Police and Crime Plan 2016-2021 Quarterly Update

Quarter 2 2021/22

Data to September 2021





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Priority 1 - More Local, Visible and Accessible Policing

We will:

Boost community volunteering, encouraging the Active Citizen Programme and grow the police family - doubling the Special Constabulary, with a Special Constable in every community.

- The Special Constabulary headcount is currently 515 as at 9 September 2021, compared with 506 at the same point last year. There have been two intake courses in the past quarter with a total of 13 new Special Constables, and a further 21 students who have started their training in September. In the month of July alone, specials have recorded 15,603 total hours with 11,699 hours of operational policing. During the quarter, 13 Special Constables left to join the regulars.
- There are 14 Community Special Constables supporting nine Parishes. The Employer Supported Policing scheme has 38 companies registered with 92 Specials, including Essex Police, where staff are provided with paid time off to volunteer as a Special in Essex. For the month of August alone they achieved 30 duties and 229 hours.
- Essex Police retains 207 Active Citizens/Police Support Volunteers. There are five new Volunteer Roles that are to be recruited into over the coming months. These Volunteer Roles are working with our Diversity Equality and Inclusion Team, Learning and Development Team, Trauma Risk Management (TRiM) and LGBTQ Support Network. The Community Volunteer Services (CVS) continue to work with us around recruitment campaigns to boost our existing volunteer numbers. Our Active Citizens continue to support their Community Policing Teams and are now starting to support local Coffee with Cops and Street Meets again as Government Guidelines now allow us to promote the volunteering opportunities that Essex Police has to offer.
- The Volunteer Police Cadets (VPCs) have 180 VPCs with 70 Volunteer Cadet Leaders across 13 cadet units and approximately 100 new cadets are on the waiting list to join. The VPCs are preparing to support their local Remembrance Parades in November. Cadet Units will be holding recruitment events from September 2021.

Priority 1 - More Local, Visible and Accessible Policing

We will:

Support increased participation in Community Safety by supporting schemes such as Neighbourhood Watch, Street Pastors, Community Speed Watch, Volunteer Police Cadets and others.

- The Essex Watch Liaison Officers continue to work with Neighbourhood Watch (NHW) and as Government Guidelines allow, are supporting local community events promoting the various Watch Groups. They have worked with the Marine Unit through the summer and have planned meetings with Farm Watch members to provide support with rural crime.
- The Neighbourhood Watch continue to work in partnership with the Citizens in Policing Team around Crime Prevention, Fraud and Scams and have encouraged their members to join the Essex Police Facebook and Twitter. They are also encouraging reporting of incidents and information using the online reporting system.
- The Volunteer Police Cadet Scheme is working in collaboration with Essex County Fire Cadets which will involve Fire Safety Training for the Police Cadets and Crime Prevention Training for the Fire Cadets. This is planned to commence from Autumn 2021. Volunteer Police Cadets recently assisted with Operation Aidant in Brentwood and a further operation in Southend, which was aimed at tackling Child Sexual Exploitation.
- Street Pastors continue to work closely with all Local Policing Teams across the districts offering support particularly around the Night Time Economy.
- Community Speed Watch across the county continues to ensure our police volunteers feel supported and empowered. The scheme has continued to work efficiently during Q2. A total of 8,190 first time and 402 second time warning letters have been sent to registered keepers. Further Police action has been enacted on 42 occasions for multiple offenders. A total of 21 new groups have also been established during Q2. The scheme currently supports 121 groups and 1,150 volunteers.

Priority 1 - More Local, Visible and Accessible Policing

We will:

Make it easier to contact the police. Improve the 101-response time, encourage online reporting and realise the benefits of the national Single Online Home solution.

The Force Control Room (FCR):

- Emergency call handling demand was nearly 10% higher this quarter than last quarter with 93,759 emergency (999) calls received (1,019 a day). This is 8,508 more calls than the previous quarter. However, during the same quarter last year, we received 91,425 calls (2,334 more calls, 2.6% increase). July was the busiest month with 32,185 emergency (999) calls (1,037 per day). This is to be expected as the anticipated Summer Demand period coincided with the relaxation of COVID-19 restrictions.
- There were 66,254 non-emergency (101) calls received in the FCR this quarter, averaging 720 calls per day. This is a 9% decrease when compared to the previous quarter: 72,709 non-emergency (101) calls (799 per day) which equals to -6,455 fewer calls. There is also a decrease between this quarter and the same quarter the previous year with -12,499 fewer calls (a decrease of 16%). July was the busiest month of the quarter with 22,744 calls and was -2,735 fewer calls than July 2020. August saw the biggest difference with 21,502 calls this year, compared to 27,312 last year (5,810 fewer calls, 21% decrease). This may reflect a reduced number of non-emergency COVID-19 related referrals as restrictions eased, combined with an increased use of other forms of contact such as Live Chat.
- Live Chat has seen 6,145 interactions this quarter averaging 66 contacts per day that would otherwise have been dealt with via 101. This is the highest total since the service began, but only 48 more than the previous quarter. August saw the most interactions this quarter (2,016) compared to an average 1,970 for July and September.
- The online reporting facility for Anti-Social Behaviour (ASB), provides another alternative to calling 101 in order to report various categories of ASB. There were 754 reports generated this quarter which is 101 more reports than last quarter and the highest since the service began.
- Despite the increases in call for service performance has remained positive 999 average answer time is 9 seconds; 101 average answer time is 4 mins 3 seconds (22 second improvement from Sept 2020). The FCR 101 abandoned rate for September 2021 was 21.8% (September 2020 was 26.0%).

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The Resolution Centre (RC):

- The Resolution Centre (Case Investigations) is the county-wide resource to manage investigations for crimes reported by the public. 2,417 investigations were received by the team this quarter, 323 fewer than the previous quarter, of which 1,296 (53.6%) were retained by the RC Case team that would otherwise have been dealt with by front-line officers.
- 43,185 Crime Investigations have been recorded and processed by the RC in the last quarter, representing a 5.6% increase (2,289 more investigations) than the previous quarter.
- The average answer time for public calls received at the end of this quarter was 3 mins 57 secs, which is 9 seconds longer than last quarter.
- During the quarter, 22,606 non-emergency (101) calls were received and dealt with by the RC, averaging 245.7 per day. This is only 74 more calls than the previous quarter (no significant increase) and a 4% decrease compared to the same quarter the previous year (950 fewer calls).

Priority 2 – Crack Down on Anti-social Behaviour

Working with partners we will:

Target repeat and high harm anti-social behaviour through the continued development of Community Safety Hubs to include police, Essex County Fire and Rescue Service, Community Safety Officers, licensing, housing and environmental health in every police district.

ASB Oversight Board

- An Anti-Social Behaviour (ASB) Board has been implemented to provide strategic oversight in improving the performance of recording and responding to ASB across the force. This is supported by the development of the ASB Improvement Plan.
- Anti-Social Behaviour week was promoted internally to officers and staff, and externally to local communities. The week provided good
 examples of officers working with partner agencies to tackle ASB. It included holding an ASB surgery with partner agencies to discuss a long
 term ASB matter.

NORTH LPA

- Ongoing work to tackle local ASB issues in Braintree continues. The joint engagement approach to littering youths saw a positive impact whereby the youths volunteered to clean the local area and dispose of the rubbish.
- Operation Luscombe is an initiative designed to encourage rough sleepers and begging in the town centres of Braintree and Colchester to break the cycle of homelessness and begging by providing multi-agency support.
- Children and Young Person Officers in Clacton have worked with 'Inclusion Ventures' which delivers support and diversionary intervention to youths including cycling events and a summer BBQ. This has broken barriers with youths in Jaywick and allowed officers to address issues affecting them directly.
- Tendring officers have worked with Council Enforcement Officers to tackle the growing issue of e-scooters including the poor riding of the legal e-scooters and the illegal use of unlicenced e-scooters. Riders of the legal e-scooters riding in contravention of the Highway Code have had their accounts blocked and illegal e-scooters have been seized.
- Colchester district has conducted ASB community trigger meetings to support victims of ASB and create partnership solutions for victims.

SOUTH LPA

• The Southend Community Operations Group is a joint problem-solving group aimed at tackling high harm ASB across the district and is now fully operational, meeting every six weeks. There have been significant results from this including a day of action following a number of fires being set in blocks of flats. Since the intervention, there have been no further offences reported.

- Pop-up events have been facilitated in Brentwood and Shenfield made up of the Community Safety Partnership, Essex Police Watch Liaison officer and a Community Policing Team officer.
- Social media has proven an effective method of reaching out to local communities regarding the topic of anti-social behaviour. A Q&A session was conducted on the Brentwood Police Facebook page to help better understand the issues affecting the district.

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Priority 3 – Breaking the Cycle of Domestic Abuse (DA)

Working with and through the Domestic Abuse Strategic Board to deliver an ambitious programme of transformation we will:

Support victims and their families affected by domestic abuse to feel safe, cope and recover through targeted help and jointly commissioned services.

NORTH LPA

- Community Policing Team officers have been working with 'Next Chapter', a referral process for young persons involved in domestic abuse, to attend the women's refuge and engage with victims / families.
- A domestic abuse victim was presented with an award for courage and bravery by the High Sherriff after being nominated by an officer from the Domestic Abuse Problem Solving Team. This individual is working towards becoming involved in officer training around victim support, the cycle of abuse and psychology.
- A trial drop-in facility has been set up for the Domestic Abuse Investigations Team (DAIT) to review standard risk investigations with the Local Policing Team (LPT) to improve outcomes for victims.

SOUTH LPA

- The South Domestic Abuse Problem Solving Team has completed training on drug and alcohol referrals, allowing them to better identify when suspects and victims require drug and alcohol intervention with a clear pathway of referral into "STARS", the Southend Drug and Alcohol Service.
- The South Domestic Abuse Problem Solving Team (DAPST) has just joined part of the alliance plan, headed up by the NHS, which is a multiagency approach to improve the pathway for referrals.
- The South DAPST has also set up a monthly meeting alongside St Vincent's charity, a homeless centre in Southend, called 'Women's Wellbeing Wednesday' where police, health services, immigration agencies and other groups meet with women who are homeless, domestic abuse victims, or who may otherwise have little contact with the police to offer support.

- The West LPA has introduced 'Break the Cycle' where officers will ask two questions at every domestic abuse incident; "Have we been here before?" and "How can we prevent coming back?". This is adopting a problem orientated policing culture in the hope of breaking the cycle of repeat offending and victimisation.
- Operation Encompass is in operation in Thurrock to notify schools where their pupils (aged under 16) have been involved in or are part of a household where there has been a domestic incident. Information is shared with schools so that they can understand the impact in an educational setting, better understand behaviours and provide the necessary pastoral care.
- The West LPA is seeking to achieve face-to-face contact with all DA victims within 24 hours. During the review period, the West achieved attendance at more than 90% of incidents and aims to improve that further.

Priority 4 – Reverse the Trend in Serious Violence

Working with partners we will:

Ensure victims of rape and sexual violence receive the help and support they need, and work with criminal justice partners to ensure that perpetrators are brought to justice.

- Our staff are receiving specialist training on the neurological impact of trauma to promote decision making and better victim care. We are sharing learning with other forces and partners through the Sexual Violence Scrutiny Panel, highlighting the importance and worth of wraparound support from multiple agencies.
- Training sessions have been held across the Command, highlighting to officers and staff the role of the Independent Sexual Violence Advisors (ISVAs) and the valuable support they can offer. A monthly report is also shared with the ISVAs, detailing which officers are based in which hubs. This enables clear and accurate communication.
- Frontliner is a new programme being tested which uses a piece of software called Cellbrite. This allows Police to connect with a device and share files without the need to physically seize or remove the device (leaving the victim vulnerable). The application includes a consent form and allows Police to provide a report showing the data received in an evidential format.
- The victim closure document trial gives the victim the opportunity to talk about the investigation, regardless of the outcome, and how it affected them. By collating, reviewing and sharing this information we can better shape our response to victims.
- By enabling staff to more easily access the early advice facility by removing blockers such as the gatekeeper and triage role, we ensure that
 investigations are directed and expeditious, engaging the CPS sooner and working together to bring perpetrators to justice.

Priority 4 – Reverse the Trend in Serious Violence

Working with partners we will:

Bring violent offenders to justice through targeted police enforcement, working closely with neighbouring forces such as the Metropolitan Police.

Operation Sunshade is a joint operation to assist with the easing of national restrictions. This involves targeted resourcing on key dates and times to tackle and reverse the trend of serious violence posed by county drug lines and organised criminal gangs and alcohol-fuelled violence. There was also an increase of police engagement with the community throughout the summer months due to this operation.

NORTH LPA

• In Colchester, Military Aid to Civil Power (MACP) has been working with partners to tackle persistent offenders, safeguarding matters, organised crime nominals and anti-social behaviour matters.

SOUTH LPA

• Operation Union was in place during over the quarter to combat violent offences occurring along the seafront. Essex Police were assisted by the British Transport Police (BTP), which provided officers to help patrol the train stations within the area. This joint approach saw a number of violent offenders arrested for possession of offensive weapons, assaults, and public order offences. The partnership between Essex Police, BTP and other partner agencies led to a significant decrease in anti-social behaviour and violent offences in the area patrolled.

- Operation Sunshade saw officers working a total of over 3,500 hours of patrol time in and around hot spot locations identified in the West LPA. This resulted in the attendance at 815 incidents, engagement activity with 4,135 individuals including 1,027 juveniles and visits undertaken to licenced premises on 657 occasions.
- Operation Slice ran for the month of August. This saw officers patrolling for 460 hours around pre-defined hotspot locations. There was attendance at 99 incidents which were of a violent nature, visits to local licenced premises resulting in engagement with 443 individuals and a total of 22 stop and searches was undertaken.
- Operation Barrow is ongoing with officers deployed during their flex duties to actively reduce the number of outstanding wanted individuals. This list has been prioritised with offenders of violent offences at the top of the list. Engagement has been undertaken with the local authority to help identify addresses for our outstanding suspects.
- Operation Marshal is targeted at named individuals who are responsible for the highest levels of harm in the LPA. It sees each LPT shift given
 responsibility for a single target. Officers are then tasked with developing intelligence, ownership of investigations and working with partner
 agencies to either ensure the offending is stopped or the individual is brought to justice.

Priority 5 – Tackle Gangs and Organised Crime

Working with partners we will:

Support victims of human trafficking and modern slavery, including sexual exploitation, working closely with UK Border Agency (UKBA), National Crime Agency (NCA) and national and regional partners to bring perpetrators to justice.

- The force has retained focus on identifying possible victims of modern slavery over the last 12 months. Despite some forces seeing a decrease
 in Modern Slavery and Human Trafficking (MSHT) referrals during the pandemic, Essex data continued with an increasing overall trend.
 Officers are now more knowledgeable of the MSHT signs and this has contributed to increased referrals. Each Local Policing Area has a
 designated MSHT point of contact to drive the information and sharing of learning out to the staff from the centralised Serious Crime
 Directorate dedicated team.
- Essex Police has several examples to demonstrate the shift in treating victims as such, as opposed to initially treating them as suspects. This is
 more evident in cases of cannabis production. Work is ongoing to ensure that the raising of section 45 defences continues to improve, and the
 Violence and Vulnerability Unit ensures knowledge of current case law in this area remains up to date. Reviews completed by MSHT
 detectives, and the crime recording standards monitoring completed centrally, continue to ensure that victims are identified and the correct
 crimes recorded.
- Essex Police has excellent working relationships with Justice and Care. This partnership has seen two Victim Navigators provided by the charity to work within the force (one within MSHT and one within the Violence and Vulnerability Unit). The Victim Navigator programme was embedded within the Serious Crime Directorate in the summer of 2018, but went live in Essex in early 2019 and continues to act as a bridge between identified victims of Modern Slavery and Human Trafficking and police, to bring exploiters to justice and support the victims. This has greatly enhanced the victim experience within the county, with 83 victims being supported and strategic advice being provided on 280 occasions (in the last 12 months). The force also has a local safe facility through partnership with CAST and Justice and Care. The details of how to access this facility have been passed to all supervising officers and within the control room. These details are also available within the MSHT advice pages on the force intranet.

Priority 5 – Tackle Gangs and Organised Crime

Working with partners we will:

Disrupt and prevent organised drug distribution through improved intelligence shared between police partners and local communities to limit the harm drugs cause.

- In the months up to August 2021, the SCD Prevent and Protect team have completed 74 partner engagements to support joint working to tackle organised crime, raising awareness and enhancing information sharing.
- Serious Crime Directorate Intelligence has developed Operation Revoke. This is where the police work closely with the Driving and Vehicle Licensing Agency (DVLA) and insurance companies. The police will now scan organised crime group members and share their criminal convictions with the DVLA and insurance companies where we suspect the nominal has not disclosed these. This leads to driving licences and insurance polices being revoked, allowing opportunities for the police to target and tackle the OCGs over the roads network, disrupting them and gathering vital intelligence.
- The Essex Organised Crime Management Unit. which was funded as part of the Police Uplift Programme (PUP). is now fully staffed. Benefits are being seen with more Organised Crime Group disruptions occurring across the prevent, protect and prepare strands whilst working with key partners.

Priority 5 – Tackle Gangs and Organised Crime

Working with partners we will:

Disrupt and prevent organised drug distribution through improved intelligence shared between police partners and local communities to limit the harm drugs cause.

NORTH LPA

• A site visit was conducted in company with representatives from Essex County Council and Maldon District Council of an area being utilised by Organised Crime Group nominals suspected of being involved in illegal waste management and fly tipping. Disruptor officers engaged with the primary nominal and others on the site enabling safe working of partners and the acquisition of information for inclusion within multiple intelligence reports. Further joint visits are planned to other sites over the forthcoming months.

SOUTH LPA

• Operation Quaver was led by the Southend Disruptor Unit and Southend Intelligence to target a drug line that was supplying cocaine in Southend, Hadleigh and Basildon. As a result of the operation, 8 warrants were executed across 3 properties and 5 vehicles, alongside Operation Falcon officers and the West Disruptor team. 4 males were arrested, and 1.4 kilos of cocaine, 19 kilos of cannabis, a semi-automatic handgun with 28 bullets, and £9,000 in cash were all recovered. From further investigation, more cannabis cultivations have been uncovered, as well as a "chop shop" where stolen cars are taken to be stripped of saleable parts. The results of the warrants were circulated on social media to let the community know about the good result.

- Local partnership activity to raise awareness of the impact of gangs is being delivered by a YOT gang and exploitation worker in secondary schools. As well as this, education is delivered by the Children and Young Person Officers, supported by the Fire and Rescue Service and Community Safety team, at both year 6 and secondary school engagement levels and is delivered through a weekly engagement event. 'Crucial Crew' is also held each year.
- Harlow Operation Raptor officers are engaging in monthly meetings with the Epping Forest District Community Safety Team where details of suspects, problem houses or problem areas are shared. Intelligence is also being shared with the Probation Service via IOM to their Probation SPOCs.
- The Epping Forest District Community Safety Team and Community Policing Team have worked closely with Operation Raptor to complete a number of warrants for known drug suppliers in the Waltham Abbey area. The teams have also assisted Epping Forest District Council with the enforcement of closure orders on addresses used for such crime.

Priority 6 – Protecting Children and Vulnerable People

Working with safeguarding partners and the Southend, Thurrock and Essex Safeguarding Boards we will:

Improve reporting of hate incidents through improved community engagement, improved reporting through Victim Support and greater use of Hate Crime Reporting Centres.

NORTH LPA

- Hate Crime Officer has engaged with 84 victims of hate crime, referring 23 Colchester victims of hate crime to Victim Support.
- The Community Policing Team has developed strong links with local mental health establishments and our hospital to ensure that staff and patients are supported and encouraged to report hate-related incidents.
- Two new Hate Incident Reporting Centres (HIRCs) are being created in Witham and Braintree.
- Ambassador training is being given to CSP Partners and to Parish Councils where hate crime reporting is extremely low.

SOUTH LPA

- Work has been completed with partners to increase reporting of hate crimes including various council bodies, institutions and community groups like Basildon "Side-by-Side" and the University of Essex.
- As COVID 19 restrictions are eased in England, contact is being made with existing Hate Incident Reporting Centres (HIRCs) to ensure they are still able and willing to be part of the scheme.

- Thurrock Fairness & Equality Challenge Panel was held on Thursday 30th September, during National Inclusion Week.
- Education on what constitutes a hate incident has been delivered in targeted areas, such as The Bell Hotel in Epping Forest (which temporarily housed asylum seekers) and New North House (which is a residential building in Brentwood used by a London council).
- Hate Crime Ambassador training is offered to all local IAG members, who can share the benefits with the community and encourage others to take up Hate Crime Awareness training.

Priority 6 – Protecting Children and Vulnerable People

Working with safeguarding partners and the Southend, Thurrock and Essex Safeguarding Boards we will:

Bring more perpetrators of rape and sexual abuse to justice.

- The solved rate for both Rape and Other Sexual Offences in the three months to the end of September 2021 was 2.5% and 8.6% respectively.
- The Early Advice process, where lawyers are involved in early stages of an investigation, has seen a significant increase in submissions by Essex over the past two quarters. This process helps to build strong cases from outset, agree joint action plans and improve timeliness. Essex currently submits 40% of early advice files in the region. Force and regional meetings with CPS colleagues are in place and a real 'prosecution team ethos' has developed.
- Essex Police has been developing a strong and positive relationship with the rape crisis teams. The First Responder project, which ensures a victim of sexual abuse is contacted within 24 hours by an Independent Sexual Violence Advisor (ISVA), has been reviewed by the Ministry of Justice and shared as good practice. These referrals into ISVAs have increased significantly since 2016.
- Additional funding has been received for repeat and vulnerable victim groups. Four additional Independent Sexual Violence Advisors (ISVAs)
 have been recruited and are part of a targeted engagement pilot to provide bespoke support to vulnerable repeat victims and improve
 engagement with the CJ process. Research through the Prime Minister's Implementation Group identified four victim type profiles who are
 more likely to disengage with the criminal justice process. This pilot will commence until March 2022 where it will be subject of academic
 evaluation with a view to applying for permanent funding through the Big Lottery, if successful.
- Safeguarding partners share training with Essex Police on topics such as inter-agency child protection, awareness of the impact of trauma and communication alongside safeguarding practitioners.
- The regional governance board is in the process of setting up an engagement group to jointly deliver inputs on a quarterly basis with ethnic minority groups, women and girls and vulnerable persons.
- Engaging with schools to jointly deliver events with partners to teach professionals to tackle culture and understand the signs of sexual abuse and harassment and reporting methods.

Priority 7 – Improve Safety on our Roads

Working with Safer Essex Roads Partnership we will:

Build on the success of reducing those killed or seriously injured on our roads by working with our partners on the Safer Essex Roads Partnership to set an ambitious long-term target for significant further reductions.

- During this quarter, a total of 228 people were killed or seriously injured following a road traffic collision. This compares to 196 who were killed or seriously injured during the same period last year. 17 of those were fatalities, which is up from 15 in the same time last year (increase of 2). A total of 26 people have been killed during Q1 & Q2 2021/22 compared to 17 over the same period during 2020/21.
- Community Speed Watch The scheme has continued to work efficiently during Q2. A total of 8,190 first time and 402 second time warning letters have been sent to registered keepers. Further Police action has been enacted on 42 occasions for multiple offenders. A total of 21 new groups have also been established during Q2. The scheme currently supports 121 groups and 1,150 volunteers.
- Extra Eyes During Q2 Extra Eyes received 802 incidents to view which resulted in the following outcomes for some key offences: Close Pass (cyclists v vehicle) 215 (positive outcome 48%), Careless Driving 208 (positive outcome 59%), Red Traffic light 53 (positive outcome 89%), and Traffic Sign Contravention 165 (positive outcome 79%).
- Vision Zero Launch On Monday, September 13th the Safer Essex Roads Partnership launched the Vision Zero Project. This multi agency event received exceptional coverage throughout the day, engaging with members of the public and local media. Vision Zero embraces a Safe System approach to delivering zero road deaths and zero serious injuries by 2040.
- Surround A Town Days On July 2nd Surround a Town events restarted in partnership with the Safer Essex Roads Partnership which focus upon significant uplift in road safety education, enforcement and engagement on selected days. Southend, Colchester, Epping, Chelmsford and Brentwood have all hosted these specific days of action to date resulting in a wide range of road traffic offences including the seizure of 18 escooters. These days include the support of Community Speed Watch groups.
- Operation Solstice During Q2 Roads Policing has led a force wide operation engaging, educating and enforcing the use of illegal e-scooters. There is a particular emphasis placed upon engagement with young people ensuring that, in conjunction with their parents or guardians, they are fully aware of legal and safety implications. A total of 99 e-scooters have been seized during Q2 by Essex Police.