

# Police and Crime Plan 2016-2020

## Quarterly Update

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Performance Information Unit, Essex Police

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## Essex Police HMICFRS Grades

Area	Grade	Recommendations & Areas for Improvement	Comment
Effectiveness 2016 Published 02/03/2017	Good	No recommendations 9 areas for improvement	Next Inspection due 11 <sup>th</sup> September 2017
Efficiency 2016 Published 03/11/2016	Good	No recommendations 3 areas for improvement	Await 2017 Report, due Autumn 2017
Legitimacy 2016 Published 08/12/2016	Good	No recommendations 8 areas for improvement	Await 2017 Report, due Autumn 2017
Leadership 2016	Narrative	No recommendations 1 area for improvement	Examined as a thread through all PEEL inspections in 2017

## Priority 1 - More Local, Visible and Accessible Policing

### We will:

*Boost community volunteering, encourage the Active Citizen Programme and grow the police family – doubling the Special Constabulary, with a Special Constable in every community.*

- The Special Constable headcount has increased from 332 officers at the end of May 2017 to 374 at the end of August 2017 (42 additional officers). The #MyOtherLife Specials recruitment campaign continues, alongside the Force's regular recruitment campaign. In the last quarter there have been 460 applications to join the Special Constabulary and 94 applicants are still engaged in the recruitment process. In September 2017 there will be an increase in social media coverage: advertising in Cinemas, on ITV Hub and Heart FM, together with local outreach recruitment events and roadshows.
- In the three months to 31<sup>st</sup> August 2017 Special Constables provided 29,620 hours of service. This is an increase of 8.5% when compared to the same period in 2016, when Special Constables provided 27,292 hours of service.
- In the three months to 31<sup>st</sup> August 2017 there was an 11.6% increase in the numbers of hours spent on operational duties (those where officers are most likely to be visible to the public) compared to the same period in 2016: 18,546 to 20,706 hours. This is equivalent to an additional 46 full-time officers, or £500,000 in overtime expenditure.
- An area of focus for Specials in the Local Policing Areas (LPAs) has been the Night Time Economy (NTE), most notably in Chelmsford and Maldon. In Brentwood, Specials were deployed in teams of six to deal with licenced premises, which had applied for licences to trade for 24 hours.
- Other activities undertaken during this quarter include: targeting anti-social behaviour (ASB) in our towns, operations targeting modern slavery, burglary prevention activities, and assisting in cases of domestic abuse. These activities have equated to: involvement in 734 arrests; attendance at 291 road traffic collisions; completion of 107 domestic abuse risk assessments; carrying out 124 stop and searches; dealing with over 1800 motoring offences; conducting 140 licensing visits; spending nearly 700 hours at mental health-related incidents; and 410 hours assisting in locating missing people.
- Reward and recognition initiatives have become standard practice across the Force for those Special Constables that go "above and beyond". In Harlow, awards were presented to both Special Constables and Active Citizens in the public awards ceremony. It is anticipated this will have a positive effect on retention as well as raising awareness of positive stories within communities.
- Billericay, Witham and Buckhurst Hill are now working with the Force to develop the concept of Community Special Constables. The proposal involves the recruitment of Specials to specific towns and parishes, where expenses are paid for by those local areas.

## Priority 1 - More Local, Visible and Accessible Policing

### We will:

*Make it easy to contact the police through 'Do It Online' and improvements to 101 ensuring that the public get a swift and responsive service from the police.*

- Overall call demand continues to increase, despite the use of the online portal. For the period of 1<sup>st</sup> May to 31<sup>st</sup> July 2017, Essex Police experienced an increase of 12.4% in 999 calls received compared to the same period in 2016; there was a 4% decrease in 101 calls received. To address this increase, Essex Police continues to encourage the public to use its online services; this includes advice on the Essex Police website, from switchboard/call takers on wait times to Crime Bureau and the availability of online services to divert demand, and by regular sign posting from the @EPControlRoom Twitter account. Plans are underway to organise another 24-hour Tweetathon during late 2017, between the Force Control Room and Media teams. This will be themed around appropriate use of 999 / 101 and autumn / Christmas demand.
- The average time for an individual's non-emergency 101 call to be answered by the switchboard (primary call handling<sup>1</sup>) is beginning to decrease. For the year to date this was 7 seconds; for the month of August 2017 it was 5 seconds (it was 10 seconds in August 2016).
- Following demand profiling in the FCR and Crime Bureau, new processes began in September to improve service delivery to the public. These include a shortened optimum call handling time and reprioritising Crime Bureau tasks to maximise staff availability for 101 call handling during peak periods. During August 2017 the average wait for a 101 call to be answered in the Force Control Room reduced to 4 minutes 38 seconds against a year to date average of 5 minutes 13 seconds. Crime Bureau telephony performance also improved in this month: the abandoned rate for 101 calls was 16.1% compared to a year to date figure of 27.5%; average wait times were at 9 minutes compared to a year to date time of 17 minutes.
- Officer use of mobile devices to input crime reports directly at the scene has improved. This has enabled the prioritisation of telephone calls from victims of crime. During August 2017 Police (Officers/Staff) made 2,637 calls compared to 9,232 in May (a reduction of 71%).
- A project exists to implement live chat into the Quality of Service Team in Autumn 2017. This pilot will determine the demand for live chat and how the public wish to use this facility. It is hoped that by dealing with low-risk issues and general queries from the public (including low-level concerns around dissatisfaction), and by managing multiple enquiries simultaneously, call demand will decrease.

<sup>1</sup>Referred to as 'Primary call handling', as this is the first member of Essex Police staff to whom a member of the public speaks.

## Priority 1 - More Local, Visible and Accessible Policing

**We will:**

*Support increased participation in Neighbourhood Watch, Street Pastors, Active Citizens and Volunteer Police Cadets.*

- Essex Police are continuing to develop other “watch groups”, with a particular focus on the rural community. Active volunteer recruitment campaigns and the provision of a dedicated Essex Watch Liaison Officer at Headquarters aim to re-energise the Rural/Farm-Watch network. This supports the aim of the Police and Crime Commissioner’s Rural Crime Forum to reduce rural crime, which accounts for around 27% of all crime in Essex.
- A recruitment process has just been launched to increase the number of Volunteer Police Cadets (VPC) numbers from 220 to 300 Cadets by the end of 2018.
- Essex Police’s Local Policing Support Unit (LPSU) chairs the Eastern Region Police Volunteer Group. Active Citizens (ACs) and VPCs are standing agenda items.
- North LPA have established VPC groups in all Districts, most recently Tendring (based in Clacton). The groups are supported by serving officers and police staff in their own time.
- Over the summer, West LPA increased the use of Street Pastors in Brentwood, and used them to address Night Time Economy (NTE) issues.
- Across West Essex, public events have been held in order to recruit ACs, VPCs, and the Neighbourhood Watch (NHW). In some cases ACs and VPCs have worked on the stands.

## Priority 2 – Crack Down on Anti-social Behaviour

### Working with partners we will:

*Target repeat and high harm anti-social behaviour to protect individuals and communities from distress and disruption.*

- Indications are that the implementation of changes to legislation and procedures in how we deal with anti-social behaviour (ASB) have resulted in a decrease in reports. ASB legislation, for example, is being used to reduce incidents in identified hot spots within the Night Time Economy (and has been used in relation to four licenced premises).
- A Criminal Behaviour Order (CBO) was granted for five years in relation to a multiple ASB and Domestic Abuse offender in Maldon who required Mental Health Services intervention. As the male has not re-offended for seven months, this case resulted in a bi-monthly Police/ Mental Health (MH) Forum in which MH teams, Community Policing Teams, Chelmsford and Maldon district councils, Open Road and Chelmer Housing Partnership meet to problem-solve issues involving people with MH issues.
- Problem-solving sessions, featuring a nationally-accredited external trainer, have been held to address ASB in rural locations (such as hare-coursing). Attendees have included land and business owners.
- The Citizens in Policing Team (CiPT) are reviewing the powers available to accredited organisations to identify any gaps where ASB powers could be designated to them.
- Braintree officers coordinated a problem-solving operation to address ASB, which involved criminals frequenting a premises. A closure order, which was achieved with partners, disrupted this behaviour. Instances of ASB at this location subsequently dropped from 32 in the three months prior to the operation, to zero incidents afterwards.
- The first CBO with “positive requirement” was issued in Southend. As part of the CBO, a male was required to undertake engagement with alcohol counselling – a direct tactic to divert him from his criminal behaviour.

## Priority 3 – Breaking the Cycle of Domestic Abuse (DA)

**Working with and through the Domestic Abuse Strategic Board to deliver an ambitious programme of transformation we will:**

*Support victims and their families affected by domestic abuse to feel safe, cope and recover through targeted help and jointly commissioned services; and tackle offending behaviour through robust behaviour change programmes to break the cycle of domestic abuse.*

### Crime & Public Protection

- **Honour Based Abuse (HBA) Training provided by Essex Police** – Delivered to the Multi-Agency Risk Assessment Conference (MARAC) team at Essex County Council (which comprises Police Officers and multi-agency representatives). It has recently been agreed that the Essex MARAC team will hear HBA cases, so training was provided to prepare teams with knowledge they will need to undertake this role, including: the high risk factors involved; how the Police safeguard victims; Police HBA investigations and the referral pathways that partner agencies can use.
- **Preparations for Domestic Abuse Conference** - Essex Police are in the process of developing an HBA training product for use at an upcoming Domestic Abuse Conference in November (being organised by the Family Operations Team at Essex County Council as part of the Southend Essex and Thurrock Task and Finish Group for Training).
- **J9 Initiative** – Essex Police are members of the Thurrock Multi-Agency Violence Against Women and Girls Reference Group, which focuses on work in relation to Domestic Abuse DA and HBA. Thurrock has recently launched the J9 Initiative and is now a member of the J9 Network for staff from public and voluntary sector organisations across Essex whose work may bring them into contact with victims of DA. The J9 Initiative involves a logo being displayed in local business premises and services (such as coffee shops, hairdressers, estate agents) and it alerts victims that they can obtain information which will help them to access a safe place, where they can seek information and the use of a telephone. Other Essex areas already involved with the J9 Initiative are Castle Point, Rochford, Harlow, Epping and Colchester.
- **Domestic Abuse Affecting Older People, Media Campaign** – The Southend, Essex and Thurrock Strategic Domestic Abuse Board agreed older people as a priority audience for a future DA media campaign. Essex Police, with our partners, have participated in a workshop to develop the content and style of the campaign considering how best to reach the target audience. The campaign will be launched over the Christmas period 2017 when seasonal increased reporting of domestic abuse is anticipated.
- **Other examples of initiatives being trialled include:**
  - **PROJECT 360** - Key workers being embedded in Juno teams to engage with Medium Risk DA (MRDA) victims within 24hrs to provide safeguarding, accurately assess their risk and refer them to DA support agencies (Leicestershire Police).
  - **Op ENCOMPASS** - Pilot in Basildon to refer all children of school age exposed to DA to their head teacher within 24 hours. Key welfare workers at schools will then decide on intervention, and the support options for the child and family
  - **Employers DA Accreditation** – Working group with Basildon District Council to provide a structure for employers to be DA accredited by their local authority e.g., by having policies in place to deal with staff experiencing DA, recognising signs of DA, recognising stalking in the workplace, providing DA training support etc.



## Priority 4 – Reverse the Trend in Serious Violence

### Working with partners we will:

*Bring violent offenders to justice through targeted police enforcement, working closely with neighbouring forces such as the Metropolitan Police.*

- Operation Raptor is the Essex Police response working closely with Operation Trident, Metropolitan Police teams to disrupt Urban Street Gangs and County Lines. Coordination of activity across the Eastern Region is managed by the Eastern Region Serious Organised Crime Unit. Successes from August include:
  - Two male gang nominals from London arrested for possession with intent to supply Class A and possession of a section 1 firearm. Drugs, cash, firearms confiscated.
  - Two arrested for possession with intent to supply. Drugs and cash confiscated.
  - Clacton: three London males charged and remanded for possession with intent to supply Class A and B drugs. Drugs and cash confiscated.
  - Harlow: London Gang nominal and a female charged and remanded for possession with intent to supply class A. Drugs and cash confiscated.
- Criminal Intelligence Analysts provide updates to LPA and Force Tasking meetings on Violence with Injury, Gangs and County Lines and Knife Crime. Every two weeks the Metropolitan Police and Essex Police exchange information to feed their respective Gang and County Line matrices, which score individuals, gangs and county lines based on their links to drugs and violence. The outputs from the matrices are shared with Eastern Regional Special Operations Unit (ERSOU) as part of Project Virginia, which provides each of the Forces in our Region with an indication of where there is crossover between Forces.

### LPA North

- Op Raptor led a coordinated operation to suppress the violence emanating from a gang and stop them targeting vulnerable people within the community. Over several months they made 26 arrests directly linked to the gang, including two arrests of the gang leader. These arrests were from the result of proactive policing and the execution of six searches. The team seized £11,600 of Class A drugs and £7,000 in cash. The team have recently charged the nine principle members with conspiracy to supply drugs.

### LPA South

- Operation Essex will launch in October and will target Gangs and County Lines. Working closely with partners, October will see a range of activities being undertaken to prevent young people becoming involved, protect vulnerable people from exploitation, and disrupt gang related criminality across the County.

### LPA West

- Joint warrant with Hertfordshire police in Roydon linked to organised criminality.
- Work in July with the MPS, using covert tactics, disrupted a London drugs line operating in Harlow. Charges have followed.

## Priority 4 – Reverse the Trend in Serious Violence

### Working with partners we will:

*Ensure victims of rape and sexual violence receive the help and support they need, and work with criminal justice partners to ensure that perpetrators are convicted.*

- Essex Police is working with all partners (CPS, HMCS, the Crown Courts, Victim services, etc.) to ensure a smooth transition of S28 Youth Justice and Criminal Evidence Act into Essex. This will enable vulnerable victims who have already given their evidence in chief via a video recorded interview to now be cross examined on video prior to the trial date. In the areas where this special measure has been trialled there has been an increase in guilty pleas before trial.
- Through the Crime & Public Protection tasking process, the analyst is now identifying individuals potentially involved in Child Sexual Exploitation in Essex, and these are allocated for further investigation. Where the criteria are met, they are then designated as complex and organised abuse as defined in the Southend, Essex and Thurrock multi-agency child protection arrangements (SET Procedures), and are subject to a joint investigation. These are managed via a senior management group chaired by a senior child safeguarding professional from the local authority, supported by the senior investigating officer, local policing representative and other key partners. This enables SET to better support victims and capture key evidence.

### LPA North

- Intelligence suggested that a suspect was grooming minors and enticing them back to his restaurant. Intelligence indicated that sexual offences had taken place at the restaurant against females; none had reported this to Essex Police. Intelligence also suggested that the suspect was frequenting the town centre offering a fake mini cab service whereby he was picking up lone females. Colchester CPT coordinated a partnership approach involving Licensing, the Borough Council, Trading Standards, Border Force & Social Services. Due to the increased investigations carried out by CPT, further sexual offences were identified with cooperative victims – Adult Sexual Abuse Investigation Team (ASAIT) led on the investigation strand. CPT continued with their activity utilising partners which has resulted in the following:
  - Sexual Harm Prevention Order (SHPO) obtained which includes restrictive conditions.
  - HMRC involvement, which led to discovery that the suspect had not been complying with records and tax returns – prosecution followed for tax evasion.
  - The suspect has since surrendered his personal and premises licence to Colchester Borough Council and has ceased trading.

## Priority 5 – Tackle Gangs and Organised Crime

### **Working with partners we will:**

*Support victims of human trafficking and modern slavery including sexual exploitation working closely with UK Border Agency (UKBA), National Crime Agency (NCA) and national and regional partners to bring perpetrators to justice*

- Essex Police is supporting a National Crime Agency-led project aiming to improve the police response to the threat posed by Modern Day Slavery and Human Trafficking (MDSHT) in the UK and overseas. Weeks of action are planned monthly through to February 2018; the next Essex Police week of action is commencing on the 5th September.
- The Thematic Assessment for MDSHT is underway and will provide a detailed, clear and unambiguous intelligence profile of MDSHT. This will enable Essex Police and partner agencies to begin to define an accurate picture of the nature and scope of the threat and early intervention opportunities. The Human Trafficking Modern Slavery workshop was held on 3<sup>rd</sup> July 2017 and was attended by representatives from the International Organisation for Immigration, Fire Service, Stop the Traffik, Immigration Crime Enforcement, Home Office, Essex County Council, The Children's Society, Trading Standards and HMRC.
- The Essex Centre for Data Analytics (ECDA) Oversight Board is working with Nesta to identify an aspect of modern day slavery & human trafficking to examine in more detail with partners as proof of concept. A workshop was held on 9<sup>th</sup> August 2017, and was attended by the Home Office and a wide range of partners, including the leader of Essex County Council. A second practitioner workshop is planned for October with the likely area of focus being licensed and unlicensed businesses that are using exploitative employment practices.

## Priority 5 – Tackle Gangs and Organised Crime

### Working with partners we will:

*Disrupt and prevent organised drug distribution through improved intelligence shared between the police, partners and local communities to limit the harm drugs cause.*

- Organised Crime Groups in Essex have been subject to 27 recorded disruptions in the last quarter. The majority concern drug activity, although money laundering, organised theft and human trafficking also feature.
- Successful operations within the last quarter include:
  - The seizure of 6 KG of cannabis and four principle members arrested currently on bail.
  - The seizure of 3 KG cocaine.
- Essex Police are also working with partners to target organised criminals in other areas such as organised fly tipping, with a joint operation between Thurrock Council and the Environment Agency. Numerous reports of fly tipping were identified, intelligence sharing led to the identification of a number of individuals and vehicles that were involved in large scale fly tipping within the Thurrock area. CPT working with partners combined with SCD to identify, map and score an OCG. This led to further cross border work with the Metropolitan Police resulting in a number of arrests and vehicle seizures. The OCG is owned and managed by the Environment Agency who have in place a management plan.
- To date this financial year there have been five cash forfeitures totalling £21,216 and 25 confiscation orders granted for £1.3m.
- There are currently nine Serious Crime Prevention Orders registered against Organised Crime Group Members.
- The Thematic Assessment for Gangs and County Drug Lines is underway. As part of the preparation, a workshop was held on 2<sup>nd</sup> August 2017 and attended by Community Safety Managers, British Transport Police, Eastern Region Special Operations Unit, Council representatives and the Youth Offending Service, who provided insight into key areas, such as cuckooing, females in gangs, Child Sexual Exploitation linked to gangs, children in gangs and acid / knife attacks. A workshop with Gangsline was held on 23<sup>rd</sup> August and a follow-up is being planned for Winter 2017.
- Op Nereus is a locally managed operation to impact upon an established OSG network coordinating illegal drug supply in Chelmsford. To date, 28 people have been arrested for being involved in the supply of controlled drugs with around £4,500 cash seized along with drugs to the street value of £12,000.
- Operation Essex will launch in October and will target Gangs and County Lines. There are currently 49 Gangs with 178 Nominals recorded on our databases, with 187 County Lines within Essex. Working closely with partners, October will see a range of activities being undertaken to prevent young people becoming involved, protect vulnerable people from exploitation, and disrupt gang related criminality across the County.

## Priority 6 – Protecting Children and Vulnerable People

**Working with safeguarding partners and the Southend, Thurrock and Essex Safeguarding Boards we will:**

*Bring more perpetrators of rape and sexual abuse to justice.*

Essex police is regularly meeting with staff from Rape Crisis in order to receive feedback on the quality of our victim care and to identify any procedural changes or training that would improve the victim's journey. This drive to better support victims should support prosecution cases thereby bringing more offenders to justice.

*Improve reporting of hate incidents through improved community engagement and greater use of Hate Crime Reporting Centres*

- Hate Incident Reporting Centres (HIRCs) continue to be rolled out across Essex with further networks being established in Epping Forest, Brentwood and Thurrock in the West of the County, Southend and Rayleigh in the South of the County and Braintree in the North of the County. The aim is to make third party reporting facilities available to the whole of the county by the end of November 2017. This training has provided over 100 additional Hate Crime Ambassadors (HCAs) spread across these locations. Essex Police is collaborating with Victim Support to jointly hosting locality meetings every quarter. These meetings will afford staff and HCAs a forum to suggest improvements and address problems and issues and exchange ideas.
- As part of the Strategic Hate Crime Partnership (SHCP) Essex Police are working with partners (Essex County Council, Fire Service, Education, Community Safety Partnerships, & Victim support) to assist Victim Support with the delivery of the Essex Hate Crime Project which aims to increase the number of hate crimes that are identified and reported along with seeking to improve the lives of those affected. The project assists Essex Police by providing increased understanding of hate crime from the perspective of other organisations and groups.
- Essex Police has undertaken a review of hate crime for July and August 2017. This review sampled hate crime in Colchester district, the aim being for the force to better understand the factors that might contribute to offending. Results of this work suggest that offending is not linked to activities in the night time economy (NTE) or anti-social behaviour (ASB). Instead increased levels of reporting of hate crime can be linked to several key national events including the EU Referendum Campaign in 2016 and the General Election in 2017. (An increase in the number of racial hate crimes reported between August –July 2015/16 (1061 offences) and the same period in 2016/17 (1529) an increase of over 44%).

## Priority 7 – Improve Safety on our Roads

Working with Safer Essex Roads Partnership we will:

*Reduce the numbers of people killed or seriously injured on our roads through the work of the multi-agency Safer Essex Roads Partnership on enforcement, engagement and education.*

- While Essex Police continue to record fewer KSI casualties compared to the same period last year (403 KSI casualties 2017/18 v 450 KSI casualties 2016/17) five routes within the force area have seen increases over the past 3 months.

Route	Last 3 month collisions	Increase on 5 year average	Vulnerable road users	Peak Times
B1414	5	114%	57% +65 age	Weekdays 1100 - 1500
A1013	5	43%	22% Pedestrian 22% child 0-17	Fridays
M11	22	10%		Weekdays 1500 -1800 Saturday 0100 - 0500
B1027	6	6%	23% + 65 age 15% child 0-17	Tuesday
B1022	6	3%	33% pedal cycle	None

- The following districts (Southend, Basildon, Chelmsford, Loughton, Tilbury & Grays) have been additionally identified as areas with the highest concentration of KSI (killed & serious injury) collisions over the reporting period. This intelligence allows Essex Police and their Road Safety Partners through the Essex Safer Roads Partnership to direct proactive road safety enforcement and education into these priority areas.
- Between April 1<sup>st</sup> and August 31<sup>st</sup> 2017 pro-active Roads policing operations have engaged with 3,939 vehicles resulting in 56 arrests drink / drug drive & 37 arrests (other offences) together with 1,590 drivers / passengers reported for seat belt offences, 364 drivers reported for mobile phone offences & 337 vehicle seized as a result of no vehicle insurance or licence offences .
- The Summer period has continued to identify significant community concerns relating to anti-social use of the road network by young drivers and motorcyclists who use mopeds and off road bikes to cause nuisance and risk of harm to not only themselves but to other road users.
- Directed patrols supported by local Community Policing Team actions have maximised the use of section 59 Police Reform Act, Public Space Protection Orders and positive actions when identifying road traffic offences to mitigate the risk of such harm however there is recognition that further operational activity needs to be undertaken by the police and other partner agencies including the increased use of technology such as CCTV and in vehicle dash cam footage to further assist in prosecuting offenders.
- During July 2017, Essex Fire Service took delivery of a number of virtual reality headsets which has, over the summer, further enhanced their ability in engaging with young people, in particular young drivers at known car cruise meeting events.