

Performance and Resources Scrutiny Programme 2020/2021

Report to the Office of the Police, Fire and Crime Commissioner for Essex

Title of Report:	Deep Dive into Police and Crime Plan Priority: <i>Local, Accessible and Visible Policing.</i>
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1.0 Purpose of Report

This report provides a 'deep dive' assessment of the key deliveries, performance and future work to deliver the Police and Crime Plan priority for more 'local, visible and accessible policing'. The previous submission (29 August 2019) reported on the work completed during 2018/19. This submission reports on work completed from that date.

2.0 Executive Summary

'Local, visible and accessible policing' is an umbrella priority that spans ten work strands; this report outlines the achievements against those work strands and collectively against that priority.

As with the previous year there has been significant investments on community focus, engagement and partnership working throughout the County in order to deliver more local visible and accessible policing.

In addition to the planned activity and delivering core services, Policing UK has been required to respond to three global and national emerging challenges:

- Covid19 (Operation Talla)
- Black lives Matter
- Unlicensed Music Events (UME).

These responses have required a redeployment of resources and therefore, in places, will have impacted on scheduled delivery.

Headline delivery against 'Local, accessible and visible Policing':

- Progress in 2020/21 recruitment of 151 officers and 60.8 Police Staff with Police Officer establishment projected as 3,369 (completion by 31 March 2021);
- Progress towards increase of 54.5 FTE specifically to high harm investigation capacity (CID, DAIT, ASAIT) (completion by 31 March 2021);
- Delivered increase of 58 officers and 10 Sergeants as Town Centre Teams;
- Delivered Live chat and Single Online Home to support online reporting of range of crimes including Anti-Social Behaviour;

- Introduced 6 Tasking and Briefing officers into Local Policing Areas (Q2 2020/21) to ensure intel lead tasking of LPT resource;
- Introduction of 20 Community Safety Engagement Officers;
- Introduction of the Business Crime Team and Fraud Coordinators (1 Sgt, 2 Pcs & 3 Fraud Coordinators)
- Increase of Children and Young Peoples Officers from 13 to 33;
- Increase Rural Engagement Team from 1 Sergeant and 3 Officer to 2 Sergeants and 10 Police Constables;
- Development of Blue Light Collaboration Shared Rural Resource pilot (commenced 02 November 2020)
- Maintained second largest Special Constabulary with a projected increase of 9% visible hours on last year to approximately 81,000 hours delivered by over 500 Specials;
- Maintained largest Cadet unit within the Eastern Region (410 VPCs and 80 VPC Leaders)
- Delivered specialist roles within Active Citizens & Police Support Volunteers such as 6 MOSOVO, 9 Data Analytics & 10 Cyber volunteers which realises significant capacity within those teams to increase front facing roles;
- Delivered 15 Watch Schemes with reach to 215k members;
- Maintained largest UK CSAS with 44 accredited organisations and 478 accredited individuals;
- Increased LPT/CPT patrols with individual district evidence lead patrol plan under Op TALLA from 23 March 2020;
- Dedicated Superintendent and Command Structure for Operation Talla adopting NPCC approach of Engage, Explain, Encourage and Enforce (4Es) which has resulted in positive public satisfaction results;
- Successful management of 9 Black Lives Matter (BLM) protests organised across Essex with Public Order Command Structures deployed on each occasion;
- Successful response to emerging national trend of unlicensed music events (UME) throughout the Summer (Operation Silver Dawn).

3.0 Deep dive

3.1 Deliver a more visible police presence, in crime hotspots, town centres and around night time economy and through targeted patrols to address burglary.

Town Centre Teams (TCTs)

The Force Growth Programme has successfully delivered Town Centre Teams consisting of 58 constables and 10 sergeants with the following key objectives:

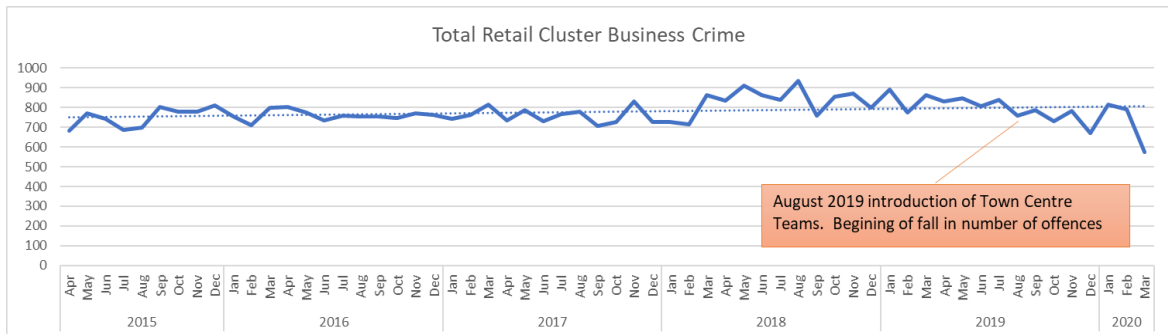
- To provide a visible policing presence in local communities, increase local community engagement and support a measurable increase in local community confidence.
- Reducing crime and ASB in the key town centres across Essex, with a focus on violent street crime, issues of vulnerability and harm manifesting themselves in town centres, such as missing children, criminal gang activity and aggressive street begging.
- To work in close partnership with the Community Safety Partnerships and local businesses and retailers to curtail the activity of local repeat offenders.

The teams are based in the following town centre areas:

- North: Braintree, Chelmsford, Clacton, Colchester, Harwich, Maldon, Saffron Walden, South Woodham Ferrers and Witham
- South: Basildon, Billericay, Canvey, Rayleigh, Rochford, Southend and Wickford.
- West: Brentwood, Grays, Harlow, Loughton, Purfleet & Aveley, South Ockendon, Stanford-le-Hope, Tilbury and Waltham Abbey.

Since the introduction of TCTs recorded retail crime has shown a decrease by 6.4% which is likely to be attributable to a number of factors:

- Team being visible in the town centres
- Crime prevention work being delivered to business owners
- Robust action on offenders
- Local relationships between Team and businesses



While the significant decline in business crime reported in March 2020 can be attributed to the closing of businesses due to lockdown phase I, business crime did not cease but shifted in crime type. For example, from shoplifting to burglary such as the targeting of pharmacies due to a changing local drug market. The pre-existing police-businesses relationships in conjunction with Op TALLA patrols positively impacted trends and Essex did not experience the same increase reported in other Forces.

In addition to face to face engagement, the teams have used social media to engage with the community and inform them of the work being conducted with positive feedback. This has gained traction and emerged as the main engagement tool during lockdown. Our early adoption and migration to online has provided a sound platform for communication and engagement through lockdown phase II.

The TCT evaluation is scheduled for December 2020 however, interim measures indicate the teams have been welcomed by the public, a reduction in retail crime has been observed (recognising lockdown impact), the team have provided reassurance and visibility to the communities they are based in.

Since implementation, the teams have arrested over 1000 suspects and dealt with over 2000 investigations. The public satisfaction survey reports an increase with the level of local policing from 44% in 2019/20 to 50% in Q4.

Briefing and Tasking Officers

Each LPA has introduced two Briefing and Tasking Officers to embed the 'global to local' model of intelligence and tasking to meet local needs. This model has been developed through the successes of the Op Sceptre model that specifically targeted knife and violent crime. The officers collate and translate the information gathered through local and force tasking processes, brief and direct local LPA activity against identified individuals and hotspots (including town centres) relating not only to violence or drug/gang related crimes, but the wider range of crime such as burglary. They support the effective use of intelligence at a local level, ensuring focussed use of resources to provide both dedicated and visible policing activity where it is needed most.

Children and Young Person Officers

In early 2020 Essex Police increased the number of Children and Young People officers (CYP) from 13 to 33. These officers work to identify CYP who are most at risk of becoming repeat offenders or at serious risk of harm/vulnerability. They engage with young people in senior schools to support a partnership approach in keeping young people safe, reducing crime and anti-social behaviour. The work being completed by the CYP officers is providing increased accessibility and visibility with school staff and children and young people which has received positive feedback such as Headteacher (North East Essex Co-operative Academy) '*Their positive manner and 'can do' attitude means that we share knowledge and approach issues in a collaborative way and one which is hugely beneficial to my school and the community. Since 2006 I have been a Senior Leader in three secondary schools within the Colchester district and have never known the Youth officers to be as effective as they are now.*'

The schools and Academies have welcomed the support, advice and engagement during Covid '*Over the Covid period obviously school interaction has been difficult, however we have conducted Teams assemblies with one school about social media safety. We have direct contacts/Spocs at each secondary to deal with all offences issues and look to appropriate use of the schools policy, outcomes 20,21,22. Along with that we take the majority of Child offending cases from shift with referrals through the Youth Justice system or CPS whichever is most appropriate. Currently we are also setting up a monthly secondary school briefing meeting via teams with the Spoc's this is to address general concerns, brief on current youth trends and share information. Along with this is our weekly meetings with the youth offending team via Teams, delivery of Youth Justice panel outcomes, CR's CR plus' Youth Cautions and Conditional Cautions.*'

3.2 Improve Communications and contact between the police and local communities, so the public have access to information and advice on crime and anti-social behaviour in their area.

Essex Police media and communications team have continued to listen to Essex residents to understand their needs and concerns and enable information to be delivered to help people, keep them safe and help catch criminals. The public satisfaction surveys show that more people feel informed about what is happening, and that Essex Police understand key community issues.

The percentage of residents that agreed EP understand local issues rose by 22% from 58% (Q1 2020/21) to 80% (Q1 2020/21).

The percentage of residents that felt informed on what's happening rose by 14% from 39% (Q1 2019/20) to 53% (Q1 2020/21).

Engagement via social media has grown; Facebook is especially valuable with around 213,000 + Likes on our main Facebook Page, as of November 2020. This has increased over the last twelve months, with 195,000 + Likes during the comparable period in 2019.

There were specific media communications that contributed to this increase:

Op Hemlock

- Warrants executed by Essex, BTP and MPS targeting Organised Crime Group (OCG) that were responsible for approx. 90 high value vehicle thefts. 17 persons arrested, £180,000 recovered and £1.1 million

Op Talla (EP response to Covid19)

Media team created specific content in response which has included support for Clap for Carers, utilising retired Police Dog Baloo for messaging guidance and delivering support for Public Health.

Community Safety Engagement Officers (CSEO)

CSEOs are newly established posts supported by the Force Growth Programme for 2020/21 and were introduced to districts in 2 stages (June and October 2020). This role will further improve the public perception of the police's understanding of local issues and how well informed the public feel.

CSEOs are based within Community Safety Hubs and are embedded in the Community Policing structure. Their role is to: engage with local communities, to work with partners to tackle the problems identified, adopting a longer-term problem-solving approach and to ensure that the activity and outcomes from work on community priorities is well communicated to victims and communities.

A primary objective being improving public confidence and therefore the CSEOs work closely with the Public Engagement Team and Media Department.

The Community Safety Engagement Officers have all started to form relationships key partners and communities, they have all taken responsibility for district newsletters and most of the social media content. The officers are reaching out to different community groups and building up knowledge and intelligence of the problems that the community are faced with.

The public perception of Essex Police' understanding of local issues combined with the communication and engagement with the public as translated to an improved performance in public satisfaction of the police service. The percentage of residents that think the police are doing a good or excellent job in their area rose by 16% from 65% (Q1 2019/20) to 81% (Q1 2020/21).

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

Essex Police Special Constabulary has an establishment of 501 officers (October 2020) and remains the second largest Special Constabulary after only the Metropolitan Police.

Retaining, recruitment and onboarding during Covid19 has proven challenging and the command have taken several steps:

- Add mid-week training sessions have been added to the established weekend training which has had positive results;
- To improve engagement and retention pre-training, students receive a monthly online newsletter delivering insight on what the Special Constabulary cohort are achieving.

The Citizens in Policing Team and the Special Constabulary Team have merged under the LPSU and CiP Command. The restructure provides a dedicated Citizens in Policing Commander who has the strategic responsibility of the team along with a Citizens in Policing Manager for support. This alignment has delivered efficiencies and also create opportunities cross team and commands.

The dedicated Employer Supported Policing (ESP) Co-ordinator continues to encourage local, regional and national businesses to sign up to the ESP scheme which supports employees to become a Special with leave to complete duties.

There are 26 ESP Organisations. This specialist role has continued to serve further Specials and encouraged growth and development in areas that are not widely available as well as encourage cross pollination of existing skills from their day roles.

Essex Police have also been encouraging Parish and Town Councils to invest in recruiting a Community Special Constable to work alongside Community Policing Teams and to pay for the modest mileage and subsistence costs. The success of the Community Special Constable scheme has placed Essex Police in a position where the number of requested posts significantly outweigh the current specials in post or in training. Work is ongoing to ensure that requested posts are filled as soon as possible.

3.4 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.

The previous Essex Police web page closed in August 2019 and the force migrated to the national Single Online Home (SOH) system which enables a variety of incident and crime types able to be reported online. Two additional functionalities have been added since go-live;

- Live Chat
- Online reporting of Anti-Social Behaviour (ASB)

Live Chat

Live Chat launched on 28th April 2020. This is an online facility via the SOH Essex Police website which allows the public to interact with a Force Control Room contact handler in real time, without needing to call 101. This enables the public to engage via the use of a written "chat box". This opens another communication channel between the police and the public for the convenience of the public.

This facility is available between 7am and 11pm, 7 days a week. There have been 10,336 Live Chat conversations between 28th April and 27th October 2020, averaging 56 interactions per day that would otherwise been via the 101 system.

ASB online reporting

Reports of Anti-Social Behaviour (ASB) generate a significant amount of the demand received by the FCR Call Handling section. To enhance the public's ability to submit such reports, with the secondary aim of reducing 101 demand, the facility to report a variety of ASB incidents via the SOH Essex Police website was subject to a "soft" launch on 24th May 2020.

Between 24th May and 27th October 2020 there have been 1,462 ASB reports generated by this system, averaging 9.5 incidents per day that would otherwise have required a report via 101.

The Contact Management Command, which encompasses both the FCR and the Resolution Centre is now working with the Essex Police Media department to more widely advertise the Live Chat and ASB reporting facility.

The Essex Police response to maintaining business continuity during the Covid-19 pandemic has seen several adaptations in flexibility within our workforce with those needing to work from home specifically tasked with functions such as Live Chat or focussing on contacting vulnerable victims of crime.

Improvements to 101

Emergency (999) and non-emergency (101) public call handling remain a priority focus within the FCR and the Resolution Centre with significant improvements seen year on year, with average call answer times this year currently recorded as:

- Switchboard - 8 seconds
- FCR (999) – 7 seconds
- FCR (101) - 3 minutes 18 seconds
- Resolution Centre (101) - 3 minutes, 32 seconds

Despite an increase of 10.6% in emergency 999 calls, the FCR continues to show an improvement in all self-imposed key performance indicator grades of service for 2019/20.

Of note, is the decline in volume of 101 public call volume presented to HQ Switchboard over the same time period. These calls are routed to either an FCR contact handler or a Resolution Centre call taker. This is a decrease of 4.2% from last year as can be seen in the table below:

Year	Total Calls	Answered	Abandoned
2017/18	693,205	665,738	10,489
2018/19	627,110	603,410	6,961
2019/20	601,387	579,218	11,045

The reduction in 101 non-emergency calls is largely attributed to the other channels of reporting that are now open to the public. However, this will continue to be monitored to ensure that is an accurate picture.

An area for development from 2019/20 is to address the increase in abandoned non-emergency public calls. This is currently sat at 22% (an increase of 3% from last 2018/19). Analytical work is currently ongoing to ascertain if 101 callers are hanging up and redialling 999 in order to achieve an even quicker answer time. Once this picture is understood, further work will be identified to seek to reduce the abandoned calls.

Following a successful pilot in 2019, the Crime Bureau underwent a restructure and the Resolution Centre Case Investigation Team was launched in December 2019. The team comprises experienced officers and specially trained Police Staff Case Investigators managing volume crime investigations. Crimes are reported to the Resolution Centre via non-emergency public calls (101) or via the online crime reporting on the Single Online Home.

The Resolution Centre is now embedded as a Force-wide resource, managing investigations into volume crimes reported by the public that would previously have been dealt with by front-line officers. The main benefits realised are:

- Improved timeliness of victim contacts and satisfaction
- Increased capacity within LPT to deliver additional frontline visibility and response

3.5 Expect every Community Safety Partnership to set local priorities for their local Community Policing Team to ensure community confidence in the police.

The Local, Visible and Accessible Policing Deep Dive report dated 29 August 2019 detailed the terms of reference of the Community Safety Partnerships (CSP), governance and priority setting process.

Updated position from 2019:

- Governance provided by Safer Essex (migrated from PFCC September 2020);
- CSEOs introduced to support joint engagement events and problem-solving;
- CSP audit was commissioned by PFCC to be conducted by RSM Risk Assurance Services LLP with the findings report with recommendations scheduled early 2021

3.6 Working with our partners we will establish Community Safety Hubs in every policing district with police co-located with local community safety partners to deliver joined up responses to tackle locally defined priorities.

The previous Deep Dive report (29 August 2019) provides the terms of reference, structure and benefits of the hubs.

All the following hubs are co-located:

- Tendring
- Colchester
- Chelmsford and Maldon
- Braintree and Uttlesford
- Southend
- Castlepoint and Rochford
- Basildon (previously not co-located.)
- Epping Forest and Brentwood.

Updated position from 2019:

- Harlow CSP have not progressed a co-located hub. However, the relationship between the hub and Police is very good with daily interaction, dialogue and ongoing joint operations;
- Thurrock hub and police have not yet co-located although it is planned that this will occur post Covid19 restrictions. The planned location remains under refurbishment and it is intended that Essex Police will have access to agile working within the hub and CCTV centre once work has been completed.

3.7 Give every front-line officer a smart phone or tablet, enabling mobile policing so they can reduce time spent on paperwork and have more time on patrol.

In January 2020, Mobile First (MF) users were issued with new smartphones and changed mobile solution app which enables officers to be able to access the investigation, intelligence and search functions in the MF application and draw data from different sources in one place e.g. PNC and Athena.

Growth in usage continues, especially in PNC, Athena investigation submissions and STORM updates. Hours saved by officers completing PNC checks in 2018/19 Q1 was 3,507 while 18 months later had increased to Q3 (2019 /20) to 9,255. Over the same time period, hours saved was 2018/19 was 5,261 and in 2019/20 Q3 was 13,882.

Essex – 2018/19 vs 2019/20

Hours saved per quarter					
2018/2019	Q1	Q2	Q3	Q4	Total
Athena (Officer)	2714	2691	2512	2689	10606
Athena (Crime Bureau)	4071	4037	3768	4034	15909
PNC (Officer)*	3507	4886	5161	6424	19978
PNC (FCR)*	5261	7329	7742	9635	29967
STORM (Officer)	335	491	385	415	1625
STORM (FCR)	335	491	385	415	1625
Use of Force	70	70	868	870	1877
MG11	-	17	198	280	495

Hours saved per quarter					
2019/2020	Q1	Q2	Q3	Q4	Total
Athena (Officer)	3060	3322	3078	3312	12773
Athena (Crime Bureau)	4590	4983	4617	4969	19159
PNC (Officer)*	7775	7908	8369	9255	33307
PNC (FCR)*	11663	11862	12554	13882	49960
STORM (Officer)	490	569	528	612	2199
STORM (FCR)	490	569	528	612	2199
Use of Force	962	946	989	1031	3928
MG11	368	463	672	1113	2615



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An average of 50% of all daily recorded crime is completed by officers on their smartphones/MDTs, without the need to return to the station meaning more time on patrol.

Further apps have been added to the mobile phones this year at officer's request including CRASH -traffic collision recording, What3words -location finder, Wordsynk -interpreting service, Smart water and Bike register -property marking tools.

In September 2020, a stop and search module was deployed, as was a mobile biometric (fingerprint scanners) search function. 175 biometric scanners were allocated across the county which use the MF app software to search data on the PNC and immigration databases. This has resulted in positive identification and arrest of offenders. When suspects have been identified and are not wanted, this has negated the need for officers to take them to a police station to use the custody fingerprint scanner.

Microsoft Teams has also been made available on all mobile devices to support remote working, engagement and visibility.

3.8 Help the rural communities by preventing rural crime, including strengthening Farm Watch, working with the Rural Crime Forum and recruiting more rural specials.

The Rural engagement Team (RET) represents a total investment of £623k by Essex Police specifically on reducing rural crime and supporting rural communities and consists of:

- Full establishment is two Sergeants and ten Constables (realised December 2020)
- Supported by the services of three dedicated Essex Watch Liaison Officers who manage Farm/ Rural Watch
- Recruitment for 10 RET Special Constables scheduled for January 2021

Terms of reference for RET are:

- Poaching offences including hare coursing
- Trespass and unauthorised encampments
- Fly Tipping and large-scale wastage

- Providing quality policing to GRT (Gypsy, Roma and Traveller) and Rural Communities
- Rural theft

Rural crime accounted for 7.2% of All Crime during the 12 months leading up to April 2020. All Crime (excluding Action Fraud) saw an increase of 2.3% during that period while reports of rural crime increased by 3.5%.

Force Control Room (FCR) have introduced a 'RET tagging' system to ensure a specialist response to rural crime. The team's response includes gathering intelligence, delivery of crime prevention advice and follow-up visits by a Crime Prevention Tactical Advisor/RET.

RET attend every Unauthorised Encampment (UE) in the county. There has been a reduction in the number of UEs across the force area from **131** encampments in 2019 to **122** encampments in 2020.

The team have developed specialist capabilities such as tagging and tracking of stolen caravans and trailers and using this knowledge the team have recovered **12** stolen caravans during 2020.

RET dedicate several days of action every month to hare coursing (Op X-ray) as well as national operations (Op Galileo) to disrupt criminal activity.

Hare Coursing incidents were down 22.3% (90 fewer incidents) during 2019/20 when compared with 2018/19. Braintree has seen the largest decrease in the number of hare coursing incidents with 31 incidents fewer (33.3% decrease).

Central to RETs delivery plan is rural community engagement, which is achieved through patrolling rural areas, reaching out to those who may feel isolated, crime prevention advice communicated through partner agencies, resourcing mobile police stations and attending farm watch meetings and rural events.

3.9 Strengthen engagement with local business to prevent crime and to help the local economy to thrive.

The Business Crime Unit (BCU) was established in February 2020 to deliver the Business Crime Strategy. This new team consists of one Police Sergeant, two constables and an Analyst.

Terms of reference are:

- Build and grow a network of businesses and business groups to act as a conduit for Essex Police and businesses to communicate together.
- Identify and share best practice on crime prevention across all businesses within Essex
- Support Local and Community Policing teams to deliver effective Business crime policing.
- Reduce Making off without payments across Essex in respect of fuel.
- Reduce violence and anti-social behaviour towards business employees across Essex.

The BCU work closely with business networks such as the Essex Chamber of Commerce, Federation of Small Businesses and other business groups to engage with Essex Businesses. By supporting these relationships, the team have grown their communication network to reach over 5,000 Essex businesses. This has allowed Essex Police to share emerging crime prevention messaging as well as making it easier for businesses to discuss ongoing issues with the Police.

The BCU are central to the communications to the business community during the Covid19 crisis. Delivering key messaging on emerging issues were identified such as increased risk of burglary at pharmacies, increasing abuse towards shop workers and new Covid19 regulations affecting businesses; this was achieved through the BCT monthly and thematic newsletters and briefings.

The BCU have had significant successes in supporting local policing across the county. The BCU share monthly analytics of those offenders causing the most harm to business' as well as those businesses being impacted the most by crime. This has enabled the BCU to support CPT's and LPT's by obtaining Criminal Behaviour Orders for the most serious repeat offenders. To date, the team have gathered evidence and attended court obtaining 4 successful CBO's. Two further applications are listed for court hearings and an additional two cases have been prepared to be submitted with the next prosecutions.

Through analytical work, the BCU identified the fuel stations within Essex subjected to the most fuel thefts. This resulted in BCU have delivered a targeted prevention campaign at these sites in August 2020. The campaign consisted of providing a range of signage, banners and patrols. The campaign has had a significant impact on crime with no offences reported at these sites post action. The BCU also devised a guide to reporting fuel theft and a self-reporting pack.

A further successful partnership has been developed with the East of England Co-Op. The partnership identified several offenders operating across multiple districts, joint intelligence has resulted in Criminal Behaviour Orders being obtain which prohibit serial offenders from entering stores as well as requiring offenders to engage in addiction treatment where relevant. The team have developed the model and implemented delivery in the west of Essex partnering with the Metropolitan Police Business Crime Hub. Successes here have involved identifying organised, cross border offenders targeting B&Q and Sainsburys across the South East.

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

Volunteer Police Cadets (VPC's)

The VPC Scheme is the largest within the Eastern Region consists of:

- 13 Units (Chelmsford and Maldon, Braintree, Uttlesford, Colchester, Clacton, Harwich, Basildon, Castlepoint and Rochford, Southend, Thurrock, Epping, Brentwood and Harlow)
- 410 VPCs
- 80 VPC Leaders.

Covid19 has required the cancellation of the annual Summer Camp and Annual Parade, however both have been re-booked for next year.

Covid19 has also required Cadet Units to be closed since March 2020. Cadet Leaders have successfully migrated support and training sessions via to closed Facebook Groups and closed Zoom Groups as per guidance from National VPC. As a result, cadets have been able to continue with their syllabus and projects within the VPC Scheme. In addition, National VPC have approached Essex to work with the Designated Responsible Officer (DRO) for the cadets to be a 'trailblazer' force and develop a VPC governance process with the aim of making it safer and more sustainable.

The Duke of Edinburgh Scheme has also continued with online training, so our Cadets have been able to continue with their theory until they are in a position to undertake their practical part of the award.

Active Citizens and Police Support Volunteers

The local model consists of:

- 126 Active Citizens
- 66 Police Support Volunteers within our 10 districts
- Continued delivery of virtual meetings and training sessions during Covid19

Specialist support roles include:

- MOSOVO (Management of Sexual and Violent offenders)
- Digital Forensics and Fraud and Scams
- 9 Data Analytic volunteers supporting Strategic Change
- 10 Cyber Volunteers
- Waiting list of volunteers who wish to offer their support once government restrictions are lifted

Essex Watch Schemes

This model consists of:

- 3 Essex Watch Liaison Officers (EWLO)
- Link to Neighbourhood Watch to disseminate key messages, crime prevention advice and receive information and intelligence with reach of 125k
- 15 Watch Schemes with reach of 90k members
- During Covid19 - delivery of community messaging & development of regular newsletters to ensure that all their communities' connectivity and support

Street Pastors

Street Pastors are a charitable organisation independent of Essex Police made up entirely of volunteers. Led by Phil Norton, who heads the charity, they are an integral partner that assist our Community Policing Teams around reducing Night Time Economy and low level anti-social behaviour and vulnerability.

Community Safety Accreditation Scheme (CSAS)

Essex Police remains the largest scheme in England and Wales with 44 Accredited Organisations and 478 Accredited Persons.

There has been a slight decrease in organisations, partly as a result of Covid19 which has affected some private businesses.

Through the Covid19 pandemic, the powers used by CSAS have been of great support to Local Policing Teams. They have assisted with breaches of Covid19 regulations and this has identified as best practice by the College of Policing and the Home Office.

4.0 Performance

Performance is measured by the Essex Police survey (SMSR report). The 2019/20 survey was completed by 7,700 Essex residents with responses to the 2020/21 survey continuing in similar numbers. It is assessed that the results from this survey are more reliable than the Crime Survey for England and Wales (Official measurement for Public Perception and Confidence for Police forces within England and Wales) as the local results had greater statistical relevance to the local population.

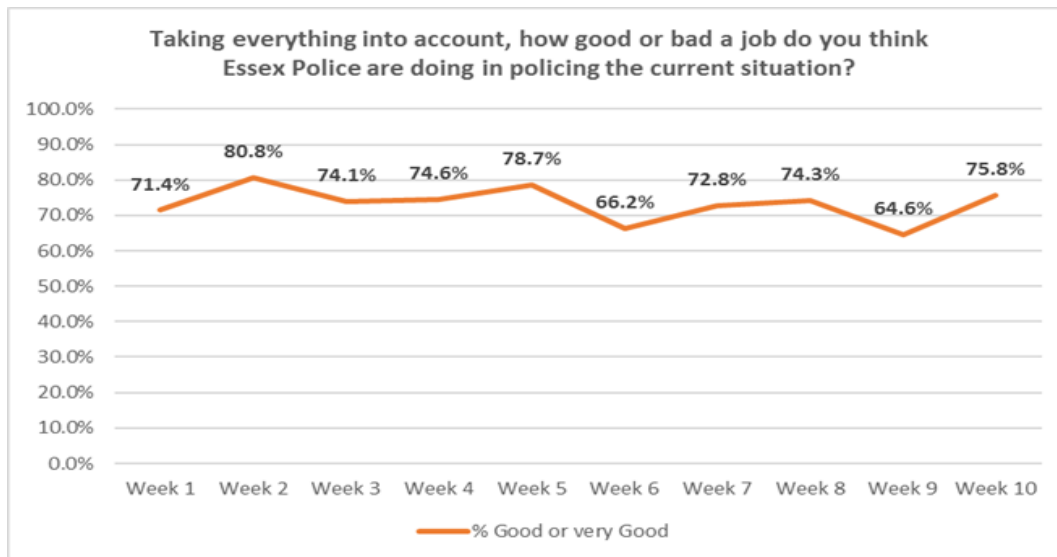
As reported earlier, Q1 2020/21 SMSR report show that 81% respondents think that Essex Police do a good or excellent job in their local area which represents a significant increase with compared with Q1 2019/20 at 65% and Q1 2018/19 at 69%.

Essex Police conducted a Covid19 SMSR to establish public perception during the introduction of Covid19 regulations in March. Results show an increased satisfaction during the first week and steady decline as lockdown and restrictions continued.

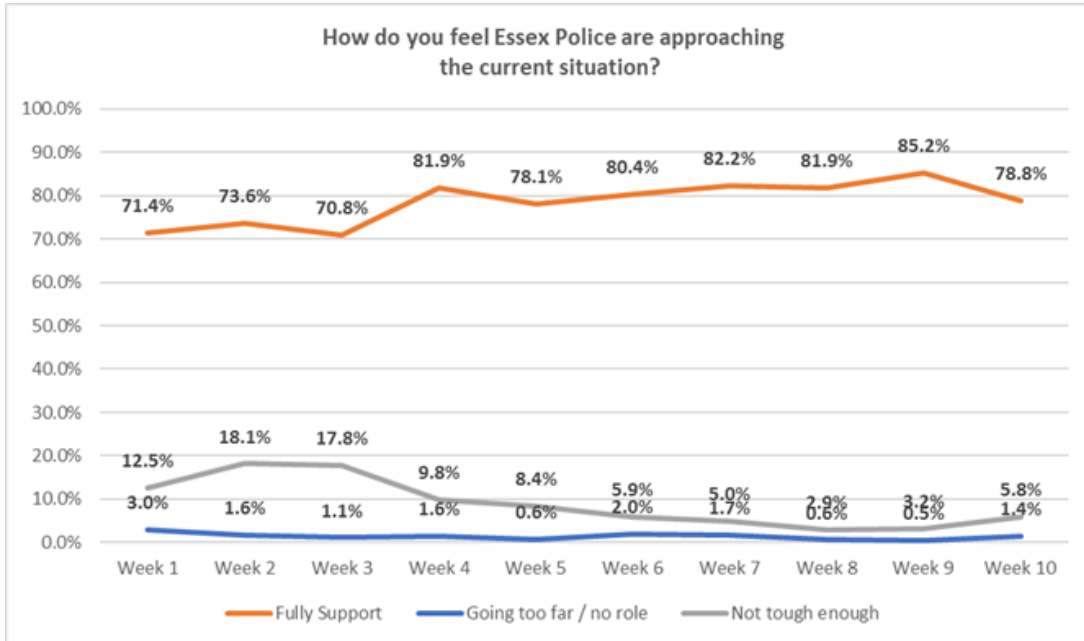
Essex Police successfully adopted the NPCC guidance of the 4Es – Engage, Explain, Encourage, and Enforce was adopted. This allowed officers and staff to support the national effort to reduce the spread of the virus, whilst at the same time not damaging positive relationships with communities. Over 24,000 ‘Engagements’ have been had between Essex Police staff and members of the public that have been in breach of the legislation. In less than 100 occasions has a fine needed to be issued to people that refused to follow our request.

As CPTs were unable to hold traditional engagement events, more of public engagement migrated to online, utilising social media to ensure that the public understood the approach and rationale. Over the summer the open spaces of Essex, especially our parks and beaches, saw a higher level of policing compared to previous years. The Covid Recovery Coordination Group (CRCG) are using the adapt, adopt, accelerate, abandon approach to Covid Recovery planning with ‘Community Engagement’ as an identified as one of the work streams; this will facilitate the Force to review ‘what worked’ to shape services in the future.

Whilst the views of the public were divided in relation to the restrictions an independent survey told us that 75.8% of the people of Essex believe that police were doing a good or very good job of policing during the pandemic.



The public initial view was that Essex Police was ‘not tough enough’ although a reduced percentage held that view as time progressed (12.5% in wk1 to 5.8% at week 10). Overall, over 70% were fully supportive of Essex Police’ approach.



The SMSR shows a year on year improvement on how respondents felt that Essex Police understood local community issues from 54% (2017/18) to 59% (2018/19), to 61% (2019/20) and further increase to 81% (Q1 2020/21)

This success can be attributed to:

- Arrival of the Town Centre Teams
- Introduction of the Business Crime Team and joint delivery of Business Crime Strategy with Essex Chamber of Commerce’s, Federation of Small Business’, Police Fire and Crime Commissioner and Essex Police
- Increase in Rural Engagement Team.
- Proactive use of social media by the newly formed and existing Policing teams. This would include teams using the hashtag #YouSaidWeDid that shows that issues being reported by the community are being dealt with positively

5.0 Future Work/Development, Expected Outcome and Actions for Improvement

5.1 Deliver a more visible police presence, in crime hotspots, town centres and around night time economy and through targeted patrols to address burglary.

Local Policing Growth

The 2020/21 investment plan arising from the Police Uplift Programme, has allowed for a more visible police presence through growth in officer numbers in several areas, with an overall increase of establishment by 151 officers and 60.8 staff to be completed by March 2021. This will bring the overall officer establishment to 3,369.

Whilst the 2020/21 plan focussed on uplifting resources across a range of areas including those required to provide sufficient support and infrastructure across the organisation to manage and implement future forecasted growth, a significant amount was also carefully calculated to ensure that the Force remains local, visible and accessible to communities, responding to the growth in high harm and emerging crime types.

The Force Growth Programme is now carefully tracking each officer and staff post, ensuring that each phase of the recruitment cycle is progressing in line with the planned

implementation timeline. This is scrutinized at the Resource Deployment Meeting and then presented to the Force Growth Programme Board.

Additionally, the development and assessment of bids for future growth arising from the anticipated Police Uplift Programme funding for 2021/22 is now underway. These bids are subject of assessment against a range of key priorities using a 7- pillar assessment methodology and alignment to Chief Officer strategic priorities. Discussion and development of bid proposals continue through Force Growth and Chief Officer Group governance structures pending confirmation of the Home Office funding to be secured.

Crime Prevention Strategy

In development is the Crime Prevention Strategy 2021-25 which identifies Dwelling Burglary and Street Robbery, Places (persistent problem places and people) and NTE as 3 key thematic areas.

Each work strand has a detailed 4P Delivery Plan based of evidence profile and insights and outcome framework to track progress, identify risks and measure success.

5.2 Improve Communications and contact between the police and local communities, so the public have access to information and advice on crime and anti-social behaviour in their area.

Media

Looking ahead to 2021, the Media and Communications Team will continue to focus and prioritise work that supports the Force Plan 2020/21. Engaging with a wide range of audiences to demonstrate how Essex Police protects and serves its communities, with a focus on victims, violence, vulnerability and visibility.

CSEOs

The CSEOs will continue to develop in their roles and as relationships and trusts build amongst partners and communities, new opportunities for pieces of work will naturally surface. The CSEOs remain under the control of District Commanders through the Community Policing Team structure. District Commanders will be encouraged to regularly engage with their Community Safety Engagement Officers and show a keen interest in the work that is being developed.

An additional strand is to consider how public confidence in the police complaints system can be improved; this work is being progressed with PSD, CSEOs and CSEO lead.

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

Community Special Constables (CSC) has been a successful initiative with 48 councils committing to funding Specials in their ward. Within the legal agreement, councils commit to recruiting the Specials for their area and this has proved to be challenging. In October 2020, there were 15 CSCs in post and other staff in the recruitment pipeline or foundation/post foundation training.

During 2020 we have maintained between 500-520 Special Constables and are still aspiring to achieve the headcount of 600 Special Constables by March 2021. The Recruitment Team will continue to conduct virtual evenings to encourage people to join and will promote the campaign on all social Media outlets.

In December 2020 there will be a virtual Special Constabulary Awards Evening to congratulate and celebrate the dedication, commitment and professionalism of all our Special Constables.

5.4 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.

Single Online Home (SOH) went live in August 2019 with additional functionality added in 2020.

Initial usage of the services is relatively low when compared with other forces. An enhanced awareness campaign of the access is planned for the end of 2020 and beginning of 2021 which is anticipated to increase reports via these media sources.

Currently Live Chat is staffed by FCR staff working from home under Covid19 restrictions and business continuity plans are focusing on the successful integration of Live Chat into business as usual post Covid19.

The introduction of a new, upgraded Command and Control system; Smart STORM, is planned for the beginning of 2021. This will include a variety of enhancements such as a SMS messaging feature. When appointments are made on Smart STORM, a text is sent to confirm the appointment, and another is sent on the day of the appointment as a reminder. It is anticipated that this will significantly reduce missed appointments, making best use of officers' time.

Contact Management Command is working closely with Independent Advisory Groups (IAGs) and the PFCC's Strategic Rural and Business Crime Forums to enhance awareness of procedures and demand and to inform internal training by providing a victim perspective. Some of this work (especially familiarisation visits to the FCR and Resolution Centre) has been put on hold due to Covid19 restrictions work is being conducted with those partners on how to make best use of their assistance during the restrictions and how to resume activities when restrictions are eased.

Contact Management Command is also undertaking a detailed review of demand and staffing profiles with a view to realigning staffing to meet peak demand, this is anticipated to be implemented in early 2021.

5.5 Expect every Community Safety Partnership to set local priorities for their local Community Policing Team to ensure community confidence in the police.

Partnership and information sharing within Essex will grow from strength to strength as Essex Police continue to embrace partnership working. All CSP's have set their local priorities which are held by the PFCC.

5.6 Working with our partners we will establish Community Safety Hubs in every policing district with police co-located with local community safety partners to deliver joined up responses to tackle locally defined priorities.

Thurrock district will achieve co-location with CSEO's likely to be embedded within the hub and partnership working further increasing.

CSEO's have been well received and therefore embedding them into the Thurrock hub will be a welcomed move from partners. Public communication on good work has been more effective since the creation of the CSEO role and a permanent base within the hub will further improve this communication channel. Joint work toward the thematic content of the community safety partnership plan has been increased though establishing the CSEO SPOC for CSP managers to engage with. The CSEOs will now form a core member of the Independent Advisory Groups and attend all meetings to give an update on both police and partnership work being undertaken.

Partners and police weekly meeting are driving the co-production and delivery of operations which is resulting in an increase in the number of operations undertaken and evidence of joint problem-solving models being used for challenging/longer term issues and local concerns.

In respect of the virtual Harlow hub, CSEOs continue to work with partners.

5.7 Give every front line officer a smart phone or tablet, enabling mobile policing so they can reduce time spent on paperwork and have more time on patrol.

The use of mobile devices in Essex and the hours saved will continue to grow. Timelines will be dependent on ensuring we have products which are fit for our colleagues and service to the public.

A tasking and briefing module is undergoing testing and is likely to be released in Q1 2021. This will revolutionise how officers are briefed and tasked, providing one consistent process across the county, and a clear audit trail on tasks that have been created, allocated, actioned, and what the results were. Tasks can be sent electronically to officers manually, or automatically based on their location. Briefings will be available on their smartphones and automatically activate when geographical boundaries are crossed.

Work continues with Norfolk and Suffolk police, collaborating to develop functionality together, saving time and cost. An example is a revised TOR (traffic ticket) with Pentip integration, and a refreshed ePNB. This will provide improved functionality and time saving for officers. Internal paper forms are also scheduled for electronic delivery, which will include contemporaneous interviews, community resolution and a mobile version of the missing person Compact system.

5.8 Help the rural communities by preventing rural crime, including strengthening Farm Watch, working with the Rural Crime Forum and recruiting more rural specials.

The RET will deliver Year 1 of the new RET Delivery Plan which includes:

- Reduce incidents of hare coursing
- Raising awareness within the rural communities and encouraging reporting of the crime
- Improve community cohesion between settled and nomadic communities
- Joint working with Local Authorities and Environment Agency to combat fly tipping
- Reduce stray horses by encouraging the passporting and microchipping of horses.
- Engagement with the rural/ farming communities of Essex through events when possible, farm watch meetings, high visibility patrol and working in support of partner agencies.

5.9 Strengthen engagement with local business to prevent crime and to help the local economy to thrive.

The BCU are hosting a business engagement event in December 2020. This event focusses on communicating the work of the BCU with the business community and providing an open Q&A session to improve the understanding of the needs of local businesses.

A further event is being planned in collaboration with PFCC and business leaders to provide a wider open Q&A business crime engagement session utilising social media. This will follow the successful model used in previous district engagement events.

Over the next quarter, the BCU will be focussing on delivering upon a 'violence against retail workers campaign'. This targeted campaign is in response to the Home Office highlighting the national increase in violence against retail workers. This campaign will focus on raising awareness of violence and abuse to retail workers and tackling under reporting.

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

Active Citizens will continue to work with our local Volunteer Centres and Partner agencies to look at how we can collaborate our volunteers to support greater community cohesion. Essex Police are now about to start being part of a Collaborative Wave Project which includes Essex County Fire and Rescue and Essex County Council to see how we can utilise our Volunteer strength and skill base to support each other.

Essex Watch will continue to work with the various Watch Groups, in particular Farm Watch in partnership the RET around rural crime. They will also support the Community Safety Engagement Officers around local problem-solving issues and guide our Neighbourhood Watch cohort with crime prevention guidance.

Volunteer Police Cadets Scheme will ensure that all the Cadet Units continue the opportunity of completing the Duke of Edinburgh Awards at Bronze, Silver and Gold Levels and there will be an introduction Junior Volunteer Police Cadets (age 10-13-year-old).

Community Safety Accreditation Scheme will continue accreditation training by offering organisations the opportunity of refresher training for accredited persons that have been accredited for more than 3 years.

6.0 Risks/Mitigation

Risks relating to the following areas are recorded on the force risk register:

- CSEO's to develop systems that support joint working
- Special Constabulary Recruitment
- Enhanced Understanding of the feelings of BAME communities
- Enhanced understanding of the feelings of victims of crime
- Changes to public perception relating to Covid19 (SMSR survey question
- Development of Community Hubs
- Maximise the benefit of community safety hubs with partners

Progress on mitigating actions are monitored through the relevant board.

7.0 Equality and/or Human Rights Implications

The public sector equality duty 2011 requires the force to have due regard to the three general duties.

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means consciously thinking about the three aims of the equality duty as part of the process of policy development and decision making. This means that consideration of equality issues must influence the decisions made by the organisation for example how we design, deliver and evaluate services.

Essex Police is dedicated to ensuring equality across the ten areas of delivery, for example;

- Ensuring additional resources remain local, visible and accessible.
- Publication of a Public Engagement Strategy that has regards to meeting diverse needs
- Gathering of diversity data through the Public Perception Survey
- Running a diversity campaign 'We Value Difference' which led to the highest percentage of female applications to become police constables in the recruitment drive that commenced on 12th October 2020. 44% of applicants identified as female, the previous average being 33%. The campaign actively encouraged those from all backgrounds to apply which saw an 8% increase in those that applied being from a BAME background.
- Expanding online service making the service more accessible
- Encouraging young persons from all backgrounds to become part of the VPC scheme.

8.0 Health and Safety Implications

None