

Police and Crime Plan 2016-2020

Quarterly Update

December 2017

Data to November 2017.



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Police and Crime Plan 2016-2020 – Quarterly Update December 2017

Contents

Priority 1 – More Local, Visible and Accessible Policing	3-5
Priority 2 – Crack Down on Anti-social Behaviour	6-7
Priority 3 – Breaking the Cycle of Domestic Abuse	8
Priority 4 – Reverse the Trend in Serious Violence	9-10
Priority 5 – Tackle Gangs and Organised Crime	11-12
Priority 6 – Protecting Children and Vulnerable People	13-14
Priority 7 – Improve Safety on our Roads	15

Police and Crime Plan 2016-2020 – Quarterly Update December 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.

- There are 110 Active Citizens across the County. The Citizens in Policing Team continues to work in partnership with Volunteer Centres across Essex to promote Active Citizens and all aspects of Volunteering (including lay-visiting via the Office of the Police, Fire and Crime Commissioner, and external organisations such as CrimeStoppers). Partner agencies, including Essex County Fire and Rescue and the Essex Rural Partnership are also working with the Citizens in Policing Team to promote Active Citizens.
- Essex Police are working with the Special Constabulary Command Team on a joint approach to recruit and promote Specials and Active Citizens, assessing applicants and diverting them to the most appropriate opportunity.
- The Special Constable headcount increased from 332 officers at the end of May 2017 to 390 at the end of November 2017 (58 additional officers). The #MyOtherLife Specials recruitment campaign continues, alongside the Force's regular recruitment campaign. In the last quarter there have been 395 applications to join the Special Constabulary; 104 candidates are currently in pre-employment checks, having passed Assessment Centres. Proactive media will reduce over December 2017, as interest tends to drop through the Christmas period, but will pick up in January to tap into New Year's resolutions. A review of our marketing activity means our approach will focus online, primarily through social media.
- In the three months to 30th November 2017, Special Constables provided 31,882 hours of service; this is an increase of 6% when compared to the same period in 2016, when Special Constables provided 30,086 hours of service. There was also an 4% 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: 20,952 to 20,112 hours. This is equivalent to an additional 57 full-time officers (£750k salary equivalent over a quarter) for an operational cost of £80,000 (duty allowances and mileage).
- Billericay, Witham, Buckhurst Hill, Woodham Ferrers & Bicknacre, Leigh-on-Sea, Tiptree and West Bergholt have all agreed to take part in the Community Special Constables scheme. The proposal involves the recruitment of Specials to specific towns and parishes, where expenses are paid for by those local areas. A further 18 parish and town council areas are engaged in discussions to participate.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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.

- Essex Police experienced a 6% decrease in 101 calls for the period 1st September to 30th November 2017. Essex nevertheless featured in the top 10 of all UK forces in terms of 101 call volumes received in 2016-17. To address this increase, Essex Police continues to encourage the public to use its online services; this includes advice on its website, verbally by its Switchboard/Call Takers, and through recorded messages when a caller is waiting for their call to be answered, as well as by signposting from the @EPControlRoom Twitter account. A 24-hour Tweetathon regarding appropriate use of 999/101 calls and the availability of online services has been organised for 15th December 2017.
- The average time for an individual's non-emergency 101 call to be answered by the switchboard (primary call handling¹) is beginning to decrease. Year-to-date this is at 7 seconds; for November 2017, it was at 6 seconds.
- Following demand profiling in the Force Control Room (FCR) and Crime Bureau, new processes began in September to improve service delivery to the public. These include a shortened optimum call handling time, a re-focus on direct inputting onto STORM, and increased scrutiny around quality of service, as well as reprioritising Crime Bureau tasks to maximise staff availability for 101 call handling during peak periods. During November 2017 the average wait for a 101 call to be answered in the FCR reduced to 2.51 minutes (in August, the average wait time was 4.38 minutes).
- Crime Bureau telephony performance has also been improving. For November, average wait times for 101 calls were 10.48 minutes compared to a year-to-date average of 15.08 minutes. For November 2017, the abandoned rate for Crime Bureau 101 calls was 17.4% compared to a year-to-date average of 24%. Officer use of mobile devices to input crime reports directly also continues to improve. This has enabled the prioritisation of telephone calls from victims of crime; during November 2017 Police (Officers/Staff) made 1,289 calls compared to 9,232 in May (a reduction of 86%).
- Online reporting remains stable. In September and October 2017, there were over 4,700 transactions on the Essex Police Do It Online facility. Around 1,300 of these related to Road Traffic Collisions; 9% of all recorded crime was also reported through this medium.

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

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

Priority 1 - More Local, Visible and Accessible Policing

We will:

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

- There are currently 287 Volunteer Police Cadets in the county, and a further recruitment process will be undertaken in the New Year. Essex Police have also created a full-time manager post to oversee all aspects of volunteering, and a full-time Volunteer Police Cadet Coordinator to supervise that scheme. Essex Police and Essex County Fire and Rescue are further working together on a joint activity for Police and Fire Cadets.
- Neighbourhood Watch (NHW), Active Citizens and Volunteer Police Cadets worked in partnership with Essex Police on Project Mercury, a crime prevention operation during which crime prevention advice was given to members of the public in town centres across the county. Project Mercury also provided an opportunity for members of the public to sign up to NHW or to become an Active Citizen.
- The Citizens in Policing Team are working with Street Pastors to educate all Community Policing Teams regarding the services that Street Pastors can offer, and introducing them to Partner Agencies.
- In October 2017, West LPA – along with partners – ran a #besafeessex campaign where NHW, Street pastors, Active Citizens worked in town centres to spread the message about risks of burglary increasing in the Autumn. There are plans to continue this type of activity.
- Uttlesford and Braintree District have run several community events in conjunction with NHW during the review period and continue to support the Street Pastors schemes in Braintree, Saffron Walden and Witham.
- Chelmsford & Maldon District remains connected with the NHW, Active Citizens and Street Pastors through the Partnership Hub Tasking Meeting where concerns can be addressed in a partnership setting. The Community Policing Team have also attended the NHW Annual General Meeting and maintain regular contact.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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.

- Local Policing Support Unit (LPSU) Anti-Social Behaviour (ASB) officers are trialling a new approach to support Essex Police staff with investigations that are difficult to resolve. This new approach includes a joint review of the investigation by the ASB Manager and Officer in the Case to identify any gaps in service. Where all opportunities to resolve issues have been exhausted and parties refuse to engage in mediation services, the cases will be summarised in a detailed letter to all parties and the investigation closed. Where vulnerability remains, further support will be offered and a reminder of the right to request a full ASB case review given. The two cases currently being reviewed via this new approach involve ASB related to the Highway and Housing.

North LPA

- Chelmsford District has suffered an ongoing issue with street drinkers, which is now being managed as a joint operation by the Police and Chelmsford City Council via Operation STATUE. To date, the Operation has issued 12 adults with Community Protection Warnings and Notices. One offender was referred for drugs counselling but has refused to engage, and a prosecution is now pending.
- Colchester District now has a bespoke Policing Crime and Harm Reduction Plan in place. This involves working closely with partners, and delivering a number of Community Safety initiatives relating to ASB and the Night Time Economy.; it includes the reinvigoration and introduction of Colchester Taxi-Watch, Pub-Watch and Face-Watch schemes, as well as appropriately applied Dispersal Orders in designated locations, and a Public Space Protection Order.
- From 23rd-30th October 2017, Colchester District ran a ‘Street-Weeks’ initiative in the Monkwick and Berechurch Wards; this was a proactive, partnership project, tackling criminality and ASB, while engaging with Colchester’s most vulnerable people. The initiative provided a greater level of visibility, enhanced service accessibility and community reassurance. As a result, a reduction in ASB was seen.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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 (continued).

South LPA

- In South LPA, “joint enforcement” teams have been developed in in Southend. This is a collaborative approach with key partners and includes joint patrols. South LPA have also made use of Civil Orders to enforce ASB issues in specific areas.
- In July 2017, a Criminal Behaviour Order was granted following breaches of a Community Protection Notice to an adult who was frequently causing ASB by begging and drinking in Southend town centre. This case was the first in the County to include a positive condition to engage in counselling sessions for treatment and recovery. Within this quarter, the counselling sessions have been complied with, and, since the order was made, the person has been clean of alcohol and drugs for the first time in 20 years.

West LPA

- West LPA have recently moved more staff into Community Policing Teams from other areas.
- Operation LATTE in Harlow involved responding to concerns from the community, and providing extra support to areas of high ASB. Following this operation, there has been a marked decrease. The operation will therefore continue.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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.

- A review is underway (to report in January 2018) to consider the approach to, and assessment of, risk (high, medium and standard) for Domestic Abuse (DA) allegations, and the approach to both victims and perpetrators of DA (including contact, response, investigation, safeguarding and partnership work).
- Over the past 12 months, Operation JUNO teams have taken ownership of medium risk offences and improvements in solved rates are being seen. The review will consider how to improve the overall level of positive outcomes, in particular for the volume of standard risk cases.
- Perpetrator Pathway. The Southend, Essex, Thurrock (SET) DA Board was successful in a three year £450,000 partnership bid to the Home Office Violence against Women and Girls Transformation Fund. The project aims to improve pathways for responding to perpetrators of domestic and sexual violence and abuse through developing a joint working approach to improve information sharing and targeted service delivery. This work is reported through the SET perpetrator delivery group.
- Drive Perpetrator Programme. This is a 3 year programme aimed at engagement with high risk perpetrators to disrupt their offending behaviour. Cases are selected from the Multi Agency Risk Assessment Conference (MARAC) cohort, the Drive caseworkers are working alongside the MARAC and the MARAC manager is part of the steering group. The programme is now in Year 2, with the next evaluation due in July 2018.
- Colchester have engaged with the Women's Refuge and chaired the first Domestic Violence Forum on 12th October. The aim of the Forum was to tackle repeat offenders, hotspots, education and most importantly supporting victims in breaking the cycle and keeping safe through multi-agency, partnership work. Work is ongoing to set up similar forums in all the policing districts within the North.
- Operation GRANITE is a South LPA operation to reduce the amount of outstanding DA suspects, focusing on Threat Harm and Risk. Outstanding DA suspects have reduced on the LPA, and this will be focus of the LPA's activity for December 2017.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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.

- Colchester District had experienced an increase in Robbery of Personal Property, predominately related to youths stealing property from victims in an opportunistic manner across seven of Colchester's 27 wards during August and September 2017. Offenders (who were believed to have tenuous links to gangs outside of the area) were threatening victims with violence and demanding or grabbing mobile phones, bags or other personal items. The Operation was conducted in conjunction with Operation RAPTOR, and supported through the Community Safety Partnerships (involving housing assessments with offenders, Social Care and Youth Offending Team diversionary work). The ring leaders were subsequently arrested, and two males found guilty and sentenced to a period of nine months imprisonment.
- In Chelmsford, Operation NEREUS was the formation of a team including Operation RAPTOR, CID and Community Policing Team officers, whose work with Metropolitan Police teams extended into this quarter. 28 people were arrested, nine knives seized on arrest, and applications for nine Criminal Behaviour Orders were made.
- South LPA conducted a recent joint operation with Metropolitan Police under Operations RAPTOR and TRIDENT relating to a targeted arrest. A suspect was charged and remanded for being concerned in the supply of Class A Crack and Heroin, but claimed he was just holding the phones for someone, and that he was not in a gang. However, research showed the subject in numerous "YouTube" videos with other gang members (which were shown in court as evidence of his affiliations), and work was undertaken with Newham Gangs Unit to detail the subject's place in the hierarchy of a gang.
- West LPA conducted a recent raid on an estate, whereby Essex Police led resources from Hertfordshire and Kent. It resulted in significant disruption to the criminals.
- Serious Crime Directorate update:
 - Two people were found guilty of the murder of Mr MESHI, and the defendants sentenced to nine years and one to six years.
 - Operation MADISON – an investigation into the murder of a male following a vicious assault. A local male has been charged and remanded for the murder and will stand trial in April.
 - Operation DIRECTOR – three Offenders convicted of conspiracy to commit murder. Two offenders had their life sentences increased to 34 years, and have the minimum period that they must serve increased to 23 years.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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.

- The Rape Improvement Plan, which was launched in January 2017, was intended to be a 12-month programme to increase the number of offenders brought to justice for rape. However, it has not delivering the improvement required. Further work therefore began to implement a revised Rape Prevention Plan in December 2017. This Plan will supplement the focus on the quality of investigations, increase the focus on proportionate investigations being conducted and examine alternative models for delivering a better quality of service to victims of non-recent offences. New performance meetings have also been established to monitor rape investigations and outcomes.
- The existing analytical product for rape offences is being reviewed to provide clearer detail on the location of offences; it will also now include mental health and alcohol markers, and further detail on the relationship between offender/suspect. The option to allow rape suspects access to the new perpetrator psychological course (currently offered to domestic abuse suspects) is also being pursued.
- A new risk assessment is being devised for rape victims to ensure that better support is provided, and to assist with the prevention of offences.
- Feedback from Independent Sexual Violence Advisers (ISVAs) is now being received across LPAs and incorporated into Continuous Professional Development events. Further progress will be made through the Command and Public Protection engagement strategy.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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

- 197 offences were recorded in Essex in the past financial year, compared to 62 in the previous. The Modern Slavery Act 2015, coupled with increased awareness amongst staff and communities, has led to a significant increase in reported crimes.
- 1,000 frontline professionals have been trained in Anti-slavery since June. This includes: healthcare, education, faith groups, homeless sector. 19 trained trainers are to assist going forward.
- The Modern Slavery Police Transformation Unit have recently compiled a position summary for Kent and Essex. They have stated that Essex and Kent have well established modern slavery structures in place with regards to governance arrangements, multi-agency partnerships, strategic and tactical modern slavery response and training programmes.
- Modern Slavery/Human Trafficking investigation in Waltham Abbey, where a female victim was recovered from lorry. The female would not engage in the criminal justice process but was safeguarded into the National Referral Mechanism (framework for identifying victims of human trafficking or modern slavery) process. However, after consultation with the Crown Prosecution Service, the lorry driver was charged with assault.
- Cristina Gavrilovic, the SCD Anti-Slavery Partnership Coordinator has recently become the recipient of:
 - British Association of Women in Policing – Winner of Best Police Staff in the UK.
 - Human Trafficking Foundation – Winner for Outstanding Contribution to Modern Slavery by a Public Official.
 - Women of the Future – Winner in the Community Spirit category.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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.

- At the start of October, Essex Police launched Operation ESSEX: the Force’s fight against those involved in gang crime and the illegal drugs trade. Teams from across the force, including Operation RAPTOR, Operational Support Group (OSG), Roads Policing, Command and Public Protection, and community and local policing were involved. They used a variety of tactics including: automated number plate recognition (ANPR) operations to target known criminals using the roads; working with neighbouring forces to target criminals crossing county borders to commit crime; and covert and high visibility patrols in key areas. The operation resulted in more than 53 people being arrested; 1,000 wraps of Class A drugs – including heroin, cocaine and crack cocaine – being seized, as well as nearly £4,000 in cash; during a warrant Chadwell St Mary, officers seized 272 cannabis plants; following a warrant in Colchester, four people were arrested and two later charged with possessing with intent to supply Class A drugs.
- The North Operation RAPTOR Team executed 12 Warrants, stopped and searched 20 individuals, made 23 arrests, charged 14 people and had 26 convictions; nine of those convicted have been given 24 years between them. Five people have been referred to the National Referral Mechanism (a framework for identifying victims of human trafficking or modern slavery). 1,278 wraps of crack cocaine and heroin, 15 grams of uncut heroin (value between £15,000 - £20,000), £260 worth of cannabis, nine weapons and £4,465 cash has been seized as a result of the Raptor teams work during this reporting period.
- In October 2017, a major cannabis cultivation, with full hydroponics set up and hundreds of plants, was located and dismantled by the Chelmsford & Maldon Community Policing Team, who continue to act on intelligence and execute drug cultivation warrants.
- Tendring have recently set up Operation VALOUR, a joint Community Safety Partnership initiative to identify and visit those who are believed to be susceptible of “Cuckooing” (in which drug dealers take over the home of a vulnerable person in order to use it as a base for drug dealing), to prevent and disrupt criminal activity.
- Recently in Tendring, members of the Jay Boys Gang, a county line drugs gang operating from London and earning between £2,000 and £3,000 per day, were convicted.
- Essex Police Serious Crime Directorate recorded 23 disruptions against organised crime groups in this reporting period.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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 College have revamped the Achieving Best Evidence (vulnerable victim video interview) training. They have also aligned the minimum standards for the continuous professional development of sexual offences trained-officers to include recommended national standards.
- A training day was held on 8th November, and was developed for all Command and Public Protection (C&PP) investigation teams to prepare them for the enactment of the last victim special measure – the ability to conduct cross examination prior to trial via a video interview. This was attended by almost 200 officers and included inputs from Crown Prosecution Service (CPS) lawyers and a Crown Court judge. Further training dates are being planned for the New Year.
- A successful external recruitment campaign has been launched which has already seen eleven detectives recruited from other forces to work within C&PP.
- In early 2018, five officers (representing all ranks) are undertaking an in-depth scoping visit to Derbyshire Constabulary, a high performing force within Essex's most similar group of forces.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

Priority 6 – Protecting Children and Vulnerable People

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

Improve reporting of hate incidents through improved community engagement and greater use of Hate Incident Reporting Centres.

- Hate Incident Reporting Centres (HIRCs) have been rolled out across Essex with a total of 43 reporting centres now active within the county: Epping Forest, Brentwood, Thurrock and Grays (West); Southend, Basildon, Castlepoint, and Rayleigh (South); Braintree, Witham and Dunmow (North). The aim is to make third party reporting facilities available to the whole of the county in 2018. This training has provided over 450 Hate Crime Ambassadors (HCA's) county-wide, including 48 youth council ambassadors in the West of the county.
- 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 and third parties) to assist with the launch a hate crime strategy for the county to run from 2018-2021. This strategy will adopt a multi-agency approach to hate crime utilizing the expertise and contributions from all members of the partnership with specific emphasis on understanding, preventing, and promoting the reporting of hate crime along with improving support for victims of hate crime.
- The force launched an awareness campaign for National Hate Crime awareness Week (NHCAW) 14th-20th October 2017. This campaign deployed infographics on social media to assist in the public's understanding of hate crime; it also held 20 face-to-face events county-wide, and these were supported by HIRCs to recruit organisations and individuals to the HIRC networks.
- Chelmsford & Maldon Community Policing Team and the Criminal Investigation Department, jointly hosted the Force's first live online Question & Answer session on 20th November, using Facebook. A variety of queries were raised and responded to, thereby increasing community engagement.

Police and Crime Plan 2016-2020 – Quarterly Update December 2017

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.

- There were fewer killed and seriously injured (KSI) road traffic collisions (RTCs) to the same period last year (630 KSI casualties 2017/18 v 710 KSI casualties 2016/17). However, five routes within the Force area have seen increases over the past 3 months:

Route	Last 3 months collisions	Increase on 5 year average	Vulnerable road users	Peak Times
B1009	4	150%	60% P2W	Weekend evenings
A104	4	100%	<10%	-
B1383	4	54%	11% Pedestrian	1600-1900
B183	4	43%	25% cycles	-
A138	4	33%	25% cycles 25% children 25%P2W	Saturday daytime

- Clacton, Purfleet, Loughton, Chelmsford and Southend have been additionally identified as areas with the highest concentration of KSI collisions over the reporting period. This intelligence allows Essex Police and their Road Safety Partners through the Safer Essex Roads Partnership to direct pro -active road safety enforcement and education into these priority areas.
- In November, Essex Police launched an initiative with Maldon District Council to allow their Community Protection Officers to enforce speed limits at 54 sites across the Maldon District using TRUCAM enforcement technology.
- The Safer Essex Roads Partnership has now launched the “Extra Eyes” road safety campaign which encourages the use of digital images (dash cam, CCTV) to capture incidents of poor driving/riding. Members of the public can deposit reports and images of poor driving/riding using the “Do It on Line” facility on the Essex Police website.
- Additional focus has been placed on improving driver behaviour on the M11 following an increase in RTCs between junctions 5 and 8, with particular emphasis placed upon distraction. This follows a report commissioned by Essex Police, which highlighted the fact that 43% of collisions involved some form of in-vehicle distraction as a causation factor.