

# HUMBERSIDE POLICE & CRIME COMMISSIONER



# ANNUAL REPORT

2020-  
2021

# REFLECTIONS ON 2020-21

This Annual Report covers 2020-21 and tells you about our journey over the last year as the Office of the Police and Crime Commissioner.

As Chief Executive, it is my job to tell you how we are making things better for you. It is important to outline our work, which is far wider than oversight of the police. We're a small team who have evolved, becoming instrumental in doing loads of things to keep you safe and shape the whole community landscape.

We have become an 'Employer of Choice' and have developed a set of values to guide us:



The Police and Crime Plan 2017-21 has provided the focus of our work. We set a Delivery Plan each year showing how we work as an office towards the aims of the Police and Crime Plan.

This report evaluates our performance during the year against our Delivery Plan 2020-21.

In 2020-21, the office adhered to government advice in respect of business continuity and governance. All staff remained able to work from home and meetings were held virtually or cancelled where this was not possible. Business as usual was maintained.

There were some large-scale changes nationally and locally around complaint reviews in 2020-21, with significant increases in demand for which the office utilised an external provider to help manage caseloads. The process works and further work during 2021-22 will ensure greater clarity around publication to the public.

I hope you will take the time to read about the ambitious changes we have continued to push for, including funding for new officers, how we are connecting with other organisations, and how we provide lots of local services to support you and your families.

I hope you enjoy reading about our journey over the last year and how we have played a big role in improving community safety. We certainly took much pride in noting where we are now and we will be planning for more to come.



Rachel Cook  
Chief Executive

## Community Safety Team 2020/21 Contribution

### COMMUNITY SAFETY TEAM

WHAT WE SAID WE WOULD DO	WHAT WE ACHIEVED	GRADE
<b>VICTIMS AND WITNESS SERVICE – UMBRELLA</b>		
Fully consulted revised service specification that is 'smoother' for victims and witnesses to navigate and increases collaboration and partnership between core agencies and service providers.	We carried out in-depth consultation to inform the scope and options for broader victim and witness care.  Next stage is consultation with partners around future provision.	
<b>SINGLE ASSESSMENT SERVICE AND OUT OF COURT DISPOSAL (NAVIGATOR SERVICE)</b>		
Innovative custody assessment service, diversion pathways/out of court disposals in collaboration with Humberside Police.	We mapped best practice to inform the process, shared this with partners and received feedback from stakeholders.  We focused on an improved offer around Integrated Offender Management (IOM), prolific offender pathways, diversion and community disposals.	
<b>OPCC FUNDING AND OPPORTUNITY KNOWLEDGE BANK – SCOPING</b>		
Knowledge Bank for successful and unsuccessful grants/bids via CRF to provide a body of evidence to inform and prepare the OPCC for potential future grants.	We scoped the requirements and insights into vulnerability.  We undertook a gap analysis and will create a new forward-looking grant agreement for 2021-22.  We looked at systems such as Grant Finder and also third-sector partner support.	
<b>EARLY INTERVENTION PROJECT</b>		
Sustainable products monitored and developed further.	We completed school packs, including our 'No More Knives' products or the Safer Schools Initiative.  We started work with Beats Bus and Not In Out Community (NIOC), developing new materials, videos and animations.	
<b>CRIMINAL JUSTICE BOARD - BUSINESS PLANNING</b>		
A mission, vision, values and set of outcomes, along with communication of the board's activities. The Local Criminal Justice Board (LCJB) will build on its successes, cementing and ensuring delivery of an efficient and fair Criminal Justice System for the communities of the Humber region.	We updated and agreed the Terms of Reference.  We developed and shared a delivery plan and activity plan with all agencies and identified inter-agency issues.  We did not undertake our visioning event due to Covid-19.	

### COMMUNITY SAFETY TEAM

WHAT WE SAID WE WOULD DO	WHAT WE ACHIEVED	GRADE
<b>CRIMINAL JUSTICE BOARD - VICTIMS OF CRIME</b>		
An agreed set of key deliverables to improve the experience of victims of crime in the Humber region.	We now have a Victims Co-ordinator in post and delivery plan in place.	
<b>COMMUNITY SAFETY PARTNERSHIPS (CSPs)</b>		
Four effective CSPs who are able to understand community safety priorities, set outcome oriented plans, deliver against those plans and connect well with their local communities.	We undertook governance reviews and developed and action plans.  We developed CSP branding guidelines and helped develop outcome-based plans.	
A register or directory of community safety leads available to the whole OPCC team.	We developed a register and uploaded it onto our systems.	
An effective youth communication network that provides a voice for young people to raise their issues with the OPCC.	We built networks for communication with local groups, including how to take aims forward and engage young people in our communities.	
An agreed programme of community based meet the Commissioner events.	We held Meet the Commissioner events across the Humberside Police area.	
A completed review of local Community Trigger arrangements and an agreement for OPCC to be an Observer in the process.	We reviewed arrangements across all the local authority areas.	
A mechanism for communities to have a voice in priority setting.	We developed a Quality Assurance Framework/Common Tasking Framework, although work stalled slightly due to Covid-19.	
<b>PROJECTS</b>		
TELER for DA is fully developed, Beta Tested and made Market Ready.	We developed TELER, although there were delays in implementation due to Covid-19. Beta testing still to be undertaken and marketing plans require development.	
A set of tested and agreed interventions that reduce offending and reoffending across the Care Leaver cohort.	We signed-off the partnership agreement, including data processing contract.  We developed a project plan.	
A final evaluation report on outcomes from the AAMR (Alcohol Abstinence Monitoring Requirement) project.	We provided evidence for the national evaluation. The final evaluation was delayed by the National Centre, although Government has changed legislation based on interim report evidence.	
An effective and resourced partnership that has an agreed strategy and delivery plan that aims to reduce priority crime.	We recruited and appointed to the analytical role.  We appointed a Public Health Project Manager to take this agenda forward, with initial emphasis on domestic abuse.  We developed a baseline, although a delivery plan and approach is still to be developed.	

## Community Safety Team 2020/21 Contribution

### COMMUNITY SAFETY TEAM

WHAT WE SAID WE WOULD DO	WHAT WE ACHIEVED	GRADE
<b>PROJECTS</b>		
Corporate Membership of the White Ribbon Campaign achieved.	We successfully submitted our application and received accreditation.	
A clear scoping document that set out a plan to develop a community court or local community justice approach in an area of Humberside.	We commenced work, but initiative is on hold until backlog in Court system is resolved due to Covid-19.	
Two or three clear tests of DELIB Dialogue that results on decision to retain the software as part of the OPCC engagement tool set.	We undertook tests including around substance misuse and the DELIB product is now part of the OPCC engagement tool set.	
A successful Safer Streets Project delivered in the Brumby area of Scunthorpe in partnership with Ongo Homes and others.	We set up the project with a clear plan, competing and delivering it as per Home Office requirements.	
<b>DIVERSITY &amp; INCLUSION MANAGER</b>		
Audit report with recommendations where required to Chief Executive and PCC to ensure compliance can be achieved.	We completed a Equality and Diversity audit, with use of best practice and a peer review. This is now part of OPCC business as usual and the process will be repeated annually.	
Effective inclusive engagement model that demonstrates clear two way communication with all communities to contribute to community safety.	We identified under-represented and marginalised communities and engaged with them through a variety of methods and forums.  We mapped the geographic communities.  We now need to now take this forward as part of a wider Communications and Engagement Plan.	
Make recommendations to the Contracts and Commissioning Manager for a commissioning process for victim services that incorporates best practice and responds to local need.	We undertook a review, but were unable to achieve this face-to-face due to Covid-19 restrictions.  We have incorporated best practice recommendations into our equalities work	

## Assurance and Statutory Duties Team 2020/21 Contribution

### ASSURANCE AND STATUTORY DUTIES

WHAT WE SAID WE WOULD DO	WHAT WE ACHIEVED	GRADE
<b>PENTANA</b>		
An effective system that is understood and use by the office and contributes towards delivery of the Police and Crime Plan outcomes.	We provided super-user training for key staff, with further bespoke training to follow as required.  We still need to further develop our reporting mechanisms in 2021-22 and the benefits realisation of the Pentana system are still to be considered.	
<b>INDEPENDENT EXTERNAL SCRUTINY</b>		
Reviewed and refreshed approach to engaging external people in independent scrutiny and challenge, ensuring the PCC is able to hold the force to account.	We reviewed our scrutiny and ethics approach.  We recruited new independent scrutiny members along with and independent chair. The process will commence in early 2021-22.	
<b>PERFORMANCE</b>		
Clear approach showing how we ensure benefit and value from all that we implement, with a planning process and direction of travel towards achievement of our outcomes.	We improved our understanding of the new national performance landscape, which will lead to realignment of reporting in 2021-22.  We understand and are prepared for the changes.	
<b>MY COMMUNITY ALERT</b>		
Effective method of assurance and evaluation of the impact for the public and holding the force to account.	We have started to report back via 1-2-1 Assurance Meetings. During 2021-22, several local reporting issues will be resolved through an updated version of My Community Alert.	
<b>COMPLAINTS AND REVIEWS</b>		
Improved customer service when people feel the need to contact the force.	We mapped out the review process.  We identified issues in the complaint reviews, which helped to inform the complaint process.  We now utilised an external provider in the review process, which ensures even greater independence.	
<b>APPROPRIATE ADULTS</b>		
Improved reporting back to the Accountability Board showing the benefits of our approach, scrutiny and holding to account.	We had a scheme in place at the start of the year, but this was suspended for remainder of 2020-21 due to Covid-19. The scheme will be running again in 2021-22 when guidance allows.	

## ASSURANCE AND STATUTORY DUTIES

WHAT WE SAID WE WOULD DO	WHAT WE ACHIEVED	GRADE
<b>INDEPENDENT CUSTODY VISITING</b>		
Enhanced scheme for Independent Custody Visitors to undertake following national pilot.	We piloted an enhanced scheme locally, allowing observers to consider the custody processes. The process still to be authorised by Government.	
<b>FINANCE</b>		
All staff aware of how funding works and access to budget, clarity over income and maximise expenditure.	We undertook training with all OPCC staff and frequent reporting is now in place.	
Clear lines of sight of income from the force, with clear planning around relevant funds (e.g. POCA, drug seizures, etc.)	We undertook a review and clarity is now in place within the OPCC.	

## FINANCE 2020-21

The PCC approved an original budget in February 2020 of £198.760m which following a mid-year financial review was revised to £197.277m after consultation with Branch Commanders / Heads of Department in conjunction with the Force Finance Team. The budget was realigned in November to reflect these changes and monitoring against this revised budget was undertaken during the second half of the year.

Actual expenditure for the year was £193.858m, an underspend of £3.419m. There were underspends in the following areas:

- £0.935m COVID-19 funding received late in the year
- £0.811m due to a pay underspend in a number of areas
- £0.459m underspend on Digital Innovation spending
- £0.335m primarily due to a reduction in training due to COVID-19
- £0.376m National Enabling Programme and National ANPR (Automatic Number Plate Recognition) Service
- £0.263m telephony and network costs

Reserves at the start of 2020/21 totalled £17.2m. The total level of reserves at 31 March 2021 stands at £20.4m.

The original savings target within the Medium Term Resource Strategy (MTRS) for 2020/21 was £2.1m which was delivered in full by the Force. The main areas of savings were achieved through:

- Decoupling Human Resources from South Yorkshire Police (£0.383m)
- Overtime savings (£0.500m)
- Police staff for vacant hours in part time posts (£0.767m)

A summary of capital performance compared to budget is shown below:

CAPITAL PROGRAMME	CURRENT BUDGET £000	2020-21 ACTUAL £000	VARIANCE £000
Estates Programme	13,660	11,396	(2,263)
ICT Programme	6,301	5,104	(1,197)
Vehicles and Equipment	2,873	1,991	(0,882)
<b>Grand Total</b>	<b>22,834</b>	<b>18,491</b>	<b>(4,343)</b>

The main areas of expenditure during 2020/21 were on Melton 2 and IT expenditure.

# FINANCE 2020-21

## FINANCING OF CAPITAL EXPENDITURE

The PCC has a rolling capital programme that is reviewed throughout the year. The programme is financed by external borrowing, capital receipts and revenue contributions.

## HUMBERSIDE PCC RESERVES

Balances at 1 April 2020 stood at £17.2m. £2.9m was transferred to Earmarked Reserves during 2020/21. £0.3m was transferred to the General Reserve, balances at 31 March 2021 now stand at £20.4m.

## PCC EXPENDITURE

Expenditure by the Office of the Police and Crime Commissioner was £5.618m, used to fund services including:

**Community Safety Partnerships (CSPs)** – one in each of the four Local Authority Areas. CSPs are a partnership including the Police, Council, Fire and Rescue Service and members of the Criminal Justice Sector. They receive funds to pay for local community safety work and also a ring-fenced fund for smaller grants which community groups and not for profit organisations can bid into.

**Victim Support Services** – this includes the generic referral service provided to all victims of crime and specialist services, including those for victims of serious and sexual violence and domestic abuse.

**Restorative Justice** – a mediation service between victims of crime and perpetrators which empowers victims and helps them to recover from their ordeal, and perpetrators to have the opportunity to come to terms with the impact of their offence on the victim and make amends.

**Other services** – aimed at intervention including drug and alcohol abuse, youth engagement and criminal justice services. A portion of the budget also covers the running costs of the Office of the Police and Crime Commissioner.



**HUMBERSIDE**  
POLICE & CRIME  
COMMISSIONER



## Office of the Police and Crime Commissioner

### ABOUT THE PCC

The Police and Crime Commissioner (PCC) is not the Police. The PCC is the voice of the public, elected for a four-year term to work on your behalf and hold the police to account, effectively making the police answerable to the communities they serve.

### WHAT THE OFFICE OF THE PCC DOES

In addition to commissioning the police service for the area, the OPCC commissions a range of other services to help cut crime, improve community safety and provide support for victims of crime. The OPCC also works to bring together partner organisations in community safety and criminal justice to make sure local priorities are joined up.

### MY COMMUNITY ALERT

[www.mycommunityalert.co.uk](http://www.mycommunityalert.co.uk)

 @HumbersidePCC

 [Humberside-Police-and-Crime-Commissioner](https://www.facebook.com/Humberside-Police-and-Crime-Commissioner)

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