efficiently and effectively as possible for Dorset.

### *Commissioned work to research **Restorative Justice** approaches and best practice across Dorset to inform the development of an **RJ Strategy**:*

Restorative Justice (RJ) is an approach that focuses on the needs of the victim and offender – with offenders encouraged to take responsibility for their actions and understand the impact they have had on the victim. This approach has been successfully adopted locally with youth offenders and I am keen to see this rolled-out to include adult offenders as well. To this aim, I commissioned research into current best practice in Dorset and options for developing RJ further. Following this work, the recruitment of staff to co-ordinate RJ work, funded through national grant, will take place in 2014/15.

# NEIGHBOURHOOD JUSTICE PANELS (NJPS) IN ACTION

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## Martyn Underhill - Police & Crime Commissioner:

"I am an advocate of Neighbourhood Justice Panels as an effective Restorative Justice approach to offending behaviour and empowering victims of crime. Pilot schemes have already been adopted in parts of Dorset and I am keen for this to be rolled out further across the County.

The following example explains how, and why, NJPs work."

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## BACKGROUND

The offender was with a group of friends, drinking heavily in a local pub. Following concerns raised by bar staff over his level of intoxication, the offender was informed that he would no longer be served any alcohol. This resulted in the offender becoming angry and aggressive and, after being asked to leave the premises, resulted in him causing damage to the pub as he left.

The police were called and arrested the offender nearby. He admitted the offence, was remorseful and indicated his desire to pay back the costs of the damage he had caused. He was formally cautioned for the crime and also received a two year Pub Watch ban.

## THE PANEL MEETING AND OUTCOME

The offender was keen to meet with bar staff, given his remorsefulness over the incident. Bar staff were more reluctant, however, with concerns over coming face-to-face again with an aggressive individual.

Despite this a Panel meeting was arranged which enabled the offender to provide a full and frank apology for his actions and to pay the compensation for the damage in full. This in turn led to more amicable discussions taking place for some time after the Panel had concluded. As a result of this relationship building, the bar staff were willing to see the Pub Watch ban reduced to six months.

No further offences have been committed by the individual in question since.

## Martyn Underhill - Police & Crime Commissioner:

"This is an excellent demonstration of how powerful NJPs can be. It also confirms that they are not a soft option in terms of sanctioning offenders. It is incredibly empowering for victims of crime to be able to confront offenders directly and make them fully understand the impact of their actions.

By the same token, offenders can show genuine remorse and apologise for their results of their behaviour, which in itself provides more meaningful closure for victims than simply being informed by a third party as to the outcome of any sanctions taken against the offender.

Indeed, as in this case, NJPs can even lead to genuine relationships being built between the two parties where, a few hours previously, no such relationship existed."

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# PERFORMANCE SUMMARY 2013/14

## PRIORITY OUTCOMES

- Reduced reoffending rates of highest risk offenders
- Increased number of offenders diverted from offending
- Increased number of offenders in accommodation and employment

## INDICATED BY<sup>2</sup>:

- Reoffending rates <probation data>
- Reoffending rate of high-risk offender group <probation data>
- Mentoring including re-offending and mentoring of high risk offenders being mentored <in development>

		ACTUAL RATE OF RE-OFFENDING	
		OCT 11 - SEPT 12	OCT 12 - SEPT 13
LOCAL AUTHORITY	BOURNEMOUTH	8.32%	9.64%
	DORSET	7.78%	7.28%
	POOLE	8.46%	10.98%
PROBATION TRUST	DORSET	8.10%	9.00%

(Rates of Re-offending – data from the Ministry of Justice)

- **Integrated Offender Management (IOM)** is a means for the police, probation service and other support agencies such as drug and alcohol treatment agencies, to work with those at high-risk of reoffending but also likely to respond to specific treatment or interventions to divert them away from crime.
- The police and partners have already identified a cohort of 80 such offenders locally and have put specific mechanisms in place to manage and support them to change. Plans are currently being explored as to the potential for increasing this cohort further.

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### Chief Constable Debbie Simpson:

"By reducing re-offending, we continue to reduce crime and make our community safer. We have continued our programme of working with prolific offenders and are developing integrated offender management - giving the best opportunity to break the offending cycle."

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## PRIORITY 5

# INCREASE PEOPLE'S SATISFACTION WITH POLICING IN DORSET

*“ In comparison to many areas, Dorset enjoys high levels of confidence as illustrated through both national and local surveys, but there is room for improvement. We must improve how we keep people updated, especially victims of crime and disorder. We must also maintain a focus on improving non-emergency call handling so that people have confidence in the 101 system. Dorset is an incredibly safe place to live, work and visit however - 96% of our survey respondents tell us this themselves. ”*

## WHAT THE PCC HAS ACHIEVED IN 2013/14

### *Secured funding to provide **Body Worn Video (BWV)** equipment for police officers in 2014/15:*

A key driver for my precept proposal for 2014/15 was the provision of Body Worn Video (BWV) for officers. Studies have shown this equipment to increase officer accountability, reduce complaints, raise public confidence and secure more convictions through enhanced evidence gathering (particularly in incidents of domestic abuse/violence and public place violent crime and disorder). Through the budget and precept decisions taken in February 2014, this equipment will now be introduced.

### *Responded to concerns over the **integrity of police crime recording data and statistics:***

The integrity of police recorded crime statistics has come under the spotlight nationally and locally in recent months. Whilst the most recent inspection reports for Dorset Police highlight that the Force has robust processes in place, I have taken steps to increase my scrutiny and oversight of this key issue and I now meet monthly with the Deputy Chief Constable and Force Crime Registrar to monitor, review and challenge crime recording performance and practice.

### *Asked the Chief Constable to improve the **101 non-emergency telephone service** following concerns raised by the public:*

During the first part of the 2013/14 financial year, a number of concerns were raised by the public and local councillors to me over the performance of the 101 service, particularly with regard to waiting times when making a call. As a direct result of this public feedback I formally raised my concerns in a public letter to the Chief Constable, requesting that she took steps to address this problem. This led to the recruitment of additional telephone operators and implementation of upgraded technology, resulting in an initial upturn in performance. However, it is accepted that further improvement can be made and this is an issue that I continue to keep a close watch over.

### *Supported the introduction of a new **Code of Ethics for the police service** by the College of Policing*

As part of my active involvement in national debates over the future of policing I fully contributed to the consultation process for the new Code of Ethics that will be finalised and launched later in 2014. The Code is a written guide to the principles that every member of the policing profession is expected to uphold, and the standards of behaviour they are expected to meet. Dorset Police has already begun to prepare for the implementation of the Code and I will maintain scrutiny and oversight of this process.

## PUBLIC FEEDBACK

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### Martyn Underhill - Police & Crime Commissioner:

"My role is essentially about communicating with local people and communities, understanding their community safety and crime issues and concerns, and reflecting these in the way that Dorset Police (and partners that I can influence) are delivering services. Feedback is therefore essential. Whether it is in person at one of my forums or surgeries, in writing to my office, or by completing one of our surveys, please do make contact and share your views with me."

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### COMMENTS FROM SURVEY RESPONDENTS OVER THE LAST FINANCIAL YEAR INCLUDE THE FOLLOWING:

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*"When I was talking to them on the telephone they seemed to know exactly what to ask me and dealt with it professionally."*

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*"They acted with empathy, understood the situation and did what they said they were going to do and rang me back to tell me the result and gave me advice as well."*

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*"They were just very nice people, I never had contact with the police, it surprised me how well they looked after me."*

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*"They were just marvellous and amazing. Very knowledgeable, they really listened even though I was babbling at times. They gave me time to explain."*

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*"I wasn't expecting to be kept updated so frequently. I was very impressed with the way they kept me in the loop."*

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*"They had a lot of trouble with contacting me, but they still tried to, until they actually got in touch."*

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*"Because I had two lodgers living in my house whose English is their second language, they were quick to offer a translator and took their time to listen to what they had to say, I was impressed with it."*

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### Martyn Underhill - Police & Crime Commissioner:

"It is always pleasing to receive positive feedback and confirmation from the public about the decent and professional job that Dorset Police undertake day-in and day-out locally – our views and opinions are often clouded by judgements based on events happening elsewhere.

But I am also acutely aware that the police service does not always get things right and sometimes falls short in its service delivery. A key part of my role is to hold the Chief Constable to account for the delivery of policing in Dorset, so please do let me know of any issues or concerns you may have. Whilst I may not be able to intervene directly in, or investigate, individual cases, I can ensure that all such matters are reviewed and responded to appropriately by Dorset Police."

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# PERFORMANCE SUMMARY 2013/14

## PRIORITY OUTCOMES

- Increased victim satisfaction
- Increased public confidence
- At least 95% of emergency calls answered within 10 seconds
- At least 75% of non-emergency calls answered within 30 seconds

## INDICATED BY<sup>2</sup>:

- Satisfaction with being kept informed <source: USS>
- Satisfaction with overall service received <source: USS>
- Dorset Police - contact management data for emergency & non-emergency calls
- Feelings of safety <source: CSS>
- Public confidence <source: Crime Survey in England & Wales>

## LATEST PERFORMANCE – NB: PERIODS DIFFER, DEPENDING ON SURVEY SOURCE

PRIORITY	KEY PERFORMANCE INDICATORS	2013/14 TARGET	PREVIOUS PERFORMANCE	CURRENT PERFORMANCE	CHANGE	
					ACTUAL	PERCENTAGE
Increase people's satisfaction with policing in Dorset	Percentage of people who think the police are dealing with community priorities		69.4%	68.3%		-1.1%
	Percentage of people who feel safe in Dorset		96%	96%		0%
	Victim satisfaction with progress updates made by police officers and staff	+ 1 Quartile	67.9%	69.6%		1.7%
	Percentage of victims that are satisfied with the overall service provided by police officers and staff	+ 1 Quartile	81.1%	82.7%		1.6%
	Percentage of 999 calls answered in 10 seconds	> 95%	94.9%	94.5%		-0.4%
	Percentage of 999 calls abandoned*	< 2%	0.1%	0.4%		0.2%
	Percentage of non-emergency calls answered in 30 seconds	> 75%	71.8%	67.3%		-4.6%
	Percentage of non-emergency calls abandoned	> 5%	4.9%	7.0%		2.1%

The data informing this priority comes from a number of sources, including the national **Crime Survey in England and Wales (CSEW)** and the Dorset specific **Community Safety Survey (CSS)**; User Satisfaction Survey (USS); and **Call handling data**.

## IN SUMMARY

- Although measures relating to **confidence in local policing** remain high, **satisfaction of victims** in relation to policing services fell in 2013/14 compared to 2012/13 and has been identified as a priority by the Police and Crime Commissioner.
- Analysis has shown that **'Keeping People Informed'** records the lowest levels of satisfaction in the User Satisfaction Survey which also measures contact, treatment and actions taken. The setting up of a Victim Bureau in November 2013 is a key part of the delivery plan to improve victims' satisfaction with how they were kept informed of progress.
- Results for the Dorset Community Safety Survey in 2013/14 show that both the 'keeping people informed' measure and 'overall satisfaction' have risen slightly in comparison to 2012/13 results.
- The question from the Crime Survey in England & Wales that measures the percentage of people who "think the police are dealing with community issues", has seen results drop slightly, placing Dorset Police fifth nationally and second in their 'Most Similar Group (MSG)' of forces in the 12 month period to December 2013.
- The Dorset Community Safety Survey asks a random sample of residents about their feelings of safety. The 2013/14 results (2,872 respondents) show 96% of those replying, stating that they feel very, or fairly, safe, living in their local area.
- Emergency call handling exceeded the target for abandoned calls and fell just below the target for call answering in 2013/14.
- Non-emergency call handling did not achieve the targets set in 2013/14 for abandonment rates or call answering times. This was primarily due to reduced performance in May, June and July 2013. Performance improved following a number of interventions through late summer and into the autumn, with calls answered within 30 seconds exceeding 70% in the discrete months of October, November and December 2013. However, the flooding and poor weather in January and February 2014, saw an increase in call volumes, which in turn had an impact on answering times and abandonment rates, affecting average performance across the year as a result.

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### Chief Constable Debbie Simpson:

"I am proud that Dorset Police ranks fourth nationally in respect of people feeling that we deal with local community issues; however satisfaction is an area which we need to improve on. We have seen increased satisfaction in certain areas, such as burglary and vehicle crime, but there is still more work to be done, particularly with overall satisfaction. The introduction of the Victim Bureau has given victims timely updates on the progression of their case which they rightly deserve."

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## PRIORITY 6

# SUPPORT NEIGHBOURHOOD POLICING THAT IS APPROPRIATE FOR BOTH RURAL & URBAN COMMUNITIES

*“ This priority builds on the achievements of Dorset’s Safer Neighbourhood Teams that have done so much to solve local problems, to support the more vulnerable and to provide a trusted reassuring presence. It acknowledges the diverse make-up of Dorset, ensuring that the unique needs of rural communities are recognised. This is the bedrock and public face of policing and I am committed to maintaining this local, frontline policing service here. ”*

### WHAT THE PCC HAS ACHIEVED IN 2013/14

#### ***Reversed the recruitment freeze implemented since 2009:***

In conjunction with the Chief Constable, I have reversed the recruitment freeze that was implemented in light of the funding cuts experienced by Dorset Police. This has seen 24 new police officers recruited into Dorset Police, with further recruitment anticipated over the next financial year.

#### ***Maintained his pledge to increase Special Constable and Volunteer numbers during his term of office:***

As a result of my clear ambition (shared by the Chief Constable) to bring the public into the policing partnership, the number of fully-vetted volunteers working with Dorset Police has increased from 72 to 172 during the 2013/14 financial year. I have also worked with the Force to establish different ‘tiers’ of vetting required depending on the role being undertaken. This has seen overall volunteer numbers exceed 2,000 to date. During this time 113 Special Constables were also recruited.

#### ***Liaised regularly with local Watch Groups and promoted their value to encourage greater participation:***

I have met regularly with representatives of numerous Watch Groups across the County, as part of the wider community engagement programme. As a keen champion of Watch Schemes and their contribution to policing and community safety, I have also promoted their contribution to encourage greater participation, particularly in areas of the County where Watch Groups are currently less established. This will continue during my time as Police and Crime Commissioner.

#### ***Instigated a review of the approach to Rural Crime taken by Dorset Police:***

Having met with a number of key stakeholders from the rural community, I asked the Chief Constable to review Dorset Police’s approach to tackling rural crime. As a result, Dorset Police have this year launched a new Force Rural Crime Strategy, and joined the National Rural Crime Network. As PCC, I will continue to strive to ensure that Dorset Police is working effectively with all partners, both locally and nationally, to address the specific challenges of policing rural communities.

#### ***Supported innovative initiatives like the Boscombe Police Box:***

I was proud to be one of a number of contributors to the funding of the Boscombe Police Box, an innovative way of enhancing the visible police presence in Boscombe and tackling the crime and anti-social behaviour concerns raised by local communities.

# TACKLING BURGLARY IN RURAL AREAS

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## Martyn Underhill - Police & Crime Commissioner:

"I am keen to ensure that the public in rural parts of the County receive a high quality and consistent policing service in responding to, and tackling, crime. That is why I asked the Chief Constable with reviewing the Force's approach to rural crime matters.

I am also seeking to enhance the relationship and involvement between the police and our local communities. Police work is reliant on the support and assistance of local people. The following is an example of how the two of these combine to produce real results."

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## BACKGROUND

An area of North Dorset was the subject of a series of burglaries. This was causing much upset and unrest in the area, one that had traditionally experienced low crime rates.

By engaging with the public through local Watch Groups, Dorset Police was able to encourage people to be more vigilant and to report anything that they considered unusual.

## OUTCOME

The active engagement of the local community resulted in valuable intelligence being passed to the police, including the details of a potentially suspicious vehicle. This enabled the Force to undertake a targeted operation, resulting in the offenders being arrested in possession of property obtained from recently burgled properties.

At the time of writing the offenders had been charged and were in custody awaiting trial.

## Martyn Underhill - Police & Crime Commissioner:

"This case is interesting to me for a number of reasons. It highlights the real impact, unsettlement and disruption that crime can cause at a very local level. It also highlights, in a relatively simple way, how the public and the police can work together effectively to tackle crime.

So much of police work is based on intelligence – sources of information that can be used to develop leads or piece together the jigsaw to identify suspects. There is no better source of intelligence than the public. They know their own communities better than anyone and can spot anything out of the ordinary, however small that may be.

Provided with this intelligence, the police are then able to do what they are good at – using the appropriate tactics required to identify suspects, gather evidence, secure convictions and prevent further crime.

I want to promote and enhance this relationship further between the police and the public in Dorset. Crime and community safety is an issue that all of us have a responsibility for tackling and I want to ensure that we all work together as effectively as possible here, to make Dorset an even safer place to be."

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# PERFORMANCE SUMMARY 2013/14

## PRIORITY OUTCOMES

- Fewer victims of crime and ASB
- Fewer repeat victims
- Effective multi-agency problem solving
- Improved progress updates to the public

## INDICATED BY<sup>2</sup>:

- Workforce - Special Constables <to be developed to include priority lead deployment>
- Workforce - Volunteers
- Crime data - Total crimes - <see priority 1>
- Incident data - ASB incidents - <see priority 1>
- Repeat victimisation - <see priority 1>
- Public confidence/satisfaction in policing <see priority 5>

	ESTABLISHMENT AT 31 DEC 2012	ESTABLISHMENT AT 31 MAR 2013	ESTABLISHMENT AT 31 MAR 2014
PCSO	144	143	152
SPECIAL CONSTABLES	224	193	209
VOLUNTEERS	80	92	172

• **SHOPLIFTING AND BUSINESS CRIME** – during 2013/14, a total of 3,982 shoplifting crimes were recorded in Dorset.

This figure adds an additional 459 crimes to the total recorded over the comparative period in 2012/13; a 13% increase. Over the same period however, the detection rate has increased from 40.6% to 43.1%.

• **RURAL CRIME** – the Force has developed a rural crime profile and strategy in consultation with the OPCC. The Force and OPCC have also both joined the National Rural Crime Network, recently established to tackle rural crime and to provide an on-line resource for police and partners to interact and share best practice.

• **WATCH GROUPS** - There has been an increase in the number of groups in Dorset in the past year, with over 17,000 contacts now registered across the County. Numbers are expected to increase further following the launch of "Dorset Alert", a new community messaging system in May 2014.

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### Chief Constable Debbie Simpson:

"The time, effort and passion that our volunteers and members of the Special Constabulary put into supporting local Policing cannot be measured, and I am extremely grateful for all that they do. We will continue to recruit people from all areas of Dorset, so they can influence the way we deal with local issues. Dorset Alert has recently launched, and provides an excellent way for us to pass messages to local people about issues that affect them."

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## PART B

### DISCHARGE OF THE PCC FUNCTIONS

In addition to progress made against the Police and Crime Plan priorities, I am required to set out in the Annual Report how I have discharged my specific statutory duties and functions.

This section therefore provides a summary of how I have worked towards meeting these responsibilities over the last financial year, focusing in particular on the following key areas:

- Budget & Finance
- Consultation & Engagement
- Governance & Scrutiny
- Partnership & Collaboration
- Commissioning Services
- Key Decisions

## BUDGET & FINANCE

The work on the 2013/14 year-end financial figures remains ongoing at the time of publication. However, sufficient work has been carried out to be able to report the anticipated out-turn position.

The table below indicates the anticipated year-end variances for all areas of Dorset Police indicating cost-pressures and areas where continued application of strong financial control has resulted in savings being achieved ahead of schedule. Also shown is the original budget for the year.

	ORIGINAL BUDGET £000'S	CURRENT BUDGET £000'S	ACTUAL £000'S	OVER/ (UNDER) £000'S
<b>OPERATIONAL COMMANDS</b>				
Territorial Policing	774	787	717	(70)
Crime & Criminal Justice	2,082	1,659	1,618	(41)
Operational Support	3,327	3,235	3,050	(185)
<b>Operational Commands Total</b>	<b>6,183</b>	<b>5,680</b>	<b>5,385</b>	<b>(295)</b>
<b>SUPPORT SERVICES</b>				
Estates (including PFI)	6,860	6,794	6,594	(200)
Transport	1,614	1,596	1,412	(184)
Information Systems	3,798	3,780	3,480	(300)
Organisational Development Unit	503	524	600	75
General Services	379	379	317	(62)
Governance	1,234	1,254	1,321	67
Personnel	372	381	471	90
Procurement	3,663	3,514	3,181	(333)
<b>Support Services Total</b>	<b>18,423</b>	<b>18,222</b>	<b>17,374</b>	<b>(847)</b>
<b>CENTRAL BUDGETS</b>				
Employees	97,921	97,057	98,525	1,468
Travel and Subsistence	255	255	218	(36)
Supplies and Services	209	191	192	1
Major Operations	818	850	422	(428)
Partnerships and Collaboration	0	(208)	(208)	0
Carry Forward from 12/13	806	965	947	(18)
Transfers to Reserves	0	1,000	1,159	159
Capital Financing	2,089	3,557	4,008	451
Grant and Other Income	(13,326)	(14,221)	(14,737)	(516)
<b>Central Budgets Total</b>	<b>88,770</b>	<b>89,446</b>	<b>90,526</b>	<b>1,080</b>
Office of the Police & Crime Commissioner	916	944	801	(143)
<b>Total Variance</b>	<b>114,291</b>	<b>114,291</b>	<b>114,086</b>	<b>(205)</b>
14/15 Revenue Projects funded from 13/14 Savings	0	0	293	293
Carry Forward Commissioning Fund Balance	0	0	134	134
<b>Residual Variance</b>	<b>114,291</b>	<b>114,291</b>	<b>114,513</b>	<b>222</b>

# CONSULTATION & ENGAGEMENT

*In support of the Police and Crime Plan, I have a Community Engagement Strategy, which provides a framework for delivering an effective and coordinated approach to community engagement for the benefit of all citizens and communities across Dorset.*

The Strategy looks at five levels of engagement – information giving; consultation; joint decision making; joint action; and community empowerment – along with the plan and tools required to deliver on these and ensure that my decision making is well informed as a result. Some key strands of engagement activity are summarised below:

**PCC FORUMS & SURGERIES** – 21 forums and surgeries were held across Bournemouth, Poole and Dorset in 2013/14 in accessible venues. The Forums provided attendees with the opportunity to be updated on my public work as Police and Crime Commissioner for Dorset, to take part in consultations on issues of the day, and to raise their issues and concerns with regard to policing, crime and community safety. Surgeries provided individuals with the opportunity to meet me face-to-face and to discuss matters not appropriate in the Forum environment. This is such an important element of my work.

**VICTIM FOCUS GROUPS & SURGERIES** - these forums provided me with the opportunity to speak directly with local victims of crime, either in a group or one-to-one setting, to learn about their experiences, to understand their frustrations and how the system may have let them down, and to factor this into my work and decision making alongside the police and other criminal justice agencies. I am pleased to say that I met with 20 individual victims of crime through these focus groups in 2013/14, with ambitions to meet many more in 2014/15.

**PCC ADVOCATES** – during the year, seven volunteer PCC Advocates were recruited to act as the 'eyes and ears' for me for particular elements of the community or geographic areas. Advocates currently cover the Polish and Older People communities, with the Boscombe Advocate having recently stepped down from the role owing to other commitments.

**PUBLIC MEETINGS AND EVENTS** – I have attended a large number of community meetings and events and am honoured to be invited to speak directly to as many local people as possible. Meeting the public provides me with a valuable opportunity to update on my work and, more importantly, to understand the issues and concerns that matter to people. These events have included meetings with Watch Groups, Residents Associations and other community interest groups and societies and I will continue to develop my community engagement programme throughout 2014/15.

**BUSINESS CRIME CONFERENCE** – in November 2013 I was proud to host, in association with the Federation of Small Businesses (FSB) and the Dorset Local Enterprise Partnership (LEP), a dedicated Business Crime Conference for the business community across Dorset. This was accompanied by the conducting of a business crime survey as a means of better understanding the issues affecting businesses locally. Attendees were updated on a number of key and relevant topics, such as cyber-crime and fraud, serious and organised criminality, and the Dorset Police review of their approach to rural crime. I will be repeating this well attended event in the autumn of 2014.

**COPACC GOLD AWARD FOR COMMUNITY ENGAGEMENT** – in recognition of the work and focus that I and my team have placed on community engagement work, CoPaCC, a national PCC scrutiny and advisory body, awarded us their Gold Award for Community Engagement in early 2014 – ranking us first nationally for our activity and outcomes achieved throughout the year. In presenting the award, the Chief Executive of CoPaCC stated:

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**Bernard Rix, Chief Executive, CoPaCC**

"What is particularly impressive is that Dorset has one of the smallest teams in the country. It is an indication that with the right team, it is possible to achieve great things. This award is about recognising quality, drive and dedication."

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# GOVERNANCE & SCRUTINY

*As the Police and Crime Commissioner, I am the "voice of the public" in policing, tasked with holding the Chief Constable to account on behalf of the community to ensure that Dorset Police delivers an efficient and effective policing service. A summary of how I have discharged this function over the last year is as follows:*

**THE POLICING PROTOCOL** – is a statutory instrument clarifying the roles of Commissioners, Chief Constables and Police and Crime Panels, what they are expected to do, and how they should work together to fight crime and improve policing. This underpins the local policing governance arrangements to which I adhere.

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#### **The Policing Protocol, Paragraph 14**

"The public accountability for the delivery and performance of the police service is placed into the hands of the PCC on behalf of their electorate."

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#### **SINGLE ORGANISATIONAL MODEL OF GOVERNANCE –**

I have established a strong working relationship with the Chief Constable and we have agreed a 'single governance model' of internal governance, monitoring and scrutiny. This has specifically sought to reduce duplication and bureaucracy across both the Force and the OPCC.

In terms of monitoring the Police and Crime Plan priorities, I and the Chief Constable co-chair weekly meetings of the Joint Executive Board of Dorset Police chief officers and my Chief Executive and Treasurer. Either I, or members of my support staff, also attend a number of supporting Strategic Boards focused on more specific areas of the business. These include the Strategic Performance Board, the Standards & Ethics Board and the Equality & Confidence Board.

**JOINT INDEPENDENT AUDIT COMMITTEE (JIAC)** – in line with the Financial Management Code of Practice (FMCP), the Chief Constable and I have convened a Joint Independent Audit Committee (JIAC) to provide independent oversight of our internal financial control arrangements. JIAC meets quarterly and is made up of 5 independently recruited members of the community, all with financial and audit backgrounds and experience.

One of the key roles undertaken by JIAC this year was to help advise on the review and development of the Corporate Governance Framework, which was formally approved in March 2013.

**ETHICS AND APPEALS SUB-COMMITTEE** – with the work of JIAC more focused on finance and audit processes and controls, I instigated the establishment of an Ethics and Appeals Sub-Committee of JIAC, which first met in June 2013. Working closely with the internal Professional Standards Board, the Sub-Committee provides an independent focus on police conduct and integrity matters, including the monitoring of police complaints and appeals-handling processes and the dip-sampling of specific complaints cases handled by Dorset Police.

Following the introduction in 2014 of the National Code of Ethics developed by the College of Policing, the scope of this work will increase and I will be working with the Chief Constable to further develop and strengthen the Committee accordingly.

**INDEPENDENT CUSTODY VISITING (ICV) SCHEME** – I continue to oversee the implementation of the local ICV Scheme, where a team of volunteers from the community make regular, unannounced visits to all of the Dorset Police custody centres and provide an independent check on the welfare of people being detained. In February 2014, I was also elected chair of the Independent Custody Visiting Association (ICVA) and look forward to working with colleagues nationally, to further develop and enhance this important area of work.

## PARTNERSHIP & COLLABORATION

*As the Police and Crime Commissioner I have a duty to work in partnership, and collaboratively, with others to ensure that policing services and wider community safety initiatives are delivered as efficiently and effectively as possible.*

*Some examples to demonstrate my extensive activity in this area are highlighted below:*

**STRATEGIC ALLIANCE** - in December 2013, a joint announcement was made by myself, the Chief Constable and the Commissioner and Chief Constable of Devon & Cornwall, of a project to explore how the two forces may collaborate more closely and effectively in the future. Following the initial scoping exercise it was agreed in June 2014 for work to progress on the development of detailed business cases to explore the collaboration more fully.

**REGIONAL COLLABORATION** - a programme of collaboration between the five South West forces has long been established and continues to operate since the introduction of Police and Crime Commissioners. The Commissioners, Chief Constables and Chief Executives meet regularly to oversee ongoing projects and identify opportunities for further collaboration. Most recently, in November 2013, it was agreed to pursue the establishment of a Regional Forensics Service.

**COMMUNITY SAFETY** - as Police and Crime Commissioner I have a statutory duty to work in co-operation with local Community Safety Partnerships (CSPs) and, whilst not a responsible authority, I am represented on each of the three CSPs locally. I also sit on the Crime and Criminal Justice Group (CCJG) – a forum that brings together the three CSP chairs and the chair of the Criminal Justice Board (see below) to enable better co-ordination of activity across these areas of business

**DORSET CRIMINAL JUSTICE BOARD (DCJB)** - I am a member of the strategic DCJB, which draws together all of the relevant criminal justice agencies, to ensure a joined up approach in the often complex criminal justice landscape.

**DORSET STRATEGIC ROAD SAFETY PARTNERSHIP (DSRSP)** - with road safety featuring as an important element of the Police and Crime Plan, I contribute to this partnership, which is represented by all of the agencies responsible for road safety and enforcement across Dorset.

There are also numerous other bodies that, as Police and Crime Commissioner, I am actively engaged with, including Children's Trusts, Safeguarding Boards, Health and Wellbeing Boards and Clinical Commissioning Groups.

# COMMISSIONING

*The Commissioning Strategy provides the framework for demonstrating how my responsibilities for commissioning services will be put to best effect in support of the Police and Crime Plan. Commissioning programmes are focused on four key areas – supporting victims and witnesses; reducing harm; reducing offending and re-offending; and early intervention.*

*The Strategy ensures that all commissioning is outcome-focused, and that programmes of work are considered within the delivery mechanisms of wider local partnerships.*

*Key areas of commissioning activity in 2013/14 are summarised below:*

**COMMUNITY SAFETY FUND (CSF)** - the Community Safety Fund allocated to the Commissioner for 2013/14 was £555,000. I agreed to distribute these funds between the three Community Safety Partnerships (CSPs) in Dorset, for the following purposes:

## **BOURNEMOUTH CSP**

- Independent Domestic Violence Advisors (IDVAs)
- Drug Intervention Programme
- Bournemouth Drug and Alcohol Action Team

## **DORSET CSP**

- Independent Domestic Violence Advisors (IDVAs)
- Drug Intervention Programme
- Dorset Drug and Alcohol Action Team
- Funding to meet in-year CSP priorities

## **POOLE CSP**

- Drug Intervention Programme
- Poole Drug and Alcohol Action Team
- Funding to meet in-year CSP priorities

**YOUTH OFFENDING TEAMS** - whilst youth crime funding is also included in the CSF, the 2013/14 allocation to me as Police and Crime Commissioner saw a 44% reduction on the previous year. Despite this difficulty, I decided to cover any deficit for the year, to manage the risk to existing commissioned services.

**VICTIM SUPPORT SERVICES** - in line with the governments' Transforming Rehabilitation reforms, I have begun the process of commissioning victim support services for Dorset in March 2014 as an 'early adopter', with the new service due to commence from October 2014. In June 2014, I announced the award of a new three year contract to Victim Support for enhanced victim services and the focus is now on working hard to ensure a smooth transition to the new arrangements.

# KEY DECISIONS

*Under the terms of the Police Reform and Social Responsibility Act 2011, as Police and Crime Commissioner I am required to record and publish any decisions taken in the undertaking of my duties.*

*Key decisions that I have taken in 2013/14 include:*

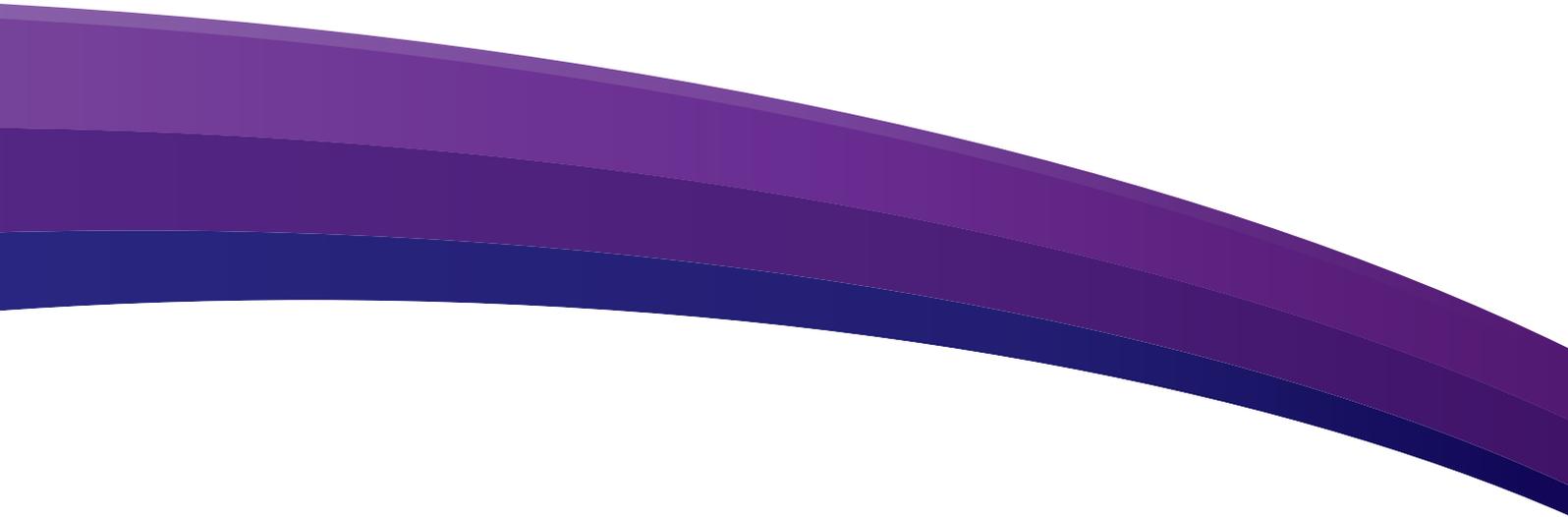
- **STAGE 2 TRANSFER OF STAFF** - agreement between myself and the Chief Constable over the employment of police staff across the two corporation soles, as required by the Home Secretary (approved April 2014)
- **POLICE PRECEPT** - following detailed consideration of the available options, and widespread public consultation, I agreed a 1.96% increase in the council tax element of police funding for 2014/15 (February 2014)
- **REGIONAL FORENSIC COLLABORATION** - with my regional colleagues, I agreed to pursue a new regional forensic services collaboration across the five police forces in the South West (November 2013)
- **CHIEF EXECUTIVE APPOINTMENT** - I recruited and appointed a permanent Chief Executive and Monitoring Officer for the Office of the Police and Crime Commissioner (September 2013)
- **COMMUNITY SAFETY FUND (CSF)** - I agreed the allocation of the Community Safety Fund for 2014/15 (September 2013)
- **OUTSOURCING OF SCENE GUARDING** - the outsourcing of the provision of the scene guarding of major crime scenes was approved, subject to an initial trial period (June 2013)
- **SINGLE ORGANISATION GOVERNANCE MODEL** - the Single Organisation Model policy and procedure was approved by myself and the Chief Constable (May 2013)
- **PCC ADVOCATE APPOINTMENTS** - I appointed a total of 7 volunteer PCC Advocates during the year, specifically covering Boscombe, the Polish Community and older people. The Advocates are invaluable in helping me to engage with particular sections of the community in Dorset. All of the Advocates were appointed following specific recruitment and selection processes
- **ETHICS & APPEALS SUB-COMMITTEE** - Agreement by myself and the Chief Constable to the formation of the Ethics and Appeals Sub-Committee in support of the Joint Independent Audit Committee (JIAC)
- **NATIONAL POLICE AIR SUPPORT (NPAS) SERVICE** - I approved and signed the NPAS collaboration agreement (April 2013)

## LOOKING FORWARD

*The Police and Crime Plan 2013-17 sets out the key priorities for the duration of the Police and Crime Commissioners' term of office.*

*However, the following provides a brief summary of some key areas of focus for the 2014/15 financial year:*

- **VICTIMS BUREAU** - following the successful launch of the Bureau in November 2013, Phase 2 of the project will focus on expanding the Bureau beyond Dorset Police and working closely with services to support victims of crime to cope and recover.
- **VICTIM SERVICES COMMISSIONING** - in line with the government's Transforming Rehabilitation agenda, I will commission victim support services for Dorset for the 1 October 2014 launch date.
- **CYBER CRIME** - with cyber-crime an emerging threat to all communities, I am committed to undertaking an awareness raising campaign, to reach all households across Dorset, working with partners to maximise impact.
- **COMMUNITY REMEDY** - under the new Crime and Anti-Social Behaviour Act, I am required to approve a menu of community remedy options to be applied to perpetrators of crime and ASB. I will be consulting extensively with the public, prior to making this decision.
- **MENTAL HEALTH CONCORDAT** - having driven work at a national level to develop the Mental Health Concordat, I will work with all relevant partners to implement the requirements of the Concordat at a local level, for the benefit of the vulnerable in Dorset.
- **BODY WORN VIDEO (BWV)** - I have made funding available for Dorset Police to introduce 300 body worn cameras for officers. This will increase officer accountability to the public, help to reduce complaints made against officers, increase public confidence, and lead to more convictions by assisting with evidence gathering.
- **COMMUNITY CONSULTATION AND ENGAGEMENT** - the fundamental role of the Police and Crime Commissioner is to act as the public voice with regard to policing services in Dorset. I therefore remain committed to being as open and accessible as possible and to enter into dialogue with as many members of the local community as I can.



Martyn Underhill was elected as the first Police & Crime Commissioner for Dorset on 15 November 2012 and took up office on 22 November 2012. The term of office ends in May 2016, when an election for Police & Crime Commissioner is scheduled to take place.

You can contact Mr Underhill or the Office of the Police & Crime Commissioner for Dorset in the following ways:

[www.dorset.pcc.police.uk](http://www.dorset.pcc.police.uk)



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