

## **POLICE AND CRIME PANEL**

**Meeting to be held on 12<sup>th</sup> October 2015**

### **Police & Crime Plan Performance Monitoring Report**

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#### **EXECUTIVE SUMMARY**

The Purpose of this report is to provide Members of the Panel with an update on progress in delivering the Police and Crime Plan (the Plan) for Lancashire 2013-2018 including a performance report in relation to the success measures contained within the Plan and a brief outline of other key commissioner activity.

This report covers the time period 10<sup>th</sup> July to 25<sup>th</sup> September 2015.

#### **RECOMMENDATION**

The Panel is asked to consider the report.

#### **1. Background**

1.1 The Plan came into effect on the 15 March 2013 and sets out the priorities the Police and Crime Commissioner (PCC) for policing and community safety across Lancashire. The Plan contains four police and crime priorities and sets out governance and accountability agreements.

#### **2. Format of the Report**

2.1. This report is presented in three sections as follows:

**Part 1** – an update on progress for each of the objectives listed in the plan.

**Part 2** – a quarter 2 performance monitoring report.

**Part 3** – a brief outline of the PCC's key activity in relation to role and function not captured in parts 1 or 2 of this report.

#### **3. Part 1– Update on Police and Crime Plan Priorities**

## **a) DEFEND FRONTLINE POLICING**

### **(i) Futures Programme**

- 3.1 The Constabulary has a dedicated team of officers who deliver the Futures Programme. The Futures Programme is the change team who review the business of the Constabulary in order to deliver savings, efficiencies and better working practices.
- 3.2 There have been four work streams in Phase One:
- One Team (Local Policing)
  - Serious and Complex Crime
  - Support Services
  - Resourcing
- 3.3 The Commissioner has endorsed 6 Business cases from the Chief Constable from all four areas which will realise savings of £10.5 million. There will be a reduction of around 180 police officer posts, and a growth of police staff posts of around 40 due to workforce modernisation. However, the number of Community Beat Managers will stay the same at 277 as will the Police Community Support Officers.
- 3.4 The savings will be achieved by:-
- the reconfiguration of the immediate response, planned response and targeting teams in to a single response model delivering all three functions.
  - the reconfiguration of Neighbourhood Policing to create 3 types of Community Beat Manager (CBM) posts to include early action CBM, Priority Ward CBM and NHP Response CBM. There will be no reduction in the number of CBMs.
  - revising the distribution of NHP Sergeants.
  - reducing the number of geographic Inspectors to reflect the new Divisional Structure.
  - revising the Demand Reduction Unit
  - reducing the number of Licencing Sergeants
  - restructuring of the departments within Serious and Complex Crime.
- 3.5 The Commissioner will be considering the Implementation Plans for the areas of business agreed at the next meeting of the Joint Management Board on the 30 September.

(ii) Recruitment

- 3.6 An external recruitment window for police officers opened on 1 October and closes on the 13 October 2015. This campaign aims to appoint 120 high calibre candidates during 2016/17.

(iii) ICT projects

Expansion of Body Worn Video

- 3.7 Following a successful rollout of Body Worn Video (BWV) to a large proportion of the Immediate Response Officers in 2014 (150 cameras) the Commissioner has approved funding to purchase a further 101 cameras and the supporting digital evidence management equipment.
- 3.8 The second phase of the rollout will increase the number of cameras at some of the existing locations and also extend BWV capability to Chorley, Morecambe and Fleetwood briefing bases. The current timeline is that all of the sites within the second phase of the rollout will be fitted out with the required back office infrastructure and be operational by the beginning of October 2015.

Replacement for the Constabulary's ageing Personal Digital Assistants.

- 3.9 Further to the Commissioner commitment set out in the Capital Programme as part of the 2105/16 budget the Commissioner has approved the provision of 2194 Kelvin Connect equipped Samsungs to all front line policing staff at cost of £4.854M. (Decision 2015/32)
- 3.10 These devices replace the Constabulary's end of life Personal Digital Assistants (PDAs) with a modern 'fit for purpose' product (**Kelvin Connect Samsung Galaxy Smartphone**).
- 3.11 The next stage of the process is the training of the staff within the scope of the rollout. This equates to just over 2100 staff and will take place between the 7<sup>th</sup> of September and the end of November 2015. The logistics of training this number of staff in such a short time frame is extremely challenging, but against a tight deadline plans have now been finalised to facilitate this critical phase of the project.

(iv) Citizens in Policing (CiP)

- 3.12 Lancashire is proud to be part of the national Citizens in Policing programme, which extends the opportunities for volunteering in policing through the Special Constabulary, Volunteer Police Cadets, Police Support Volunteers, Community Volunteers and Watch schemes. Volunteers can make a crucial contribution to our communities, acting as advocates for the police, increasing understanding and building cooperation and trust - helping to make Lancashire a better place to live and work. The Police and Crime

Commissioner maintains the CiP Action Plan through the CiP Programme Board.

#### Neighbourhood Watch

- 3.13 The Commissioner has met with senior representatives of the Neighbourhood Watch (NHW), including the Chair of Lancashire Watch Schemes, Roger Baines to discuss funding proposals to allow NHW to continue to provide valuable support to the police, other agencies in crime prevention and reduction activities.

#### Volunteer Police Cadets

- 3.14 Since its introduction in 2013, there are now 450 cadets across the county with a further 200 being recruited by 2016.
- 3.15 The aims of Volunteer Police Cadets (VPC) are to;
- Promote a practical understanding of policing amongst all young people
  - Encourage the spirit of adventure and good citizenship
  - Support local policing priorities through volunteering and give young people a chance to be heard
  - Inspire young people to participate positively in their communities
- 3.16 The benefits for the Constabulary include;
- Increasing community engagement activity involving young people
  - Providing increased visibility and impact on Confidence
  - Reducing demand by targeted Early Action involving young people
  - Broadening workforce mix and diversity
  - Increasing capacity to deliver policing services
  - Engendering greater social responsibility especially amongst the young
  - Enhancing efficiency and value for money in the provision of service
  - Providing outreach service giving opportunity for an early police exit
- 3.17 In August, Volunteer Police Cadets from Burnley and Preston won the National Cadet Competition at the College of Policing base in Scotland, Tulliallan Castle in Scotland.

#### Special Constables

- 3.18 The Commissioner's ambition is to have over 650 Special Constables in place by the end of 2016 and to 'totally integrate' the Specials and mirror the working and treatment of the regulars. 70 people have been recruited in April, July and October. Lancashire currently has 431 Special Constables.

(v) Visibility

3.19 A recent review of the Constabulary's vehicle fleet identified that it was possible to increase the number of 'visible' liveried police vehicles. Therefore, the Constabulary will be replacing a number of plain vehicles ending their life with part livered police marking to increase visibility. In fact, the Constabulary has just ordered the first 20.

(vi) The Cumbria and Lancashire Strategic Alliance (CALSA)

3.20 Since the last meeting the Commissioner and the Chief Constable have entered in to a strategic alliance with Cumbria.

3.21 The Cumbria and Lancashire Strategic Alliance (CALSA) is intended to develop the relationship, build confidence and deliver policing services to both counties that are more efficient and effective. The outcomes should reduce cost and/or improve resilience and/or capability. It is intended to enable the two Constabularies to develop models of policing together, while not constraining each Constabulary's ability to work with other partners. CALSA is not a merger proposal and wholesale force mergers are specifically excluded from the scope of the CALSA. The intention is that the two Constabularies will work together to improve services to the public and bring benefits to both Constabularies, while remaining independent organisations.

**B) PROTECT VULNERABLE PEOPLE**

(i) Domestic Abuse

3.22 Through the Lancashire Domestic Abuse Strategic Group the Commissioner has been supporting the development of a pan-Lancashire Domestic Abuse Strategy. This will be supported by a delivery plan which will help to inform the re-commissioning of Domestic Abuse services.

(ii) Young Person's Sexual Abuse Services

3.23 In June the Commissioner provided £50,000 from the Ministry of Justice Victims Grant for counselling and therapy services to be delivered pan-Lancashire by The Trust House and the Birchall Trust and committed to provide a further £50,000 once the service is operational.

3.24 In July the Office of the Police and Crime Commissioner assisted in the identification of suitable premises in the East Lancashire area by linking The Trust House with Princes Trust. We are continuing to work with Trust House and Birchall Trust to identify suitable premises in other areas in Lancashire.

3.25 Since the last meeting of the Panel the Commissioner has funded the following projects from the Community Safety Fund.

<b>Pan-Lancashire</b>	National Ugly Mugs Scheme	£7,000
<b>Blackpool CSP</b>	ASB & ASBRAC Co-ordinator	£45,500
<b>Chorley</b>	Street Pastors	£5,000
<b>West Lancashire CSP</b>	Respect Me Too Project	£2,600

### **C) TACKLE CRIME AND REDUCE RE-OFFENDING**

(i) Lancashire Criminal Justice Board (LCJB)

3.26 The LCJB consists of the following statutory partners – CPS, Lancashire Constabulary, HMCTS, Legal Aid Agency, CRC and meets every two months and has a strategy for delivering an effective Criminal Justice system for all people across Lancashire meeting the needs of victims and witnesses, preventing and reducing reoffending and fairly, jointly and swiftly bringing offenders to justice thereby inspiring confidence in the Lancashire Criminal Justice System. The LCJB Strategy is currently being refreshed to ensure it continues to be fit for purpose.

3.27 The LCJB has met since the last panel meeting and monitored the successful implementation of the Transforming Summary Justice Agenda in particular the increased quality of court files together with the optimising court dates for anticipated pleas. This provides a better service for victims and witnesses who should no longer have to have court dates continually re-arranged as one date is set working with custody sergeants and appropriate bailing patterns to allow full preparation of cases by all involved.

(ii) Community Rehabilitation Company (CRC)

3.28 Following the introduction of new legislation Probation Trusts have been replaced by the National Probation Service (NPS) for serious offenders and the Community Rehabilitation Company (CRC) for lower level offenders. Sodexo have been awarded the contract for Lancashire and Cumbria CRC and the Commissioner meets with senior executives from the CRC regularly to ensure they continue to work towards his objectives in reducing re-offending. In this regard, the OPCC has introduced to the CRC new partnerships for them to work with eg Chance 2013 (an organisation specialising in the encouragement of large employers to employ ex offenders) and AFC Fylde who have obtained funding from the PCC towards a reducing reoffending scheme of training and education over in the Fylde area.

(iii) Avert

3.29 In July the Commissioner opened the Preston branch of **Avert**. Avert is part of the Lancashire Womens Centre and receives funding from the OPCC to prevent women re offending. 'Avert' allows us to integrate women back into society, able to manage everyday struggles in a more positive way. It is believed that 93% of women engaging on the Avert scheme do not reoffend. Avert now operates in Blackburn, Burnley and Blackpool.

(iv) Child Sexual Exploitation (CSE)

3.30 This is a major area of risk nationally and very much a high priority for the Commissioner and the Constabulary.

3.31 Currently staff are working on the arrangements for CSE week which will take place on the 9-13 November 2015.

3.32 The Office has conducted a number of meetings with the Police, Licensing Officers, Safeguarding Chair and other relevant representatives to introduce consistency where possible and tighter measures on issue, renewing and revoking of taxi drivers licences as a result of a number of high profile cases linking taxi drivers to CSE.

3.33 In July, South Division successfully infiltrated a human trafficking gang in Preston and arrested a number of males and took two young girls to safety. This has highlighted the need for vigilance and education in this regard and work is underway to work with Hope for Justice and the Constabulary to ensure training is provided to our partners in this regard.

(v) Early Action

3.34 Early Action is a project involving a collaboration of public services both statutory and non-statutory who will collectively provide the most appropriate, quality support at the earliest point possible in that individuals life. The aim of Early Action is to prevent problems occurring in the future rather than having all services eventually responding to them individually. The Innovation Fund bid submitted to the Home Office in January of this year was successful in securing 4.2 million pounds to support the delivery of this early intervention to children, families and adults consistently and equally across the whole of Lancashire in this shared way.

3.35 The Commissioner is working closely with the Constabulary's Finance Department in order to track and monitor the Police Innovation Fund expenditure in respect of the Early Action initiative further to the funding award of £4.2M over 2 years.

5.36 Recently the draft outcomes framework was produced with partners which will now allow the Commissioner and Constabulary to commence discussions for a formal evaluation.

5.37 A pilot is being developed by the Commissioner, supported by partners and Lancashire County Council within South Policing Division in the Ribbleton area. The ethos being, prevention and intervention and working together to provide a holistic whole family approach in response to problems, rather than each service dealing in isolation. Terms of reference are still being drawn up but work streams have begun to deal with estates, data sharing, individual agency/service priorities, redesigning of services, resources and other relevant work streams.

(vi) Business Crime

3.38 Arrangements are underway to hold a business crime conference on 10 November 2015 to raise awareness of crime prevention and partner engagement. This is an action set out in the Business Crime Strategy for Lancashire.

3.39 Since the last meeting of the Panel the Commissioner has funded the following projects from the Community Safety Fund.

Pan-Lancashire	LSP Challenge Through Sport Initiative	£10,000
Pan-Lancashire	Operation Parents Get Social	£3,500
Blackburn	Making Every Adult Matter	£24,212
Blackpool CSP	CSP Officer	£45,500
Burnley, Pendle & Rossendale CSPs	Through The Gate Programme	£2,400
Burnley, Hyndburn & Ribble Valley CSPs	CAN SAFE Operations	£11,152
Fylde CSP	Adult Community Re-integration Programme	£5,000
Preston CSP	Park IT 2015	£5,000
Preston	INTACT Youth Café	£4,290
West Lancashire	Bright Sparx & October Half Term Activities	£2,714

## D) CHAMPION THE RIGHTS OF VICTIMS

(i) Victims' Services

3.40 The core offer of services for victims has been commissioned from Victim Support and the Commissioner has met with them to review the service delivery at the end of the first quarter period, April – June 2015.

3.41 The Commissioner has developed a suite of performance measures which are reviewed quarterly to monitor services provided for victims.

3.42 Whilst this was a transition period from their former national contract with the Ministry of Justice to the local contract there has been a slight increase, just under 6%, in the number of victims being referred for support services when compared to the same period in 2014/15. This means that all local authority areas have seen an increase in the number of victim cases being processed by Victim Support.



- 3.43 Further to the Commissioning of Victims Support to provide the victims services, further commissions have taken place. In addition to the grants awarded to Birchall Trust and Trust House reference at 3.23, the Commissioner has awarded Victim's Voice a grant of £182,480 to deliver a support and awareness raising service for victims of all strands of Hate Crime. The three Hate Crime Caseworkers, one located in each of the policing Divisions, and a pan-Lancashire Outreach Worker have been recruited and started work in mid-September.
- 3.44 Key performance indicators have now been agreed with Victims Voice, Birchall Trust and Trust House in respect of the Victims contract. It is intended that data will be reported to the PCC on a quarterly basis in order that the effectiveness of the contract can be monitored.
- (ii) Code of Practice for Victims
- 3.45 Monitoring of compliance with the Code by all criminal justice agencies in Lancashire is being undertaken by the Victims and Witness Sub Group of the Lancashire Criminal Justice Board. This group is chaired by the Commissioner's Victims' Commissioning and Partnerships Manager and the office has led on the development of the monitoring framework. The action plan is part of the LCJB strategy.

#### **4. Part 2 – Performance monitoring report**

- 4.1 The Police and Crime Plan as indicated has a number of priorities and a range of performance measures developed in conjunction with the Chief Constable that enable the PCC to monitor both the performance of Lancashire Constabulary and the implementation of the objectives set out in the plan.
- 4.2 The performance is measured on a comparative basis. The actual in year performance with the position 12 months ago and the actual in year with the position at the end of March 2015.
- 4.3 The measures are shown in full in **appendix A**, with the latest performance data shown where appropriate or a short comment for measures with an outcome focus. A 'RAG' rating has also been applied, where appropriate, to each measure as follows:
- **Green** – this indicates the current performance is at or above the comparative position
  - **Amber** – this indicates current performance is marginally below the comparative position.
  - **Red** – this indicated that the current performance is below the comparative position.

**NB** – There are no performance targets but rather a suite of measures by which the Commissioner can monitor the performance of the Chief Constable.

## 5. Part 3 – Commissioner and Office Activity

- 5.1 The following provides a brief outline of key PCC activity not captured in parts 1 or 2 of this report, but which will be of interest to the panel. This update relates to period 1 July to 25 September 2015.
- i) Independent Joint Audit and Ethics Committee
- 5.2 Members will be aware that Police integrity has been the subject of media coverage based on a small number of high profile cases amongst police officers. When police officers and staff fall short of the standards expected, it can have a damaging effect on public confidence in policing.
- 5.3 A new Code of Ethics across the police service, introduced by the College of Policing, has been approved by Parliament and is now in force. The Code applies to all police officers and staff; Special Constables of Lancashire Constabulary; staff in the Office of the Police and Crime Commissioner (OPCC); contactors and volunteers. Its objective is to support each individual to deliver the highest professional standards in serving the public.
- 5.3 In Lancashire, to help build trust and public confidence, the Police and Crime Commissioner and the Chief Constable have agreed to establish a Joint Audit & Ethics Committee, to support the embedding of the Code, provide assurance on the handling of complaints and disciplinary matters, provide strategic and expert support and guidance to senior leadership teams and facilitate public scrutiny and encourage public debate in the complex area of police ethics.
- ii) Community engagement activities
- 5.4 It's been a very busy summer for the Commissioner who has taken the opportunity to accompany police officers on a number of operational activities particularly including high profile raids and some very successful convictions which have put criminals from the county behind bars. The Commissioner has also visited some of our partners to see the work they are doing to help us make Lancashire a safe and welcoming place; seen for himself the support offered to many crime victims through organisations he helps to fund; and engaged with residents on issues relating to Police and Crime in their neighbourhoods.
- 5.5 The Commissioner has met all Council Leaders and their Chief Officer discussing his performance against the Police and Crime Plan, proposals for meeting continued cuts and also to understand the priorities of our stakeholders when it comes to policing. There are lots of opportunities for us all to work together to reduce crime and improve community safety.

5.6 In addition the Commissioner has visited the Lancashire Council of Mosques, Asian Women's Forum and attended events to mark Pakistani Independence day engaging with members of the Muslim community.

**(iii) Let's Talk Policing**

5.7 Over the summer the Commissioner embarked on a series of road shows right across the county, visiting every borough area to talk to residents and listen to their concerns. The road shows were a great success with more than 200 people coming to speak to him and raise issues. What was also pleasing was the very positive feedback the Commissioner received on the work the police are doing and how they are valued.

5.8 One of the most valued events was a very frank discussion with young people at Blackburn Youth Zone who let me have it with both barrels with some of the young people discussing how they could join the Constabulary in the future either as officers or in specialist staff roles.

5.9 As part of the road shows the office undertook independent market research to evaluate a number of issues relating to policing priorities, views on neighbourhood patrols and how people want to report minor crimes.

5.10 Solving major crimes remains firmly embedded in people's minds as their number one priority, followed by investigating local crime and anti-social behaviour, and protecting children and young people from sexual exploitation and abuse.

5.11 Patrolling neighbourhoods remains an issue with many respondents saying they want to see patrols where there are regular reports of crime (fourth most important priority) but far fewer wanting to see regular patrols in low crime areas (second least important priority).

5.12 More people are asking to report crimes on the telephone (55%) or online (32%) than at a police station (5%) or in their own home (9%).

5.13 At the time of writing this report the Commissioner has recently embarked on further consultation in relation to the police precept and is asking residents if they are willing to pay modest increase in the amount they pay towards policing in the county.

5.14 The results of this consultation will inform the Commissioner's decision when he considers the police budget for 2016/17 before consulting with Panel at their next meeting in the New Year.

(iv) Open weekend

5.15 Last weekend (3-4 October) the Commissioner had the pleasure of welcoming thousands of visitors from across the county to the very busy Open Weekend at Lancashire Police Headquarters. Funded from Proceeds of Crime – that is money seized from criminals – the weekend featured the work of operational police services including mounted branch, fire arms and the dog unit. Visitors were able to engage with their neighbourhood team and were treated to a tour of the Contact Centre where all incoming calls to 101 and 999 are dealt with.

5.16 The Office also launched the new Lancashire Victim Services website to the public at the weekend, providing lots of advice and access to support for people who have been victims of crime, whether or not they have reported it to the police.

(v) In the Know

5.17 In The Know is a free messaging service provided by Lancashire Police where the public decide when and how they are kept informed about the issues that matter. Through in the Know residents can find out what's happening in their area, receive regular crime updates, information on road closures and learn about what their local neighbourhood policing team is doing.

5.18 The Commissioner recently launched a new email alert service for residents and stakeholders to keep up to date with the latest news, consultations and activity from his office. The Commissioner will issue a monthly bulletin to registered users across the County. Currently 14,000 subscribers have signed up to receive information from his office and we are working hard to grow that number. People can register via his website [www.lancashire-pcc.gov.uk](http://www.lancashire-pcc.gov.uk) and clicking on the 'In the Know' icon.

(vi) Lancashire Chronicle

5.19 Panel members will be aware the Commissioner also issues a regular e-newsletter to stakeholders informing them about his decisions and the work of his office and updates from constabulary.

(vii) Social Media

5.20 Social media has continued to grow in popularity and give the Commissioner a new way of engaging directly with residents. The Commissioner's follower numbers have increased dramatically in the last few months rising to more than 3,000 followers on Facebook and heading towards 4,000 on Twitter.

5.21 You can keep up to date by following the Commissioner @LancsPCC on Twitter or [www.facebook.com/Lancspcc](http://www.facebook.com/Lancspcc)

(viii) Funding

5.22 The Commissioner has previously allocated £10,000 funding to each of the District Community Safety Partnerships and have offered a 20% funding uplift for those CSP that work together to deliver projects and programmes. The table below shows the current CSP spend and the funding that remains available:

District	Funding Spent	Funding Available
Burnley	£4517.33	£5,482.67
Chorley & South Ribble	£00.00	£20,000.00
Fylde	£5,000.00	£5,000.00
Hyndburn	£3,717.33	£6,282.67
Lancaster	£00.00	£10,000.00
Pendle	£800.00	£9,200.00
Preston	£5,000.00	£5,000.00
Ribble Valley	£3,717.33	£6,282.67
Rossendale	£800.00	£9,200.00
West Lancashire	£5,314.15	£4,685.85
Wyre	£00.00	£10,000.00

(ix) Commissioning/Procurement

5.23 This period the Commissioner has been reviewing an analysis of the Constabulary's local spend. In 2013/14 approximately 52% of the available spend was within the North West region and this increased to 54% in 2014/15. This spend relates to spend not committed through regional, national collaborative/framework agreements. The Commissioner continues to focus on monitoring local spend (as appropriate) and as referred to previously in the report, the Commissioner has recently signed off a Strategic Alliance with Cumbria as referenced at 3.23.

5.24 During this period also, evaluation has been on-going relating to funds awarded to projects through commissioning in 2013/14.

5.25 Additionally, the Commissioner is reviewing a number of national collaboration agreements and these will be signed-off in the next period.

(x) Police Innovation Fund 2015/16

5.26 The Home office has now opened a window in respect of expressions of interest for next year's Police Innovation Fund (PIF) bid, and the Constabulary and Commissioner are now considering a number of potential opportunities.

(xi) Consultation Responses

- 5.27 Since the last meeting of the Panel the Commissioner has responded to the following Consultations.
- Enabling closer working between the emergency services
  - Reforming police funding arrangements in England and Wales
- 5.28 In relation to the Government's consultation on reforming the funding formula used to distribute funding between the 43 forces in England and Wales.
- 5.29 Whilst the Commissioner welcomes a 'simplified allocation model' and one which allocates funding fairly, the Commissioner believes that it has the potential to have a dramatic impact (good and bad) on police forces in the UK and it is therefore imperative that in the context of the principles and the proposed allocation model, exemplifications must be available to aid meaningful consultation.
- 5.30 Therefore, the Commissioner has written to all Lancashire MP's for their support to lobby and make representations to colleagues in the Home Office, including the Home Secretary and particularly the Police Resources Policy Team, to ask them to provide exemplifications as soon as possible.
- 5.31 The Commissioner has also written to all Lancashire MP's for their support to lobby and make representations to colleagues in the Treasury to ask them to consider the response and evidence provided by the APCC.
- 5.32 The Commissioner believes that the budget reductions on the scale implied by the planning guidelines for CSR15 will mean major restructuring of all the public services charged with maintaining law, order and public safety.
- (xii) Forthcoming events
- 5.33 Next week the Commissioner will be attending the launch of the Constabulary's new Valuing Difference Strategy which aims to ensure we respect and value the diversity in our workforce.
- 5.34 In October we have Hate Crime Week which runs from Saturday 10 October to Saturday 17 October 2015 when we will hold, with partners, various activities to raise awareness of what Hate Crime is and how to report it.
- 5.35 Additionally, in November we have Child Sexual Exploitation Week when we will once again hold, with partners, a series of events aimed at raising awareness and encouraging more people to report perpetrators or identify potential victims. As part of the week there will be a national conference with

practitioners from across the public sector coming together to share best practice and learn from Lancashire about our efforts.

- 5.36 A young people's conference will also take place with young people from schools and colleges across the county coming together to help produce a campaign toolkit to take back to their schools to help improve understanding among their peers.

## **6. Recommendations**

- 6.1 Members of the Panel are invited to consider the report.

Priority	Measure	Previous 12 month period (September 13 - August 14)	RAG Status/Comment	Actual in year performance (September 14 - August 15)	RAG Status/Comment	Position as at March 2015 (April 14 – March 15)
Defend Frontline Policing	Public Confidence	89.4%	↑	90.9%	↓	91.1%
	Response times to answer 999	76.0%	↑	87.4%	↑	79.7%
	Response times to answer 101	65.1%	↑	75.4%	↑	63.7%
<p><b>Notes:</b></p> <p>The <b>Public Confidence</b> Survey is a monthly telephone survey. The Survey is a mandatory survey of 600 randomly selected people and is undertaken independent of the Constabulary by SMSR.</p> <p><b>*999 Target Response</b> is 90% in 10 Seconds. Performance for September (Up to 29th September) was 86.96% with an average time to answer of 4.7 Seconds.</p> <p><b>**101 Target Response</b> is 80% in 40 seconds. Performance for September (up to 29th September) was 78.46% with an average time to answer of 28.4 seconds.</p> <p><b>Total Calls Offered:</b> This is the total number of calls into Contact Management.</p> <p><b>Calls to log ratio:</b> This the number of incidents recorded divided by the number of 'Calls Offered' expressed as a percentage.</p>						
Total Calls Offered		1,169,042		992,832		1,077,562
Calls to log ratio		44.8%		51.7%		47.9%
Number of Police Officers		2,976		2,999		2,943
Number of PCSOs		339		344		366
Number of Special Constables		442		431		367
Number of Cadets		450		450		450



Priority	Measure	Previous 12 month period (September 13 - August 14)	RAG Status/Comment	Actual in year performance (September 14 - August 15)	RAG Status/Comment	Position as at March 2015 (April 14 - March 15)
Protect Vulnerable People	Recorded Number of Domestic Abuse Referrals	28,424		23,425		26,040
	All Sexual Offences	1,828		2,252		2,006
	Sexual Offences on Children Under 16	941		1,165		1,001
Tackling Crime & Reducing Re-Offending	Number of Crimes Recorded	94,099		92,412		92,629
	Number of Anti-Social Behaviour Incidents	77,492		75,939		76,318
	Number of Business Crimes	9,693		9,393		9,390
Champion the Rights of Victims	User Satisfaction	84.9%	↓	81.7%	↓	82.5%
	Restorative Justice Referrals and Outcomes			*48		**211

**Notes:**

The **User Satisfaction** Survey is a monthly telephone survey that monitors satisfaction from victims of crime. The survey is a Home Office requirement and the data informs service improvements locally. The Constabulary survey victims of: domestic burglary, violent crime, vehicle crime, and racist incidents and measure satisfaction through the different stages of service:

- Initial contact
- Actions taken
- Follow-up
- Treatment
- Whole experience

**Number of Business Crimes:** The 'Business Crime' figures are the sum of the Robbery Business, Shoplifting and Making Off Without Payment classifications within the Home Office Counting Rules for Recorded Crime.

**Champion the right of victims**

\* Figures for 1 April '15 to present

\*\* Figures for 1 April '14 to 31 March '15