# Transcription of questions from Election candidate briefing – afternoon session

## These appear to have gone down in most categories and overall.  But the recorded commission rates depend on how much crime is actually reported (and recorded correspond).  There are many reasons why both reporting and recording may go down.  One of them may be that police fail to act against some types of offence, and people lose heart and stop reporting them.  How much of Hampshire's reduction is due to this? Have people lost confidence in policing locally?

James Payne, Chief Executive, Office of the Police and Crime Commissioner (OPCC) – Written Chat response:

The Office of the PCC regularly ask the public about their confidence in policing to ensure this issue is kept in focus

Olivia Pinkney, Chief Constable – Verbal Response:

That’s a really important question and one that we should always, all of us in our different roles, keep an eye on. The OPCC does a lot of surveying around that, and the results are very positive in terms of confidence in this police service. Also we have the independent surveys, such as the crime survey England and Wales, which is nothing to with policing and is done by Office for National Statistics (ONS). They are describing the reality of crime versus reported crime and whether they are converging or diverging.

The big growth area of crime is online crime, and that is something across UK law enforcement we know we need to increase efforts into, but we know that there are different crime types that have different rates of reporting. Sara (Deputy Chief Constable) talked about rape, we have 2500 rapes reported to us every year, which is about the same number of house burglaries interestingly, but we know that is the tiny slice of the realities out there because of all the other survey work that NGOs and charities do that give us a really good sense of what’s going on out there.

There are all sorts of reasons why policing isn’t the route that some victims and survivors want to go down and we respect that, but equally want to really encourage folk to come forward, and the OPCC through the commissioned services, which are second to none in our area for victims of sexual assault, are so, so important so that people can have a choice of the routes they take.

We know that we enjoy high confidence of our communities, and we also divide that down through to our different geographies and that is one of the reasons that we, and there are many, but one of the reasons why we really preserve and value the neighbourhood policing responsibilities and relationships. We have dedicated Chief inspectors and dedicated staff (they are not the only ones, that police the area – the list of circles in the first slide all those different people police every village town and city) but the Neighbourhood policing teams is that very close alliance alongside district and borough and city, and unitary in the case of the Isle of Wight, partners so that we can be very clear very quickly of what’s important to that community. Tt does vary between the New Forest, Basingstoke and Petersfield of course it does but we are light enough on our feet to respond to that. I am very confident, and we check a lot on the confidence of our public, frankly if we don’t have public confidence we might as well pack up and go home because that’s the only way people rings us, tell us what is going on, help us in terms of being witnesses and report things to us, that’s the way police legitimacy is earned and we guard that very carefully.

## If I am explaining the idea that we "have a higher THOR bar than other places" to people, how would you like me to express that in layman terms

James Payne Chief Executive OPCC – Written Chat response:

With the funding available there has to be a choice made in balancing where the resources are targeted to stop the very worst and most dangerous of crimes. I know subjective statements so that's why we ask policing to lead us and to identify what keeps us safest

Olivia Pinkney, Chief Constable – Verbal Response:

The way I describe, it lets put COVID to one side, and talk about a hospital in normal times they will always deal with an emergency, any emergency, if any of us are seriously injured or have a major heart attack or something they are brilliant, but actually if you’ve got a bit of a niggle it varies depending how quickly that will get dealt and that sounds really harsh but it’s the clearest way of describing it.

So of course if someone is in acute need or at acute risk or someone is harming someone we are there, and we are always there and there is never ever a doubt or hesitation around that, and we are really good at what we do. The difference comes when that is a lower risk area it could be shop lifting, a shed being broken into or a bicycle being stolen. All of those things hurt, all of those things shouldn’t have happened, and all of those things have impacts so I don’t come way from any of that. All of those people get really great victim services through victim support commissioned by the Commissioner’s office, so lots of services for people, and we always record but in terms of active investigation it varies. Now what we don’t do, and this is where the complexity comes in, is we don’t do that by crime type so you will never hear us say ‘we don’t do bicycle thefts’ ‘we don’t do this’ because it all depends on the context. I’ll give you an example of me and my mum so if my car is scratched or broken into I’m really annoyed but ok it’s alright, but if that happens to my mum it would absolutely wobble her and she would be so, so distressed, it would massively affect her confidence. So we tale those kind of factors into account as well and we also take into account if this is part of a series and that is where the richness of the neighbourhood policing team comes into its own because they’ll know if this is the fifth bicycle that has gone missing. The contact management platform is fantastic at giving us all eyes on all patterns all previous stuff it makes connections in a way digitally, technologically, that we didn’t have before so if there’s a pattern we obviously pick that up as well. It isn’t an exact science but is similar to the way that anyone with a finite budget has to make choices.

## Does the force use profilers to map the background of criminals, e.g. Murders, once caught, and also the victims? If this is concern for Hants Police, we could learn lots from mapping the background from childhood of these two categories to see if there are key prevention points in life we could target? Rape rate is deeply worrying - and maybe the tip of the iceberg. What initiatives are there to change this?

Deputy Chief Constable, Sara Glen - Verbal response:

First of all yes we do profile when we are dealing with offenders, what were the common factors, what were the things that happened, and we know from ACES that a lot of deprivation, Domestic Abuse, not great childhood experiences, not for all, some people go through that and turn into amazing human beings who contribute really positively to society but some who do not have great roles models and opportunities don’t and they repeat the offending. We are keen to work with the OPCC and commissioning and see how we can really get into that space.

Horrified around the rape rate and yes there are lots of areas that we work on. One of the things that we are finding really quite distressing is the amount of pornography young people access, hard core pornography, really early that shapes their mind set into what is consensual sexual activity and what isn’t. We are worried about this so we are working within our schools environment to try and counter that. We have quite a lot of night time economies and people who get very drunk are often targeted by people who want to get them isolated away from their friends, they can’t consent because they are so drunk. We have a lot of rapes reported through our night time economies and again through Domestic Abuse there is a significant amount of rape which occurs both in respect of the adults but also with respect of children living in that environment. We work really closely with all our partners around our initiative with what we call our multi agency safeguarding hubs we look at where in these cases we can work in partnership to get support services in place

Yes initiatives around night time economy, yes initiative around Domestic Abuse, yes trying to educate in terms of what consent is and what it isn’t.

So there are a few areas that we are working on but I have to say that solved rate through the courts is shocking every time I look at that data. I know that I have got so much more work to do and it’s not a Hampshire issue it’s a national issue. If you get a chance look at the series Hampshire Constabulary feature in around crime and punishment a lot of the really contextual issues we are struggling with in policing today are within that series.

## If the uplift in officers does not come with all their costs - will this lead to cuts elsewhere and the new officers back-filling other posts?

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James Payne Chief Executive OPCC – Written Chat response:

Not this year if we are supported by the public to see an increase in Council Tax precept. But it is the PCC's choice after public consultation and can still be vetoed by the Police and Crime Panel.

## Where is policing resources having to cover the deficit of other services in particular mental health

Olivia Pinkney, Chief Constable – Verbal Response:

I have been here nearly five years and remember in my first year I was really concerned about police officers being called to incidents where someone was clearly in an acute mental health crisis, and frankly not having the skills and capability to deal with that well and we were right at the end at that point using heaven forbid police cells as somewhere someone was really ill would go. Those days have gone, we just don’t do that anymore, it is not appropriate that someone having a mental health crisis should be in one of our cells. We try and make them decent places but they are still not great places if you are sick it’s not right we don’t do it.

At the time we were really struggling with things like queues and times for ambulances to arrive and times for professionals to come out and assess people, so we called together every agency that had a part to play in just the most crisis the most critical part crisis care of mental health. There were 29 agencies in our area that have a part in that and that’s why this is complicated and this is the problem there were that many fingers in the pie and everyone was trying their best but all different governance and timeframes for making decisions and so on.

We’ve moved on a world from that so where we are now in fact we are one of the few forces where our mental health calls we go to are dropping. We do not sit outside emergency departments with people who are sick. There is a commissioned service through the ambulance service and health sector for bespoke mental health ambulances to turn up if someone is in a crisis and they pretty much always do even in COVID. We are keeping a close eye on that. If we do have someone who needs to be formally assessed who has been arrested for something, and we have concerns about their health and we need to get someone out, if they don’t come quickly enough we ring people up in other agencies, get them out of bed and escalate that night. It’s not something I worry about locally it is always going to be there and we are always going to have the crossover between someone who is at risk of harming themselves as much as harming someone else.

We also have a lot of missing people right now of all ages and there’s usually not always but usually some kind of mental health crisis in their lives and of course there is that long term work as well. So on the emergency side we have really good relationships and it’s pretty much ok. In the long term side of things I do worry about, and we all see it in the media, mental health services more broadly particularly for young people we know that’s a gap in terms of service that’s available. We work particularly with local authorities around suicide prevention, and they lead on that interestingly not policing, we are a big part of that but they lead. Sadly I see every day the incidents reports and we go tragically to far far too many suicides.

I don’t see it as policing doing someone else’s work. I do it see as something we’re usually not best placed to deal with, my people are good but they can’t be experts at everything so we want to get the best service on for someone that we possibly can.

Are there any recruitment issues, or are there adequate number of applications being made? I understand nationally there is an issue with recruitment of Black African officers. Is this the case in Hants Police? Are new strategies for recruitment being adopted to reach out?

Olivia Pinkney, Chief Constable – Verbal Response:

In relation to Black and Ethnic minority recruitment we have a dedicated effort to 10% over this three year period. I do think there comes a tipping point and a lot of research will show that there is a tipping point in your employees that actually people can see what they want to be and they follow because you’ve got the wrong modelling and so on so you get to a point where things start to tip and we are way way from that.

In a lovely way I am pleased when some of our great black and ethnic minority colleagues get promoted elsewhere, but then we lose that role modelling, so Commander Ali Heydari in the Met she was our Southampton superintendent doing brilliantly, similarly in the past we had Jon a Chief Superintendent who is now a lecturer at Southampton or Portsmouth University and other Superintendents that have gone on. It’s a fluctuating thing but even the fact I can names these colleagues frankly shows that it is not enough. We do have individual bespoke support for anyone of any visible difference who expresses an interest in policing. We are alongside them right from the start. We give them mentoring, it is all positive action but does not go beyond that, but it is a lot of support because I know that lots of people from lots of communities don’t know anyone who has ever been in the police. Historically we drew on someone who knew someone, who knew someone, I think that’s how it worked. I am not knocking the old police families they are brilliant and I think we have some sixth generation officers and that is lovely but that’s not what this is about we need to get alongside them.

Our advertising is targeted, it’s not expensive, but we have paid for targeting our advertising into postcodes that have higher proportions of different communities, that isn’t to say our adverts are not available for all, they are, but by the very nature of how many people want to be police officers, and there are loads of them, we can open our windows of recruitment and close then fairly swiftly. We target our adverts, say ‘look have you thought about us’ and try and grab people in. There are various stages some of which are owned nationally but then those same folk have to go through the national hoops and we’ve taken a lot of advice from our strategic Independent Advisory Group and people like Lou Taylor, he is a non-executive on my board, and others to help us frame that so we can really prepare people to get through the different recruitment. That’s only the recruitment and once they are in I want people to thrive. I talked about our staff support group, ours is called BEAM, it is hugely energetic. I’m very clear that I want them to support and challenge and hold the mirror up to us I don’t expect them to do the heavy lifting that is for HR and me and leaders and everybody else but the energy and ideas they bring and of course stories they tell and communities and families and friendship they have matters a lot.

Similarly one looks at specialism advancement and promotion that is where we need to put considered effort as well. This morning I was on a positive action group for promotion because I need to see difference coming through the ranks, this is very much about physical difference but also I want to see job share and part time coming through the ranks and I know there are other groups underrepresented as well. It’s something that we are putting a huge amount of effort into and I charge every single leader to take a personal interest and responsibility for this. It matters, it doesn’t just happen somewhere over there, people have got to live it, breath it and lead it. The proof of the pudding will be when we get to the end of the three year. I don’t do targets but I have done on this one as it’s a once in a life time chance.

## Can you talk a bit about managing the practical relationship with the PCC - the right amount of communication, the challenge of balancing what is strategy and what is operational, the balance of the PCC providing support and challenge?

Olivia Pinkney, Chief Constable – Verbal Response:

The right amount of working together is what the PCC and I decide is right between us. I view the relationship as a symbiotic one, so we have complementary roles, so your role is policing and crime, my role is only the policing bit. In your mind’s eye you view them as complementary that’s where success really lies. If you look around the country and very locally that’s how it really thrives and really works. We are both corporation soles, both legal entities in our own right, so therefore there is quite rightly and appropriately a legal coming together in terms of meetings and challenge. You hold me to account publicly in whatever way you choose to do that, and there are various models that we’ve had here, but there are others but really open of course to that.

I need to report to the commissioner about how the constabulary is doing that is something I offer up anyway but equally I expect that kind of challenge in. I do view it as a professional partnership we have different roles they are both needed to ensure our communities are getting the very best that they can and we have our different roles in that. I’ll give an example to answer the specific so as an example as to where the operational independence comes in, and this is not a local example. Hypothetically I know around the country there are Commissioners that will say I decide that I want to have three community support officers in here and some police horses over there and the Chief Constable says that’s very interesting Commissioner but that’s my decision lets work out the issue that you are concerned about in terms of public service but how I do that is down to me. Your view is interesting and I have regard to it but then I make the decision. It is not for the Commissioner to decide where I put my people and resources. That is not to say it is a conflict it is something we work through together.

I think the best place to start is to have a look at the policing protocol it is quite a dry looking thing but it is relatively short and it really does explain how the relationship designed between a Chief Constable and a PCC. I’ve worked briefly with Simon, literally 3 weeks, and many years now with Michael, but when I was a deputy I worked with Katy Bourne in Sussex and across our south east region we work a lot together so I’m very familiar with lots of different commissioners as well as through my national work, as I am sure Sara is in her way.

The Commissioner has their own office, which James obviously leads, any enquiries for information they come into my office and we feed that way and that isn’t to try and stifle you but I need to make sure my organisation is able to continue and field queries as often the stuff that comes in we already have the answer and can give you what you need relatively quickly. My promise to you is that I absolutely respect and honour the position of PCC and it is my duty to support that role, which I absolutely do very transparently, with me what you see is what you get. We won’t always agree nor should we and we work through that as professionals in our own right. If there is anything you need to know, and I’ve got a pretty good antenna of what you might want to know, but equally if I miss something that would be a mistake rather than anything else and we would put it right but generally I am very confident we can give you the information. We have a fantastic team of chief officers who lead all the different areas of policing as well as tech, our people, our finance, they are all available for you to draw on. We have a really constructive relationship with James and his team and I would absolutely expect that to continue through the transition and into the next Commissioner’s term as well

## What steps have been taken to deal with misconduct falling under Section 26 of the Criminal Justice and Courts Act, 2015 (corrupt or other improper exercise of police powers and privileges)?

Deputy Chief Constable, Sara Glen - Verbal response:

Professional standards in any force is delegated to the Deputy Chief Constable so the DCC on behalf of the Chief and PCC makes sure all the standards are in place because the PCC always has the opportunity to review any decisions we make so it has to be really clear and transparent. We have a great working relationship with Richard Andrews in the OPCC our professional standards department is led by Debbie Masson and regularly we sit down and go through all the complaints that come in from our communities. We also go through all the excess use of force complaints that come through. James and I sit down regularly and go through all the civil cases where people are bringing claims against the organisation so there is total transparency between the Chief Executive and the Deputy of the delegated responsibility in force around all the professional conduct of our officers and staff.

We are not publicists in terms of our self-publicity in Hampshire at all, we are very clear that we hold the mirror up when we get things wrong, and we do sometimes get things wrong, but we have metrics where we look how does that compare to the complaints that come in to other forces, what does our IPOCC think about us what do our strategic Independent Advisory Group think of us in respect of the powers that we utilise. I think we are in a pretty strong place, we come out very favourably. We’re top quarter with respect of low levels of complaints that are made.

Our IOPCC representative, you can meet and get an independent view from, they totally trusted us to deal with the last investigation. It’s quite unusual for that level of investigation to be left with a home force and they did that because they know that we absolutely won’t shy away from looking, even when it really hurts we will not shy away from looking in the corners where there are things that are happening that are not right in our organisation’ Really happy to work with whoever is successful and appointed. We are very transparent. We don’t always get it right, but we will always put our hands up to it. We do favour very well with IOPCC and any benchmark you look at around complaints.

## Presumably, if a complaint is made to the CC and the complainer isn’t happy with the response, they can refer or appeal to the PCC?

James Payne – Chief Executive –verbal answer:

Anything that’s comes as a complaint about policing that you are unhappy with the response for then there is now a new route through and the PCC is responsible for that, for the referral of that for review. Now we take the very minimum in terms of the review, the new PCC will have the opportunity to review that again in terms of the scale and the support that the PCC undertakes in terms of police standards and reviewing of police standards and that really has made a huge difference and has kept Richard and the team really busy. We work closely with the police standards department but we don’t work for them so there has been some difference of opinion but those differences of opinion have been agreed and some reviews have been upheld and that’s wholly appropriate. We are pleased to see that there is the opportunity to continue to question and challenge the way policing uses it powers and as Olivia says the powers are hugely wide ranging but they are held lightly as they must be used appropriately. A key role of PCC is to help support but also to challenge. The investigation done separately by the PCC is a professionally done investigation and is done with the knowledge of the police professional standards team