

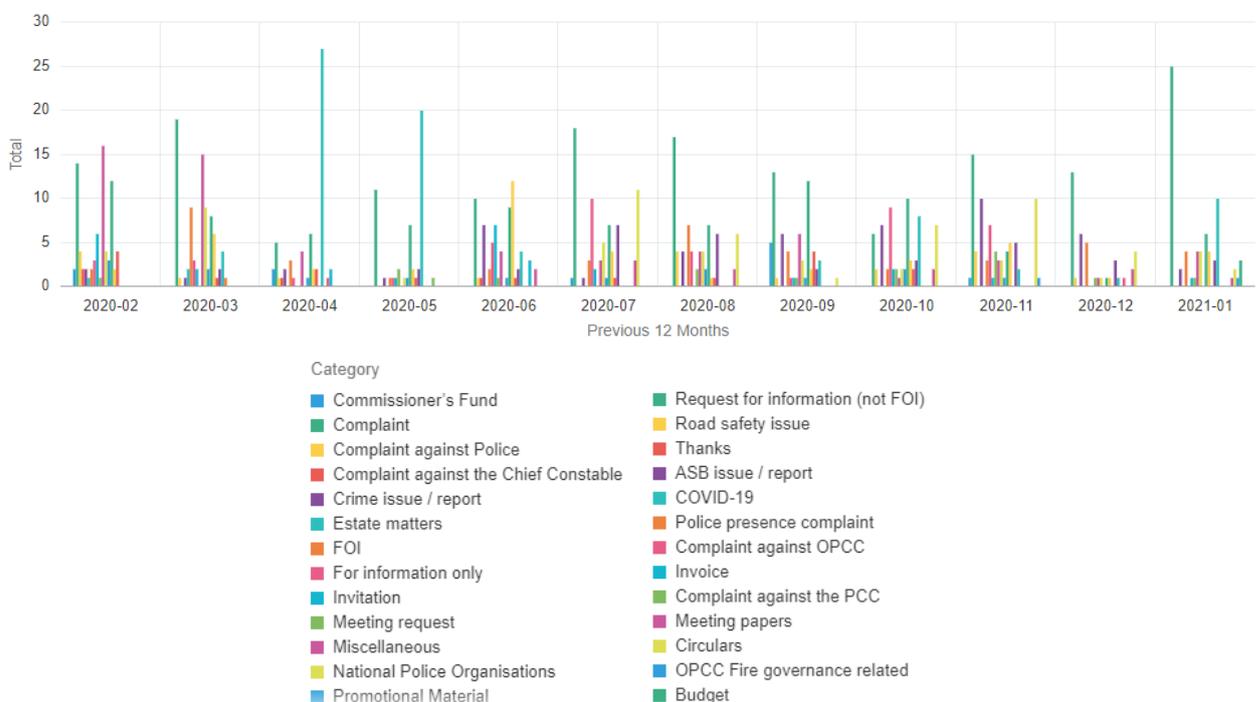
This is my report to the Police and Crime Panel on the activities of the Police and Crime Commissioner's Office. It is intended to assist the Panel in reviewing and scrutinising decisions made and actions taken by the Commissioner, in accordance with its statutory responsibilities.

### 1. Decisions

1.1 Decisions covering the period January – June 2020 can be found via the following link: <https://www.gloucestershire-pcc.gov.uk/reports/#1553690542293-de831160-ec96>

### 2. Contact, complaints and Freedom of Information Act requests

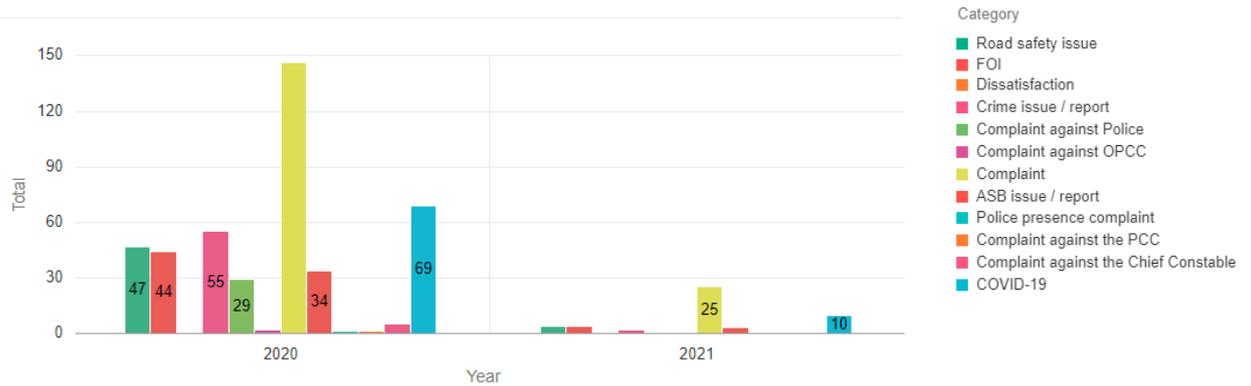
2.1 The chart below shows all correspondence received by the OPCC my month between 01/02/20 and 22/01/21:



2.2 The chart above shows an increase in contact with the office in January 2021. Figures for 'complaints' and 'Covid' for example are higher than previous months despite this not being a full months' worth of data.

2.3 The chart below shows just complaints and FOIs received by the OPCC so far this year and for the full year last year:

OPCC: Year Totals



2.4 On average there were 12 ‘complaints’ a month last year so the figure of 25 for the period 01/01/2021 to 21/01/2021 is disproportionately high. A quick look at the case management shows that of the 25 ‘complaints’, eight relate to reviews carried out by the OPCC by the Independent Review Officer. This is a statutory function of the OPCC as per the Policing and Crime Act 2017 which places a duty of PCCs to review complaints appeals or ‘reviews’ as they are now known.

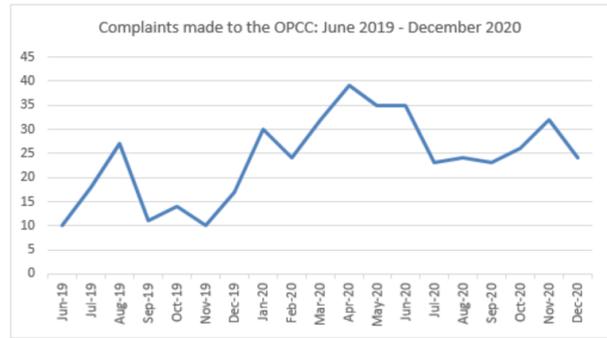
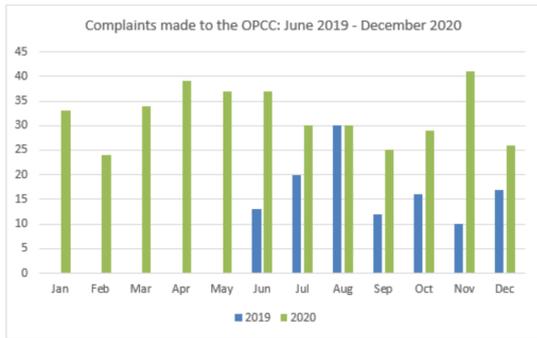
2.5 The decision was taken in December to record reviews on the contact and complaints case management system to support agile working where members of the wider team may be required to respond to contact with an appellant. This accounts for the inflated number of ‘complaint’s now seen in the data above.

2.6 On average there were 7 ‘Covid-19’ contacts a month (from March to December) last year so the figure of 10 so far this month is slightly higher and corresponds with the latest lockdown. The complaints include possible breaches of the Covid rules by members of the public, complaints about police activity and also about police inactivity.

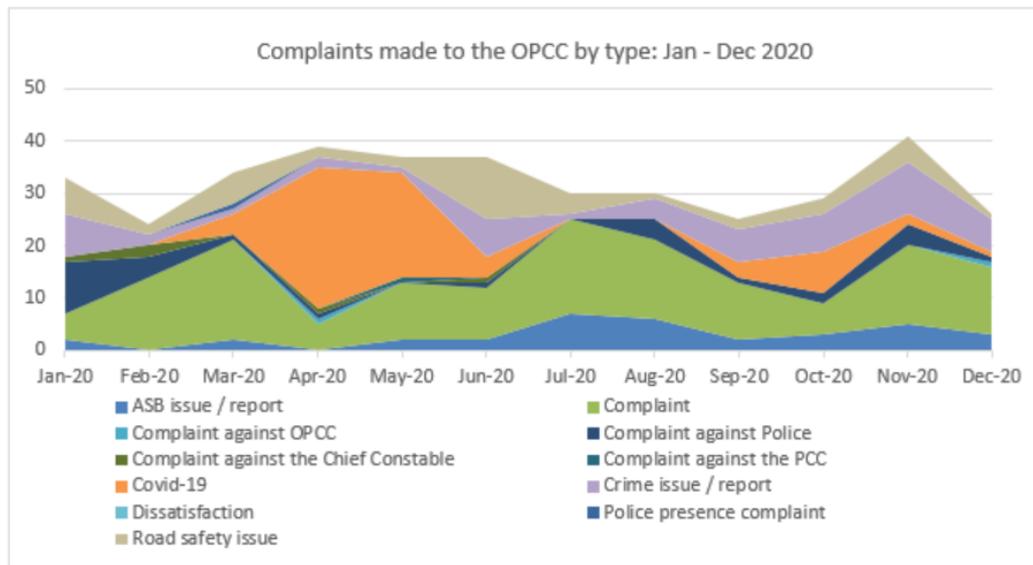
2.7 As requested at a previous meeting, further analysis of complaints in provided below. The correspondence application developed for the Constabulary and OPCC was introduced in May 2019 and fully embedded by June 2019. As such, the data below is for June 2019 to the last full month, December 2020. The ‘complaint categories included are:

- ASB issue / report
- Complaint
- Complaint against OPCC
- Complaint against Police
- Complaint against Chief Constable
- Complaint against the PCC
- Covid-19
- Crime issue / report
- Dissatisfaction
- Police presence complaint
- Road safety issue

2.8 The following two charts show the monthly volume of complaints made to the OPCC



2.5 The following ‘stacked area’ chart looks at complaint type for the calendar year 2020. This demonstrates the impact of the lockdown on complaints received by the OPCC and also shows the impact of recording of reviews as complaints:



2.6 I am sad to report that since the last meeting, an individual has been charged with bail conditions by Wiltshire Police for two counts of malicious communication offences relating to communications sent to an officer within the OPCC. The individual is due in Swindon Magistrate’s Court in April and an update will be provided to the Panel thereafter.

2.7 There were 37 FOI requests in 2020. This compares to 43 in 2019, and 42 in 2018. Of the 37 FOIs, two have been reallocated to the Constabulary, four are from companies regarding contract information, 31 are from private individuals and one is from a local council.

### 3. Holding to account

3.1 Since the last meeting (November 2020), there remains one open HTA issue:

HTA Ref	Subject	Background	Outcome	Status
11	Contracts	The Constabulary hold a variety of contracts procured by	Effective understanding and	This work has now been

HTA Ref	Subject	Background	Outcome	Status
		<p>SWPPD or individual departments. These contracts vary in length and value and should provide value for money, a quality service and/ or provision of goods.</p> <p>The annual expenditure on these contracts by the Constabulary is c.£40m and it is critical that the PCC receives this assurance.</p> <p>The purpose of this HTA is to confirm the total amount of contracts in existence, details of ownership and responsible officers, contract periods and, to seek assurance that such contracts have effective oversight and are providing value for money.</p>	management of all contracts	commissioned to an external audit agency. An interim report was received in December 2020 and the final report will be presented to the Finance Panel in Mid February 2021.

#### 4. Gloucestershire Funders

4.1 Since April 2020, I have represented the OPCC in a new collaboration between eight foundations and organisations who can provide funding for charities, groups and activities in Gloucestershire was formed. This collaboration includes:

- OPCC
- Active Gloucestershire
- Barnwood Trust
- Gloucestershire Community Foundation
- National Benevolent Charity
- Create Gloucestershire
- Thirty Percy

4.2 The collaboration meet twice per month and to date have awarded over £800,000 to some 130 organisations.

#### 5. OPCC Staff update – interim CFO

5.1 The current and joint CFO (with the Constabulary), Peter Skelton is due to retire in March 2021. In advance of this we have appointed Mr John Jones for an interim period of six months.

5.2 The rationale for this appointment is based upon:

- The ability to be able to review the option for our own independent CFO rather than a joint role

- The potential changes to the role and responsibilities of PCCs following the recent Government review which will then determine the need and scope for the CFO role enabling us to appoint accordingly.

5.3 John brings a wealth of experience and understanding of police and public sector finances gained from his former role as the CFO for Dorset Constabulary.

## **6. Estate – Cirencester Court and Bamfurlong development**

### ***Cirencester Court***

6.1 The 'Blackstone Court' opened on Monday 25 January 2021 in the former Cirencester Magistrates Court following a protracted period of negotiation with HMCTS. Provision of this court will increase the capacity to meet the ever increasing backlog of cases awaiting trial in Gloucestershire due to the impact of Covid, currently 1400. The two court facility will be used for Crown, Magistrates and Family Court hearings, with initial occupancy based on a 12 month licence period.

### ***Bamfurlong Redevelopment***

6.2 This project is currently awaiting planning consent from Tewkesbury Borough Council, thereafter a construction phase will commence with likely completion in the summer of 2022.

## **Richard Bradley**

Chief Executive

Office of the Police and Crime Commissioner for Gloucestershire

January 2020