

Making a Difference

Draft Annual Report 2019-20



Foreword



Welcome

Thank you for taking the time to read my Annual Report for 2019-20. I hope that you find it a useful and informative high-level recap of the work undertaken by me and my office over the last financial year.

This report aims to give a sense of the progress that has been made against my Police and Crime Plan priorities and my specific commitments and pledges that underpin them. In normal circumstances this would have been the final year of my term of office and a chance to reflect on delivery against my Plan over the last four years. However, I have agreed to remain in office for a further year following the postponement of the 2020 PCC election.

Change and Turmoil

From my experience as a police officer and more recently as Police and Crime Commissioner I know that the world of policing, community safety and criminal justice never stands still. Yet as I write this foreword the amount of change and turmoil witnessed in the last 12-18 months feels unprecedented.

In Dorset, we saw local government restructure and major structural changes to physical and mental health service provision; nationally we are in the midst of significant prison and probation reforms; Brexit was all-consuming and is still ongoing; the outcome of the General Election has brought with it a number of spending commitments, including a significant upturn in police officer numbers; then Covid-19 hit and turned all of our lives upside down practically overnight, causing significant worry, inconvenience and anxiety that we've never witnessed previously. Most recently, the Black Lives Matter cause has further highlighted unacceptable divisions in our society and that much is still needed to be done to address equality and fairness for all.

Covid-19 has posed a significant challenge to both Dorset Police and my office, and I am proud of the way that both have responded, taking a pragmatic and sensible approach to working with the public and partners to implement Government guidance as effectively as possible. As restrictions start to lift, focus and attention now turns to the 'recovery' phase and what that means for policing. For my part, I will be working extremely hard with criminal justice partners in tackling the significant issues faced by our courts and others in dealing with the backlog of cases and ensuring timely and effective justice for victims.

As a result of Covid-19, the Government made the decision to postpone the PCC elections, scheduled for May 2020, for one year. You will no doubt be aware that I had announced my intention to stand down at the end of this term but have agreed to remain in post until the 2021 elections. I assure you that I remain fully committed to the role and will be working harder than ever with others to navigate through the uncertainties that lie ahead.

Reasons to be optimistic

In difficult and challenging times it is important to also look for signs of optimism. I have already made reference to the Government's commitment to invest in more police officers and we have already welcomed our initial intake into Dorset Police. I will continue to work with the Chief Constable to ensure that the required resources are in place to support further recruitment rounds and the associated training and equipment needed to increase our officer numbers.

Despite the obvious difficulties and hardships caused by Covid-19, I have also been heartened by the positive response by so many of you in our communities. From the love and recognition shown to key workers, a surge in volunteering, and those small, everyday acts of care and kindness towards each other, I am hopeful that this sense of community and togetherness can continue long into the future and help us to tackle many of the other pressing issues that we are faced with in the months and years ahead.

Thank you

In drawing to a close I want to express my heartfelt respect, admiration and gratitude to all officers, staff and volunteers within the Dorset Police family for keeping our county one of the safest areas in which to live, work and spend our leisure time.

Under 'normal' circumstances so many of them are regularly confronted by the most challenging of situations, many of which most of us could not imagine. With the onset of Covid-19, focus, attention and ways of working have switched overnight. The unflinching way policing has taken this in their stride, adapted and responded to the challenge is truly remarkable and I thank them wholeheartedly.

Similarly, policing in this country is based on consent and can only be achieved with the support of the public. I would therefore also like to place on record my sincere thanks for the overwhelming majority of local people who value and support their police service.

My team and I work in partnership with many organisations and individuals, and I thank them for their efforts in keeping us safe. I would like to particularly mark the contribution of the outgoing Police and Crime Panel members for their scrutiny, challenge and support, which has been invaluable.

Finally, I must thank the staff within my office for their support, advice, guidance and sheer hard work in enabling me to deliver on my priorities and commitments and make a real difference to our local communities.



Martyn Underhill
Dorset Police and Crime Commissioner

Protecting People at Risk of Harm



PROTECTING PEOPLE AT RISK
OF HARM

Vulnerability
Prevention
Early
Intervention

Mental Health
Drugs
Alcohol

National Issues
Local
Approaches

Police & Crime Plan:

“Protecting the public from harm is, and will always be, a core police duty. However, the demands placed on the police have shifted greatly in recent years and resources need to be effectively targeted on the basis of threat, risk and harm.”

Headlines & Progress:

- Developed a pilot [Adult Early Intervention Interview](#) service for adults who go missing
- Supported a [Hate Crime Awareness Raising Conference](#) and backed associated initiatives
- Continued to support local veterans, through services such as the [Veterans Hub](#)
- Provided funding to the [Dorset Anti-Slavery Partnership](#) to deliver awareness training to those working in the night time and ‘gig’ economies
- Helped fund the [BCARS Second Half Project](#) to deliver a structured programme of work opportunities, helping at least 10 former rough sleepers per year
- The PCC led calls for changes to the [law surrounding assisted dying](#) for those terminally ill, in pain and with poor quality of life
- Total Commissioning Spend for this Pillar in 2019/20 = **£344,757**

Making a Difference:

- People feeling safe in Dorset = 94%
- Increased public confidence in reporting hate crime (+3.2%), domestic abuse crime (+11.1%) and incidents (+6.0%) and serious sexual offences (+1.4%)

Focus On: Police Cadet Scheme

Dorset's first Volunteer Police Cadet Unit was set up by the Office of the Police and Crime Commissioner in the summer of 2019, and then handed over to Dorset Police.

The Volunteer Police Cadet Scheme builds bridges between young people, the community and the police.

Cadets learn about the law, police procedures and specialist police units, and they develop some of the skills that police officers need such as communication, interpersonal skills and team working. They are also taught about community issues and local policing priorities.

There are two Cadet units, based in Bournemouth.

“I've heard some incredible stories about young people whose lives have been transformed after joining cadet forces in other parts of the country, and I look forward to seeing how teenagers here in Dorset will benefit from this excellent scheme.”

Martyn Underhill



Dorset Police Cadets and Cadet Leaders in action

Case Study: No Place for Hate Conference



Attendees with the Chief Constable and PCC at the 'No Place for Hate' Conference 2019

“It was wonderful to see hundreds of people from a wide range of organisations across the county come together to talk about what can be done to tackle hate crime.”

Martyn Underhill

“Anything is possible, and events like this prove it.”

Sophie Cook, Writer, Speaker, Broadcaster, Activist



Working with our Communities



WORKING WITH OUR
COMMUNITIES

Road Safety

Cyber-crime

Engagement

Problem
Solving

Police & Crime Plan:

"An essential part of my role involves acting as a link between the public and police service, and also as a facilitator in bringing local partners together to tackle shared priorities, issues and concerns. I will therefore continue to work with Dorset Police and other agencies... to keep our communities safe. I am particularly keen to engage with community members to help them... tackle the issues most affecting them."

Headlines & Progress:

- The first ever [Bobby Van Scheme launched](#) in Dorset in January 2020
- Continued work to raise awareness about [cyber-crime and staying safe online](#)
- Funded new approaches to tackling [Fly Tipping](#) following a PCC facilitated Problem Solving
- Jointly commissioned the '[Captive & Controlled](#)' research into Domestic Abuse in rural areas
- Funded a Pan-Dorset [Child Exploitation Transformational Lead](#) post since September 2019
- Published an [Annual Engagement Report](#) outlining consultation and engagement activity
- Developed, implemented and assessed police [Neighbourhood Engagement Contracts](#)
- Commissioning Spend for this Pillar in 2019/20 = **£256,940**

Making a Difference:

- Total road casualties were a quarter lower in 2019 than in 2015; [Community Speed Watch](#) volunteers completed 1250 sessions throughout 2019.
- Over 6800 responses to PCC-led [public consultations](#)

Focus On: Neighbourhood Engagement Contract

Successful engagement helps maintain the public's trust and confidence and, to ensure that consistent standards are applied across the county, a neighbourhood engagement contract was introduced. The contract outlines 10 minimum standards that the Chief Constable expects of each Neighbourhood Policing Team – these include face-to-face meetings, updating content on the Force website and social media presence.

The teams produce a plan and provide evidence that they are meeting the standards. These plans, and the supporting evidence, are scrutinised by a panel.

Plans were assessed for the first time this year and the PCC is pleased to note the neighbourhood policing teams have supplied a great deal of compelling evidence in support of the process.

To ensure complete transparency, each team has published their completed plan. These are monitored, developed and scrutinised by the OPCC.

Meet your local officers



Dave Bowler PS
2919 (Wimbome
& Ferndown)



Jane Moore PS
1451
(Verwood/Three
Cross/Alderholt)



Steve Knight PC
2003 (Ferndown)



Chris Maidment
PC 2759 (Corfe
Mullen)

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Neighbourhood Engagement Contract

East Dorset Neighbourhood Policing Team

Neighbourhood Engagement Contract - Self Evaluation Report and Neighbourhood Engagement Plan	
Part 1 – Introduction and Self Evaluation	
Section or department	Eastern NPT
Date of completion	26072019
<p>This is a self-evaluation completed by the NPT Sergeant and Inspector responsible for the specific section or department. The second part of this report becomes the Neighbourhood Engagement Plan when complete. This report will be completed annually and submitted to the SMT for final assessment by the OPCC. Results of the evaluation will be taken to Force boards.</p>	
<p>Provide the context of your business area in relation to Engagement with communities.</p> <p>The Eastern section consists of a large rural community with three key towns of Wimborne, Ferndown and Verwood and large villages such as Corfe Mullen and Alderholt. The popularity of the area, being close to the New Forest, Bournemouth and the Dorset coast, has seen a rapid expansion in housing from the 1980s with the Verwood, Ferndown, West Moors and Corfe Mullen populations more than quadrupling. There still remains a rural feel, however, especially in the north and west of the area.</p> <p>The towns hold the majority of the 59,039 households and 138,570 people (2016). The average age of the community, across the section, is 47. The proportion of individuals over the age of 65 is significantly higher than the national average. More than half of the population are made up of successful professionals, in suburban or semi-rural homes and active elderly people, living in pleasant retirement locations. Current housing growth can be seen to be concentrated on the Colehill, Wimborne and West Parley wards, with 2,500 new homes being built around Wimborne alone (2018 onwards).</p> <p>The Neighbourhood team in total comprises of 9 PCSOs and 4 PCs with 2 Sergeants leading them. Clearly, a significant policing challenge lies in the geography; a vast area, covered by a small number of officers. Eastern has borders with 2 other Forces and 5 other Dorset sections. Our cross-border working is formalised within Operation 'Border guard' – rural crime in the north of the section, and Operation Target in the Wimborne area, tackling ASB.</p> <p>Eastern section is less culturally diverse than neighbouring Poole and Bournemouth with 95% of residents having been born in the UK. 99% of those residents speak English and more than two thirds identify as being Christian religion. 24% of residents identify no religion and 0.4% identify as Muslim. Ethnic minority groups account for less than 2% of the population, against 15% for England as a whole (Experian).</p> <p>Eastern NPT have a geographic responsibility to manage crime and disorder, build public confidence, manage offenders and repeat victims and focus on crime and ASB hotspots. Underpinning all of this is our relationship with the public. Whereas patrol officers tend to interact with only a small number of public at any one time, NPT try to influence far more than that in a proactive program of engagement. Engagement has been, in the recent</p>	



Neighbourhood Engagement Contract
East Dorset NPT

Example Neighbourhood Engagement Contract and NPT officers

Case Study: Dorset Bobby Van



From L-R: Chief Executive Simon Bullock, PCC Martyn Underhill, Lord-Lieutenant Angus Campbell, CC James Vaughan QPM, DCC David Lewis and Jane Stichbury CBE QPM DL formally launch the Dorset Bobby Van



“It has long been an ambition of mine to introduce a Bobby Van scheme to help Dorset residents. This service will be free at the point of delivery and will help protect vulnerable people.”

Martyn Underhill

“The launch of our first Bobby Van is an exciting service we are now offering to not only prevent repeat burglary offences, but also support those who have been the victims of such crime.”

James Vaughan, Chief Constable

Supporting Victims, Witnesses & Reducing Reoffending



SUPPORTING VICTIMS,
WITNESSES & REDUCING
REOFFENDING

Victims &
Witnesses

Offender
Management
Rehabilitation

Restorative
Justice

Police & Crime Plan:

“Support for victims and witnesses of crime was a priority for me in my first term and remains just as important now. I am determined to work with the Chief Constable to provide a policing service that is valued by people in Dorset and in particular by victims of crime. This theme also looks at offending and steps that can be taken to break the cycle of reoffending and rehabilitate our most prolific and regular offenders.”

Headlines & Progress:

- New [victim support services contract](#) re-tendered and implemented
- Increased the number of offenders supervised by [electronic monitoring tags](#)
- Funded a pilot Appropriate Adults service for children and young people
- Developed and piloted a [Complaint Liaison Officer](#) scheme, enhancing court support for victims
- Funded a [Restorative Justice](#) service that deals with over 100 cases
- Worked with statutory partners and community sector providers to deliver [support and mentoring for children and young people](#) at risk of offending
- New [STARS sexual violence support centre](#) opened in West Dorset
- Commissioning Spend for this Pillar in 2019/20 = **£1,363,233**

Making a Difference:

- Approaching 16,000 support cases created by [Victim Support](#) in 2019/20
- At the same time, just under 34,000 contacts were made by the [Victims' Bureau](#)
- 73.7% victim satisfaction with their 'whole experience' after reporting a crime

Focus On: New Victims Services Contract

The OPCC recommissioned [Victim Support](#) to run the victims' support service for another three years, starting from October 1 2019. As part of the contract renegotiation, domestic abuse victims will now receive an enhanced service.

The £1.6m contract means the charity will continue to provide practical and emotional support to people affected by crime or traumatic events. Victim Support will also now provide an enhanced service for victims of domestic abuse, which will include support from a dedicated caseworker, over the phone or in person, for as long as they need.

Although the charity has provided support to domestic abuse victims in Dorset previously, they will now have a larger team dedicated to working specifically with people affected by this crime.

Martyn Underhill was the first PCC to award a local victims' contract when Victim Support was commissioned to provide the service in 2014.

Over 13,000 victims and witnesses of crime were referred to the service across Dorset in 2018/19.



Former Victims' Commissioner Baroness Helen Newlove on a visit to Dorset

Case Study: STARS Support Centre



PCC Martyn Underhill, Cllr Molly Rennie and Helen Stevens at the STARS centre opening

“The dedicated staff and volunteers at STARS Dorset provide incredible emotional and practical support to people who have been through some of the worst experiences possible.”

Martyn Underhill

“Last year we helped over 1000 people in the county. Having a dedicated centre in the area will mean our services will become more accessible to the local community which is vital.”

Helen Stevens, STARS Service Manager



Transforming for the Future



TRANSFORMING FOR THE
FUTURE

Funding &
Resources

Technology

Innovation &
Service
Improvement

Police & Crime Plan:

“This theme looks at my roles and responsibilities in ensuring that Dorset Police operates as efficiently and effectively as possible – both now and in the future. The main strands here are focused on: people; information and communication technology; innovation and improvement; and partnerships and collaboration.”

Headlines & Progress:

- Annual [Council Tax Precept consultation](#) undertaken
- Support for police officer and police staff through [Health & Wellbeing Fund initiatives](#)
- The [Community Grant Scheme](#) continued to fund neighbourhood and local level initiatives
- Improved technology in support of [virtual court hearings](#) and [remote evidence giving](#)
- Further improvements to the [Alliance Drone Unit](#)
- Funding secured to increase [‘Taser’ capacity](#) for Dorset officers
- Enhanced role for the PCC as the Police Complaints Reforms go live from 1 February 2020
- [Environmental improvements](#), including regional forces agreeing to [share electric car charging points](#)
- Commissioning Spend for this Pillar in 2019/20 = **£231,430**

Making a Difference:

- [Independent Custody Visitors](#) spoke with 391 detainees out of 421 visits offered during 2019/20
- OPCC [Scrutiny Panels](#) met 16 times in 2019/20
- Inspectorate rates Dorset Police as [‘GOOD’ overall](#)

Focus On: Police Complaints Reform

Following several delays, changes to the police complaints system came into force on 1 February 2020.

The new legislation, intended to simplify the system, as well as move away from what was sometimes considered a 'blame culture' in UK policing, also gave PCCs an appellant role.

Appeals, or reviews as they are now known, that would previously have been considered by Dorset Police's Professional Standards Department, are now handled by a Complaints Review Officer based in the OPCC. It is hoped that this independence will remove the suggestion that police were 'marking their own homework'.

The complaints reform also introduced changes to the way that Chief Officer complaints are handled in England and Wales, with the Independent Office of Police Conduct now playing a larger role.



PCC Martyn Underhill and CC James Vaughan QPM



Case Study: Alliance Drone Unit



“Dorset Police was the first force in the country to recognise the huge potential of this technology by creating a dedicated drone unit.

“A drone is able to view a far larger area, far quicker than an officer on foot would be able to, so this is an excellent example of innovative technology.”

Martyn Underhill

“The development of drones as a new tool to use in the fight against crime helps us make... an even safer environment for everyone to enjoy.”

Inspector Ady Thompson, Dorset Police



Officers and local authority colleagues at a drone demonstration and information event

Further Information and Accessibility

You can find out more about my work by visiting our website at:

www.dorset.pcc.police.uk

Or use the quick links below for information on:

[Police & Crime Plan](#)

[Budget, Finance & Annual Accounts](#)

[Scrutiny](#)

[Community Engagement](#)

[PCC's national commitments](#)

If you would like a translation of any part of this document, please email us at

translation@dorset.pnn.police.uk

Contact Us

Office of the Police & Crime Commissioner
Force Headquarters, Winfrith, Dorset DT2 8DZ

01202 229084

pcc@dorset.pnn.police.uk

