

REPORT OF THE
Hampshire Police Authority

PART II

189. HMIC REPORT “DEMANDING TIMES – THE FRONTLINE AND POLICE VISIBILITY”

1. Her Majesty’s Inspector of Constabulary (HMIC) published the “Demanding Times” report in March 2011 to provide common terminology around workforce functions, particularly the definition of “frontline”. HMIC consulted with forces across the country to ascertain their definitions as it was felt that the lack of a national definition was detrimental to forces’ attempts to protect their frontline staff in the light of budget pressures.

2. HMIC defined frontline policing as “those who are in everyday contact with the public and who directly intervene to keep people safe and enforce the law” and also included in the report a table of skills and roles that would fall into this category.

3. Based on the HMIC definition, police business areas have been divided into the following categories, although it is recognised that some roles fall into more than one category:

- Visible – roles that involve a Police officer or Police and Community Support officer (PCSO) undertaking work that is likely to be seen by the public, such as patrolling or responding to 999 calls.
- Specialist – roles that may involve direct contact with the public but not in general visible to the public, such as non-uniformed crime investigators.
- Middle office – roles in which operational and support functions overlap in carrying out police activities such those involving processing information in support of decision making.
- Back office – roles necessary for the running of an organisation such as finance, information technology and human resources.

4. The Chief Constable has undertaken to protect the numbers of officers providing local policing services in line with the Police Authority’s target of an average of 2224 full time equivalents undertaking response policing, neighbourhood policing and local crime investigation per month throughout 2011/12

5. Hampshire Constabulary has provided a table showing the distribution of officers and staff using the HMIC definition of frontline which shows that the Constabulary is already above the national average.

6. Hampshire Constabulary is currently undergoing a Force Change Programme which will result in increased percentages of officers in visible and specialist roles.

190. COMMUNITY RESOLUTIONS

4. Hampshire Constabulary is developing the use of a form of restorative justice known as community resolutions as an appropriate way to deal with low level crime to the satisfaction of the victim in order to provide a proportionate response that reduces

bureaucracy and enables more officer time to be spent in the community and on the street.

5. Using restorative justice, offenders are shown the effects of their crimes on victims and are helped to reform by trained restorative justice practitioners at mediation style meetings; through community sentences or reparation. Community resolution is a light touch form of restorative justice which does not necessarily aim to reform the offender.

6. Sir Ronnie Flanagan's "Review of Policing" published in 2008 stated that "the police are seen as inflexible and clumsy in the seemingly rigid use of criminal justice sanctions against what the public sees as a varied basket of minor offences". The Flanagan report made it clear that officers dealing with local crime should be able to use professional judgement to resolve minor matters by the use of alternative options such as community resolutions.

7. Community resolutions allow officers to avoid the formal criminal justice route and associated bureaucracy and paperwork; ensure that the outcome is victim focussed and proportionate; and address the root cause of criminal or nuisance behaviour.

8. The use of community resolutions supports Hampshire Constabulary's core values, in particular using common sense and sound judgement and also allows officers to spend more time in the community.

9. Most importantly, a proportionate response in the form of community resolutions enables victims to have a greater say in how their offender is dealt with, making the victims feel more valued in the process and providing a quicker and more transparent resolution to the crime and ultimately influencing satisfaction with the outcome.

10. Since the introduction of community resolutions, Hampshire Constabulary has dealt with 373 cases in this way in the last year which accounts for 1.82% of all crime in this period. It has been used primarily to resolve offences such as shoplifting (4.9% of all shoplifting crimes) and drugs offences (3.75% of all drugs offences).

11. It is proposed that the Hampshire Constabulary 2011-12 target setting rationale document and performance profile are amended to reflect the increasing use of community resolutions within Hampshire.

12. In future, Police Authority Members will dip sample community resolutions to ascertain the rates of reoffending amongst the perpetrators of such offences.

191. REVIEW OF RURAL POLICING

1. Hampshire Constabulary has carried out a review of rural policing as part of the force change programme and also in response to matters raised by stakeholders and rural communities.

2. The objectives of the review were to ensure appropriate delivery of policing services to the rural community; provide a consistent approach to rural policing; ensure officers are equipped to deal with rural policing; and to identify any gaps in service. Several review outcomes have been approved by the Chief Constable and are now in place or are being progressed

3. Hampshire Constabulary's corporate identity for rural policing is "Country Watch" which is now embedded as part of the operation Safer Neighbourhood teams

across all rural communities. Over 1500 people have signed up to Country Watch schemes and they receive information, advice and alerts about rural crime and crime prevention. Some areas organise local meetings and each area has a dedicated team of police officers and PCSOs who are trained to tackle rural crime and are responsive to the needs of rural communities. All officers are equipped with mobile data technology.

4. To maximise the Country Watch network, Hampshire Constabulary is recruiting volunteers and Special Constables so that local communities can become involved, as well as training existing staff in rural areas and in the enquiry centres on how to deal with rural crime.

5. Response to rural policing will become intelligence led, proactive and will recognise the transient nature of some rural criminals. This has already had success with the arrest of some key individuals leading organised rural crime and poaching activities.

6. Rural Crime Partnerships are being established such as Forest Watch in the west of the county which has received national recognition and will be used as a model on which to build other rural partnerships. By establishing effective rural crime partnerships, Hampshire Constabulary is providing increased opportunities for engagement and demonstrable commitment to rural crime as well as making use of shared resources to tackle the priorities that rural communities identify as the most important to them.

7. A performance framework is being developed for rural crime to assist measurement of delivery against identified rural priorities and the recording and administration of rural crime will be standardised.

8. The strategy to provide improved rural policing is being made without significant additional resource but by the development of a more consistent approach and adoption of more cohesive working within the organisation and with partners which will have a positive impact of rural crime and the confidence and satisfaction of rural communities.

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