# Transcription of questions from Election candidate briefing – morning session

## How does the PCC manage public complaints regarding the Chief Constable? (Summarised question taken from a statement made in Chat)

Richard Andrews, Head of Compliance – verbal response:

The complaint process is governed for us by statutory legislation in the form of Police Reform Act but also statutory guidance that is issued by Independent Office for Police Conduct that dictates the process we have to follow when we receive complaints and the timeliness in which we have to do that in.

It is common in a PCC office for the complaints process to be managed by officers in the PCC office who are trained and experienced in handling police complaints and have knowledge and experience of the legislation. So that function, while it is written in legislation that it is for the PCC, it is often delegated to officers of the PCC to handle on behalf of the PCC and that is what happens in our office. In the case of the complaints function in the PCC office, those functions are delegated to Head of Standards and Compliance and to the Chief Executive and Monitoring Officer. We handle those complaints in accordance with legislation and are acting with delegated authority from the PCC.

## Is the auditing done in conjunction with HCC auditors or a separate contract with accountancy firm and OPCC? Who are the auditors?

Richard Andrews, Head of Compliance – verbal response:

With regards the external audit, we have our own contract with the external auditors but the selection of that contract is done as part of a public service joint contract in effect with the Constabulary and with other Hampshire partners as well. So we have our own set of accounts that have to be signed off separately but the award of the contract is done in conjunction with other public sector partners which includes HCC auditors

James Payne, Chief Executive and Monitoring Officer – verbal response:

I confirm that Ernst and Young are the external auditors and that is part of procurement process. We have internal auditors as well and that is through and with other public service partners. Each of those are contracts that are due for review and I suspect they come up in the next term of office for the PCC.

## How often are 1-1's [with the PCC and Chief Constable] currently?

Anja Kimberly, Head of Performance and Information OPCC – verbal response:

They are scheduled every month if something forces that date to be moved, there is flexibility because they are arranged between the Chief Constable and the PCC. There is more communication than the 121s in the course of the month. But 121s are the standards opportunity to ask those questions.

James Payne Chief Executive OPCC – verbal and written chat response:

PCC meets the Chief in a personal 121 that I as CEO often support on a weekly basis. They meet every week to discuss emerging issues, they meet every month to discuss things that have gone on through the month and regularly meet. COMPASS is the formal public side of what they do. There is an awful lot that the PCC has to do with the Chief Constable in terms of just understanding the business of policing and bringing to the Chief Constable’s attention concerns that have been raised through the PCC, which he does privately because they are quite robust conversations and not conversations that are generally had in the public.

The PCC’s responsibility along with the Chief Constable to ensure that the public continue to have confidence in policing and remain safe is absolutely essential. Some of the closed door conversations, as you can imagine, can be quite robust and quite challenging but it is necessary so that the public view the PCC receives every day from different members of the public is raised and concerns are raised with the Chief Constable.

## Do we know the themes for the upcoming COMPASS meetings? What time please?

James Payne, Chief Executive OPCC – written chat response:

We use the Commissioner’s postbag so the topics are current. We also ask key stakeholders across the Community Safety Partnerships as well as topics we are seeing through the office.

We promote and advertise requests for questions from the public for COMPASS and the recording of the COMPASS sessions through local print media, social media, the website, HantsAlerts and other networks such as Neighbourhood Watch and our partners.

Laura Cadd, Head of Communication and Engagement – written chat response:

The next COMPASS is scheduled for 10 February (post briefing update: COMPASS will now be on 16 February). Questions have been invited from the public though a range of channels including social media, HantsAlerts and local press.  COMPASS is 11.30 to 1pm. It will be recorded and shared through the website.

## Can you talk a bit about engagement with younger people?

Covered in presentations by Anja Kimberly and Laura Cadd.

## Can you share information on Community Resolution?

Response added post-meeting

More information is available on the OPCC website: [Community Remedy - Hampshire Police and Crime Commissioner (hampshire-pcc.gov.uk)](https://www.hampshire-pcc.gov.uk/safer-together/supporting-victims/community-remedy)

## Is there a measure you can share of the proportion of his time the PCC spends on his different activities? To give an overall picture of the balance of the work.

James Payne, Chief Executive OPCC – written chat response:

It very much depends on the focus of the plan the key areas. So in any given month:

* central government and national policing central Govenment and national policing 3 days per month
* Regional policing two days per month
* Criminal justice two days
* Discussion with the Chief and local scrutiny, five days
* Key stakeholders and public engagement, five days
* Decisions and services, three days

This is not fixed as already the month has gone and there is still work with victims and further and wider scutiny. The work of the office and team extend the reach of the PCC and the support the PCC in the detail of the role.

The challenge of the role is its much bigger than one person and the team have worked hard with the current PCC in his chosen model. The previous PCC had a Deputy and two Assistants, which the office supported very differently. The key to the role is be clear about what you want to achieve and we can help support you in your choices.

## Can you talk a bit about how much the PCC role is to influence what is being done and how much actual support / joint working to support people coming out of Winchester Prison?

Enzo Riglia, Deputy Chief Executive, verbal response:

This is a huge area that the PCC can influence. They can draw together those key parts of a person’s life that someone coming out of prison needs to stop them making the wrong choice. For example we’re collaborating with housing associations so there’s a combination so if you create the environment that someone coming out of prison has somewhere to live they can start establishing themselves whether that’s looking for a job or getting benefits so they have some stable income. There is a significant proportion of people leaving prison that have nowhere to go and although there is a system in place to establish their needs there’s many that fall through the net. A OCC plays a key role in drwazing together the agencies that need to address that and as part of the Reoffending sub group I mentioned earlier we work closely, not just with probation and prison to ensure there’s a right number of accomodation but also with new housing provider that’s in it’s early stages.

As an area we are keen to establish clarity around how female offenders are dealt with by the system. There’s a national strategy that Government produced but hasn’t landed locally. As the office and the PCC are working with national probation and third sector to look at what offer is in Hampshire. The impact on, for example of a mother as primary carer who gets caught up in offending and serves short period in remand or custodial sentence, the disruption to that family has long lasting impact on whether the children become part of the cycle of offending. So we are working with the third sector and charity provider to establish a different way of remanding and managing female offenders in custody. This is a first in the country – an establishment that is going to be put within Southampton. What we are doing is creating the environment around that so when the establishment is there, there are sufficient services and ways to engage women and get them through the initial stage, from ‘I’ve committed an offence, I’m now serving my sentence, how do I rehabilitate and get back on my feet so I can help stop the cycle of offending that my children may get caught up in’.

Alan Haggar, Head of Commissioning OPCC – verbal response:

36% of people coming out of Winchester Prison have fixed abode. And that is a direct lead into what we know will be an increase into the rate of reoffending.

James Payne, Chief Executive OPCC – written chat response:

Creating the housing provision and access to capital to deliver it we have found relatively easy. The work that Alan and the team do to create the full wrap around of services for those in the accommodation and the revenue money needed is where the real work starts. Consistency and longevity being the key to success. The PCC needs partners to help deliver this and we often act as a catalyst which hands on to partners who maintain these services.

## Has the Hants PCC’s presented at select committees, or worked with the Home Office/MOJ to influence or change national policies directly? Does the OPCC have a lead on Gov interaction and monitoring opportunity such as this for the PCC?

Enzo Riglia, Deputy Chief Executive OPCC - verbal response:

You can make this as big as you want as a Commissioner. Through the APCC, there are portfolio leads that a PCC can pick up, whether it’s Criminal Justice, whether it’s victim and witness, whether it’s road traffic or whether it’s modern slavery. You as a PCC can pick up that portfolio and you then become a national voice for that and influence the way Government develops its policy and speak at committees etc. And I would encourage that as part of your consideration of how you do the role and you step into that arena.

James Payne, Chief Executive OPCC – verbal response:

The PCC is part of Local Criminal Justice Board (LCJB) but doesn’t currently chair so you’ll have some thoughts and direction to discuss with the Chief Constable on how you support criminal justice. The APCC is where you find your access into the national portfolios. You’ll potentially spend three days a week working on national issues. Our Chief Constable is national lead for local policing and children, there’s a lot to discuss with her there and in supporting that. You may like to step alongside with your work as PCC. The work you can do to influence policing nationally, becoming PCC opens the door to that. The current PCC has worked very hard to do this with cyber crime and a lot to do with process and governance. How does that manifest locally? The reality is cyber crime is an international crime that manifests locally and the more work that policing can do to make a difference there so that people are able to be safer locally. The question will still come back, what about visibility [of police], why aren’t public seeing this.

When you have 2m public and 40m visitors, trying to work out who sees what and when is a real challenge for us as an office and you as PCC. You will hear how we manage public contact in a later presentation. One of our programmes the ‘Raise a Flag’ campaign, spotting the signs of unhealthy relationships, saw 10m contacts. There are ways for the PCC to reach that scale of people. But what you will find is the challenge as PCC is getting out and about to meet the public. In any given month, that may take up 5 days of your time. Just meeting your key stakeholders, I worked out as 365 [stakeholders], if you met one of them every day, you’ll meet them in your term of three years, three times. Whenever we meet someone three times over three years I can guarantee they will say you don’t speak to me enough, particulary when people have concerns and want to speak to you. Therein lies your challenge. The sky’s the limit. Access to national portfolios is huge. The ability to be able to respond, that is why we are here as an office to help and support you, to get you equipped, and to open the doors for you. We spend a lot of our time supporting you in making sure we meet all of the key stakeholders, because getting you out and about is absolutely essential.

## Would Enzo lead the prep work if a PCC wanted to present at a select committee?

James Payne, Chief Executive OPCC – written Chat response:

Yes, supported by Anja who leads the research team.

## Is there going to be a representative from the Police and Crime Panel? This would be valuable to all the candidates. Could you arrange this for the future?

James Payne, Chief Executive OPCC – written Chat response:

I am very happy to ask the Police and Crime Panel to join us for a future session.

## Can you talk about on how you assess the success of contracts / grants - given the network approach means it is difficult to assess the impact of individual elements. The "how do you encourage success" question (and assess value for money)!

Alan Haggar, Head of Commissioning OPCC – verbal response:

The issue of evaluating success is the holy grail when it comes to grants, because when we are looking at something like reducing offending there may be many reasons for doing so. But we do know we have lots of evidence of what works. When people apply to use for funding there is a very rigorous process; whereby they say what they are going to do, they say what the outcomes are going to be, we make sure those outcomes are measurable. Our performance team go out on a regular basis, depending on the size of the grant, we get performance and monitoring feedback in terms of the outcomes agreed. So there is a rigorous process. In terms of encouraging success, there are two ways, one is through competition, we know other organisations that provide it, we need to make sure we have the best people providing it. But also very much through partnership through working with our providers, providing feedback and support. This is something we have done and something I want to do a great deal more of as we move forward.

James Payne, Chief Executive OPCC – verbal response:

We do terribly well in terms of our benchmark against other ways in which grants can be provided and the service we are able to offer is considerably more costs effective and benchmark against other providers. We pride ourselves on projects like the Stalking Clinic and Frankie Workers which have had national acclaim and are supported very well by other partners in our sector.

Alan Haggar, Head of Commissioning OPCC – verbal response:

Frankie Workers is a very good example of a strategy getting an evidence base of what was needed and this was about young victims of sexual crime. Some funding became available from the Home Office and we were able to apply for it and we had the information and the knowledge and the partnership behind us to be successful and get that funding. As a result Frankie Workers was born and has been an incredibly powerful service that has been in place for three years.

## Where can we find out the value and length of contracts for commissioned partners or for grants? There is some info on who partners are the Annual Report and Police and Crime Plan but the value and end dates would be useful if publicly available.

James Payne, Chief Executive OPCC – verbal response:

All contracts and grants are matter of public record and presented to the PCC through the decision making process and are recorded on the [OPCC] website. As a member of the public you will have access to those and can work through those. We also talk about many of our successes and the work that we do at the regular Police and Crime Panel meetings and you will find on their website a number of case studies on success in the papers, achieved through Alan and the team through the services.

James Payne, Chief Executive OPCC – written chat response:

<https://www.hampshire-pcc.gov.uk/transparency/decisions>

In the search criteria chose commissioned services and then pick a year 2020 will get you the most number of recent bids

We have ensured that any contracts being approved in advance of the next term of the PCC will have decision points to allow the new PCC to review and engage with all the services that they have the responsibility to provide.

<https://www.hants.gov.uk/aboutthecouncil/governmentinhampshire/police-crime-panel#:~:text=The%20Hampshire%20Police%20and%20Crime%20Panel%20(PCP)%20is,the%20Police%20and%20Crime%20Commissioner%20(PCC)%20for%20Hampshire>.

## Can you tell us about diversity and equality? Does the OPCC have a lead on this?

This is covered in the presentation by Enzo Riglia, Deputy Chief Executive OPCC and James Payne Chief Executive OPCC at 2:02:16 in the video, available to view in the following section of the website: [Interested in being a candidate? - Hampshire Police and Crime Commissioner (hampshire-pcc.gov.uk)](https://www.hampshire-pcc.gov.uk/get-involved/elections-and-purdah/information-for-candidates)

<https://www.hampshire-pcc.gov.uk/transparency/policy-and-governance/pcc-and-opcc-combined-action-for-equality-inclusion-and-diversity>

## Can I confirm that H+IOW does NOT have a Scrutiny Committee as some other force areas have. i.e Avon and Somerset?

James Payne, Chief Executive OPCC – written chat response:

Hampshire does have an Ethics Scrutiny Committee that the PCC through the Office is engaged in which is supported by the Independent Advisory Group

## What is the latest on the date of the election? Are we still working on 6/5?

Richard Andrews, Head of Governance and Compliance – written chat response:

As we sit here now, it is still 6 May. There have been many media reports in the past week suggesting that it may be delayed, but there have been no official announcements yet.