

DECISION MAKING MEETING

5 NOVEMBER 2020, 10:00 - TEAMS

Attendees

David Lloyd (Commissioner)
David Gibson (Deputy Commissioner)
Chris Brace (Chief Executive)
Amie Birkhamshaw (Director of Strategy)
Ian Rooney (CFO)
Nigel Atkins (Senior Communications Officer)
Gavin Miles (Deputy Chief Executive)

AGENDA

1. Minutes of Meeting of 22 October 2020
2. Redbourn Road Safety Fund Bid
3. Community Engagement

DECISION MAKING MEETING

22 October 2020, 10:00 via TEAMS

Attendees

David Lloyd (Commissioner)
David Gibson (Deputy Commissioner)
Ian Rooney (CFO)
Nigel Atkins (Senior Communications Officer)
Gavin Miles (Deputy Chief Executive)
Carolyn Kitchen (Minutes)

Apologies

Chris Brace (Chief Executive)
Amie Birkhamshaw (Director of Strategy)

MINUTES

1. Minutes of Meeting of 14 October 2020
Approved

2. Planning Forensic Collision Investigation Network Collaboration Agreement
Signature of the agreement was approved

GM confirmed that full consultation has taken place with APACE and with the NPCC. The agreement was signed by the Chief Constable on 21st October. Note that the agreement itself is exempt under FOI Section 31 and therefore should not be published.

3. AOB
None reported.

MEETING	Decision Making Meeting		
DATE	5 November 2020		
TITLE OF REPORT	Redbourn Road Speed Road Safety Fund Bids		
SUBMITTED BY	Karl Stonebank, Grant & Funds Officer, OPCC		
PURPOSE OF REPORT	To consider bids from Redbourn Parish Council and a Hertfordshire County Councillor in relation to the Redbourn Road (A5183)		
DECISION(S) REQUIRED	To agree allocation of funds towards speed/feasibility studies, including potential installation of enforcement cameras		
FINANCIAL IMPLICATIONS	<u>Road Safety Fund Budget</u>		
		Balance	Expenditure
	2020/21		
	Opening budget	£2.26m	
	Spend to date		£0.13m
	Committed spend		£0.21m
	2021/22 onwards		
	Ongoing revenue costs/year		£0.26m
Committed spend		£0.33m	
LEGAL IMPLICATIONS	Any proposed works on or to the public highway require the agreement of the Highway Authority.		
EQUALITIES IMPACTS	n/a		
FREEDOM OF INFORMATION EXEMPTION SECTION IF APPLICABLE	n/a		

INTRODUCTION

- i. The Commissioner is asked to consider bids from Redbourn Parish Council and a Hertfordshire County Councillor in relation to Redbourn Road (A5183) between Redbourn and St Albans (Batchwood Roundabout).
- ii. Whilst the Commissioner's Road Safety Fund (RSF) is not open for applications at present, these bids can be considered because they are in response to a recent significant event (a KSI at the end of 2019 resulting in 2 fatalities) that was of high public interest.
- iii. To date, no interventions have been put in place to prevent further collisions and causalities occurring (or are planned) by other partner organisations despite there being a history of road accidents recorded by police and the fire service since 1980. The most recent high-profile incident has heightened public safety concerns and resulted in a surge of public interest for action to be taken to prevent further KSIs on the road.

BACKGROUND

- iv. RSF applications were submitted in October 2020 from Redbourn Parish Council and a Hertfordshire County Councillor.
- v. The bids were very similar in nature in that they highlighted speeding issues/concerns of the community and the number of KSIs on Redbourn Road.
- vi. The bids scored 8/14 (Redbourn PC) and 11/14 (County Councillor) when scored against set criteria for RSF bids by the Grants & Funds Officer. The bids were marked down for a lack of consideration for sustainability and monitoring plans.
- vii. The bids scored 8 out of 14 (Redbourn PC bid) and 11/14 (County Councillor bid) when scored against set criteria for RSF bids. The bids were marked down for their lack consideration of sustainability and plans for monitoring of success.
- viii. Both bids have been further scrutinised by the Hertfordshire Road Safety Partnership (HRSP). Detailed results of this can be seen within Appendix A.

Summary of scrutiny findings

- ix. The bids meet a number of PCC Strategic Road Safety Priorities including protecting all road users from excessive speed and dangerous driving.
- x. The bids also focus on the need for enforcement of some kind – which aligns to the aims of the RSF.
- xi. In terms of incident data, the following was captured:
 - Since 1980, there has been 16 KSIs since 1980, leading to 18 fatalities.

- Since 2011, Herts Fire & Rescue have attended 13 RTC incidents of which 3 were KSIs. There were at least an additional 14 incidents on the road during this time that led to serious or slight injury.
- xii. Whilst there have been regular KSIs (including fatalities) on the road over a number of decades it is not sufficient to trigger the threshold for installation of fixed or mobile cameras (according to the current Hertfordshire Speed Management Strategy, SMS).
- xiii. The SMS is however currently be refreshed which may lead to some flexibility with regards to fixed cameras being placed at sites with a high degree of community concern that can evidence an ongoing incident history.
- xiv. Due to the speed of the road being over 30mph DriveSafe is not an option.
- xv. A contributory factor for some of the incidents on the road has found to be excessive alcohol and drug intake. Along with exploration of potential speed enforcement measures, the HRSP also believe there should be a local campaign to raise the awareness of the effects of excessive drink/drugs on driving.
- xvi. HCC has received the following 2 petitions relating to Redbourn Road in 2020:

From (nos. of signatures)	Concerning	Has it been considered?	Response provided / next steps
'Active in Redbourn' group (~1000)	Installation of Cycle Lanes & Pathways to make travel safer	Yes	Did not meet Govt. Covid Emergency Fund so moved onto HCC longlist of other areas in Herts requiring funding (ETA of works unknown)
Individual (~4000 – only 961 considered valid by HCC)	Speeding along the road leading to KSIs	pending	To be confirmed by HCC

- xvii. HCC have stated that installation of average speed cameras would be aligned to their long-term plan to install cycle lanes & pathways.
- xviii. Whilst HCC are still considering the petition relating to speeding/KSIs the Grants & Funds Officer has sought the views of HCC Highways in relation to these bids.
- xix. HRSP Recommendations:
 - 1) Deployment of Commissioner's new Community Speed Van when live (current ETA early 2021)
 - 2) Undertake appropriate speed/feasibility studies, including work with HCC Highways to commission feasibility study of potential installation of enforcement cameras on the road.

Alignment to Road Safety Fund Objectives

xx. **Community Concern:**

Local residents of Redbourn and surrounding areas are concerned about speeding and safety on the road. This is evidenced by the in the form of approximately 1,000 local signatures for each petition sent to HCC in 2020. These concerns are shared by the Parish Council and County Councillor.

xxi. **Reduce Anti-Social Road/Increase Safety via Education and Enforcement:**

The proposals will reduce antisocial and dangerous road use by highlighting the issues of driving under the influence of alcohol/drugs as well as potentially installing enforcement measures.

PROPOSED RECOMMENDATION(S) AND RATIONALE

- xxii. That the Commissioner approves deployment of the new Community Speed Van (when they are received, ETA early 2021) as a short-term solution
- xxiii. That the Commissioner approves the use of RS funds to initiate speed/feasibility studies, including potential installation of enforcement cameras because:
- there is a high level of public support for interventions including the support of the Parish Council and local County Councillor
 - the proposals align with the objectives of the Road Safety Fund.
- xxiv. That the Commissioner receives results of feasibility studies before consider further allocation of RSF funding.

MEETING	Decision Making Meeting
DATE	5 November 2020
TITLE OF REPORT	Widening the range of Community Engagement meetings and events (Priority 72 of the Community Safety and Criminal Justice Plan)
SUBMITTED BY	Charlie Bohan-Hurst
PURPOSE OF REPORT	To analyse public engagement methods and make suggestions for further engagement with Hertfordshire residents as per the Police Reform and Social Responsibility Act 2011.
DECISION(S) REQUIRED	To give a steer as to the preferred community engagement methods.
FINANCIAL IMPLICATIONS	No specific implications at this time.
RISK IMPLICATIONS	None identified.
LEGAL IMPLICATIONS	Compliance with s.34 of the Police Reform and Social Responsibility Act 2011
EQUALITIES IMPACTS	In line with the Equality Act 2010, the OPCC has general duties which include having due regard to the need to foster good relations between different people when carrying out their activities.
FREEDOM OF INFORMATION EXEMPTION SECTION IF APPLICABLE	Not Applicable

1 INTRODUCTION

- 1.1 Priority 72 of the Community Safety and Criminal Justice (CSCJ) Plan is to “widen the range of community engagement meetings and events”¹. The PCC has a statutory obligation to engage with communities under the Police Reform and Social Responsibility Act 2011 (s.34)², it is therefore important to constantly re-evaluate the methods implemented to achieve this. This paper was written during a time of global change; Covid-19 has led to a world in which people live, work and communicate differently. The methods of engagement explored in this paper have a virtual and technological focus and explore how we can continue to engage with the public whilst adapting to the ever-shifting societal norms.
- 1.2 This paper will explore methods of engagement currently in use as well as a selection of methods which could be implemented in the future. The main focus of the plan objective is to increase the engagement between the public and the police service In

¹ <https://www.hertscommissioner.org/fluidcms/files/files/pdf/Police-and-Crime-Plan/109614-Herts-Con-Everybodys-Business-v2.pdf>

² <https://www.legislation.gov.uk/ukpga/2011/13>

Hertfordshire as well as improving public understanding of the role of the Police and Crime Commissioner and how they interact with the police and the public.

2 EXISTING METHODS OF ENGAGEMENT

- 2.1 The Police and Crime Commissioner has a statutory obligation to engage with communities under the Police Reform and Social Responsibility Act 2011. This requirement is taken seriously in Hertfordshire and as an office, in partnership with the Constabulary, there are already a number of engagement methods and strategies in place. The recently published [Joint Engagement Strategy](#) sets out the thought process behind joint engagement and refers to the numerous engagement methods which are currently implemented in the county by both the Office of the Police and Crime Commissioner (OPCC) and Hertfordshire Constabulary.
- 2.2 Prior to exploring the potential for new methods of engagement it is worthwhile reflecting on the current practices and general approach. As an open and transparent office, the OPCC already engages with the public via a range of platforms. The list below serves to highlight a number of the existing practices which could be considered as public engagement:
- District days / barn meets
 - Public surveys / consultations
 - Social media posts
 - Attendance at public events (County Show, Local Fairs etc.)
 - Scrutiny panels
 - Radio/TV appearances
 - Echo
- 2.3 District days and barn meets provide the Commissioner with the opportunity to engage with local partners and members of the public. District days tend to focus on a topic relevant to the Community Safety & Criminal Justice Plan and involve engagement with district councils and initiatives supported by or related to the OPCC priorities. Barn meets are a chance for the Commissioner to engage with the rural community in Hertfordshire and further understanding of the issues which impact them most.
- 2.4 The OPCC often uses public surveys and consultations to understand the views of the public on specific issues. A prime example is the council tax precept consultation in which the Commissioner proposed a £10 a year increase in the Council Tax precept for a Band D property³. The public consultation received over 1,000 replies with 65 per cent saying they supported a local rise in the Council Tax.
- 2.5 Social media is an area of engagement which is becoming increasingly important in a society which relies on technology and information presented virtually. Overall, the level of engagement on social media is positive. The PCC twitter account currently has over 5000 followers and receives regular engagement from partners and members of the public. The Hertfordshire Police twitter account has over 120,000 followers and tweets regularly. The discrepancy between the two perhaps serves to

³ <https://www.hertscommissioner.org/2020-01-commissioner-plans-10-a-year-council-tax-policing-precept-increase>

highlight the lack of understanding amongst the general public as to the role and responsibilities of a PCC. Social media is an area in which improvements can be made and will be referenced in the latter part of this paper.

- 2.6 There are a number of scrutiny panels operated by the OPCC. The Stop & Search Scrutiny Panel brings together volunteers to analyse a random sample of recorded stops to determine whether or not police powers are being used appropriately. The scope of engagement with this method is arguably narrower than others although an annual report is released which allows members of the public to read about the work undertaken by the panel. Further sharing of this information via social media, the website and other platforms would lead to increased engagement with the work of scrutiny panels. This increased awareness of scrutiny panels and the ability for members of the public to volunteer may also lead to an increase in recruitment. The engagement could be presented in a manner which serves to target a diverse group of the public and lead to a more representative volunteering core.
- 2.7 The Commissioner often appears on local radio and television. This serves as good publicity and engages a good portion of Hertfordshire residents. The drawback to appearances such as these is often the lack of two-way conversation with the public. Watching the Commissioner on television does not present the public with an opportunity to voice their opinion or ask questions regarding policing in Hertfordshire. This is an issue which could be addressed by a regular PCC/Police podcast (to be discussed in further detail later in this paper).
- 2.8 Echo is another well-established form of public engagement. It provides callers of the FCR with the opportunity to provide their feedback on the service provided by the call handler via two-way SMS interactions. It is an effective system which successfully records sentiment of those that have called the FCR although admittedly its specificity is a drawback; the engagement is limited to the members of public using the service. The engagement itself is incredibly positive but the number of users is a very small portion of the Hertfordshire public.
- 2.9 The engagement methods currently in use are successful overall and have a wide reach as highlighted by the number of engagements already achieved on social media and other platforms. The gaps occur when considering targeted engagement which can be focussed on specific groups of society. Youth engagement is an example of an area to improve on. There is further room for improvement when it comes to consistent and regular engagement events, there seems to be a lack of regular opportunities for two-way engagement with the public. It would also be worth creating a system which allows the OPCC to monitor engagement levels and compare performance year on year. These gaps aim to be addressed by the recommendations in section 3 of this paper.

3 SUGGESTED METHODS OF ENGAGEMENT

- 3.1 Having reflected on current engagement events and methods utilised by the OPCC and the Constabulary it is fair to say that engagement with Hertfordshire residents as per the Police Reform and Social Responsibility Act 2011 is being achieved to a good level. However, as per plan priority 72 the OPCC have made a pledge to widen the range of community engagement meetings and events. This paper will now explore

various methods of engagement which could be implemented in Hertfordshire in the future.

- a) **Virtual surgeries with the PCC or Hertfordshire Police Officers** are a viable option for engagement with the public. The format would be similar to the OWL chats which are held regularly in certain areas of the county (these are not currently countywide so this could be something to discuss with OWL and the Constabulary separately). The chats are hosted on Facebook and provide engagement between the public and their local officers every few weeks. They are in many ways similar to a virtual surgery and having spoken with members of the OPCC who have attended these meetings the feeling is that they are more successful and better attended than the local surgery/streetmeet events which have been held in the past. The idea of virtual surgeries hosted by the PCC or Constabulary would be to focus on relevant issues at the time (problems raised by councillors or a change in legislation which could impact the public), presenting a short update followed by a Q&A with members of the public. Facebook live is the ideal hosting platform for these meetings as it can also simultaneously be hosted on Instagram live. The PCC Facebook page has 941 followers and the Hertfordshire Police Facebook page has 95,000 followers so if the virtual surgeries were well-presented the engagement potential is high. Hosting these surgeries virtually will likely encourage far greater engagement than attempting to organise these in person and taking in to account Covid-19 restrictions it is likely that for the foreseeable future virtual engagement will be the most plausible.
- b) **The creation of an OPCC Instagram account** is something which would boost engagement with the public. It would particularly attract the younger generation who are infamously difficult to engage with when it comes to policing. Instagram as a stand-alone social media platform is very popular but the real benefit of having an Instagram account is for the purpose of hosting live virtual surgeries. It will reach an audience that are not likely to be on Facebook and the hope would be that if the surgeries are as engaging as they can be then the Instagram account will begin to gain followers. In terms of updating the account with photographs and videos this could be achieved using the range of photos which are already available to the OPCC. The management of the Instagram account could fall to the OPCC Communications personnel or the Engagement side of the delivery team. Posts can be shared across other social media platforms as well to boost following and engagement. Cambridgeshire OPCC have an Instagram account with over 200 followers and fairly regular posts although they only follow 23 accounts themselves so with more attention paid to the management of the account the following and engagement could be boosted. The potential success of engagement via Instagram was highlighted by the October 2020 Independent Custody Volunteer recruitment drive – during which an Instagram story graphic was created and shared on the Herts Police page with a ‘swipe up’ option. It led to over 250 people clicking the link to take them to the application page.
- c) It is important to bear in mind that the objective is to increase the engagement between the public and the police service in Hertfordshire as a whole and there needs to be a significant emphasis on engagement from the Constabulary side as well as from the OPCC. Taking this in to account, there should be a drive to consider **revisiting priority setting meetings, and how they are held**. The meetings are fundamental to engagement, as well as being a legal requirement for the Chief Constable. Having

spoken with OPCC and Constabulary staff these priority setting meetings are held regularly in some areas and are not in others. As the CSCJ Plan states, “whilst there is a priority setting function that takes place in all Neighbourhoods, priority setting forums would benefit from some further standardisation, albeit with flexibility to tailor any ‘standard’ approach according to local need. This would also support some level of measurement through a set of performance indicators”⁴. There is a lot more that could be done to improve public knowledge of these important forums and make participation easier. This could include increased use of social media and OWL to highlight the meetings and providing the opportunity for virtual participation. Some areas have taken the approach of making local councillors and Parish councils champions for priority setting and asking them to lead some local engagement around it. This is something that could be applied countywide, linked to the standardisation discussed in the progress report on Neighbourhood Policing and Community Engagement.

- d) **A monthly/bi-monthly/quarterly ‘PCC Podcast’** is another virtual engagement strategy which would allow the OPCC and Constabulary to choose the most relevant and interesting topics and guests. A podcast allows for a level of detail that cannot be achieved via other engagement methods; they allow you to frame the conversation and engage with specific communities. The guests chosen to be part of the podcasts would come from partnership organisations and initiatives supported by OPCC funding, it would engage with the public on a deeper level than other forms of engagement. The success of podcasts will be dependent on the host, tone of conversation and the relevance of guests. They would also have to be heavily publicised on social media platforms but once a following is created podcasts tend to maintain a loyal following. The host could be an internal member of OPCC or Constabulary staff with ideally the PCC or Chief Constable on each podcast depending on the topic of conversation. There is an opportunity to engage with Hertfordshire MPs who could be a part of the podcasts. Covid-19 has also led to an increase in virtual engagement across the board, beginning a podcast now would capitalise on this timing.

4 DECISION REQUIRED

- 4.1 To note the content of the paper and express an interest in moving forward with one or more of the suggested methods of engagement.

5 SUMMARY / PROPOSED RECOMMENDATION(S) AND RATIONALE

- 5.1 This paper suggests we should focus heavily on virtual forms of engagement in the near future. The lockdown restrictions have meant members of the public are more reliant on virtual information. Even as lockdown is eased there will still be a sense of weariness to interact in person as normal. Virtual events also allow us to reach a large audience and target specific groups of society if needs be.
- 5.2 In terms of specific engagement methods, this paper recommends that all of the methods of engagement suggested above should be explored further. All would be

⁴ Community Safety and Criminal Justice Plan (2017-2022): progress report on Neighbourhood Policing and Community Engagement

beneficial if undertaken correctly and would help to widen the range of community meetings and events as laid out in plan priority 72. The method which would require the least resource initially would be option b (Instagram account) and this could be put in to place swiftly.