

STRATEGIC SCRUTINY MEETING

**THURSDAY 15 SEPTEMBER 2016 AT 2.00PM IN ROOM AO6, COUNTY HALL,
PRESTON**

NOTE

PRESENT

Clive Grunshaw - Police and Crime Commissioner
Steve Finnigan - Chief Constable, Lancashire Constabulary

IN ATTENDANCE

Ian Cosh – Director of Resources
Neil Ashton - Superintendent, Lancashire Constabulary
Pete Lawson – Chief Superintendent, Lancashire Constabulary
Steve Freeman – Chief Finance Officer
Alan Brown – Head of Finance, Lancashire Constabulary
Ian Dickinson - Standards and Governance Officer, Office of Police and Crime Commissioner

NOTE AND ACTIONS FROM LAST MEETING

The Police and Crime Commissioner was pleased to note that all the actions identified at the last meeting had either been completed or ongoing and no actions were outstanding.

PERFORMANCE

The Chief Constable presented a report on performance figures in respect of crime reduction and detection rates, with particular reference to an overview of performance; the priorities contained within the Police and Crime Plan; and finance and resources. Overall, the Chief Constable believed that the figures highlighted good performance.

All Crime – The Chief Constable advised the Commissioner that 39 forces were now recording an increase in all crime. With regards to Lancashire, the 'In Year Performance' to July versus the 'Previous 12 Month Period' showed an increase of 8,691 crimes (9.43%) and that the current forecast for 2016/17 was an increase of 13.4%.

The main crime categories which had contributed to the increase at Force level were predominantly in the following:

- Violence Against the Person – Up 6,013 crimes (26.9%)
 - Harassment – Up 2,028 crimes (105.9%)
- Criminal Damage & Arson - Up 1,550 crimes (9.6%)

- Public Order Offences - Up 748 crimes (37.2%)
- Public Fear, Alarm or Distress - Up 515 crimes (42.2%)
- All Sexual Offences - Up 696 crimes (31.2%)
- Vehicle Offences - Up 674 crimes (7.7%)
 - Theft from a Motor Vehicle - Up 465 crimes (8.6%)
 - Vehicle Taking - Up 308 crimes (15.9%)

As detailed at the previous Strategic Scrutiny meetings one of the most notable exceptions was in relation to Harassment with increases of 105.9% when comparing the 'In Year Performance' to 'Previous 12 Month Period'. This increase was due to the introduction of a new sub category within Harassment (Malicious Communications) which was previously a non-recordable crime.

The Chief Constable also reported that there have been favourable results in:

- **Vehicle Interference** (Down by 142 crimes or 10.6%)
- **Bicycle Theft** (Down 265 crimes or 12.5%)
- **Shoplifting** (down by 91 crimes or 1.2%)
- **Drug Offences** (down by 573 crimes or 19.2%)

Public Confidence

The Chief Constable advised that the Constabulary has seen a REDUCTION of 4.7% in public confidence from 86.1% to 83.6%.

The Chief Constable advised the Commissioner that an Engagement Strategy had been implemented, which should assist with the process of working towards increasing public confidence.

The Police and Crime Commissioner appreciated that the survey was based on a small sample size and that to increase the number of people surveyed would be expensive. However, it was important to him to understand what was impacting on public confidence in the police.

In response the Chief Constable advised the Commissioner that the Constabulary was currently looking at ways in which it could ensure the survey sample was more representative of the community, without biasing the survey results and that research was currently being undertaken to assess whether or not other forces conduct a confidence (or similar) survey and the methods they use.

The Commissioner thanked the Chief Constable for the update.

Response times to answer 999 and 101 calls

The Chief Constable advised the Commissioner that performance of both these measures were down in the 'In Year Performance' period when compared to both the 'Previous 12 Month Period' (999: Down 4.6%, 101: Down 4.1%) and 'Position as at March 2016' (999: Down 5.7%, 101: Down 8.3%).

It was noted that nationally for the months of June 2016 and July 2016 there had been a significant increase in call-demand affecting all emergency services. In June, July, and August Lancashire Constabulary experienced 999 call levels 14%, 21%, and 12% respectively above the corresponding months in 2015. This increase in demand and the increased complexity of the calls had adversely impacted on the performance of the Contact Management Centre.

In relation to non-emergency calls the Chief Constable advised the Commissioner that the Constabulary experienced 101 call levels 5%, 8%, and 6% respectively above the corresponding months in 2015. It was noted that there had been a steady increase in the average call length due to the complexity of calls and the changing nature of demand – especially public safety incidents.

The Police and Crime Commissioner whilst recognising the hard work of the staff in contact management expressed his concern that the performance had been an issue for a while and that the direction of travel was downwards rather than upwards.

The Chief Constable agreed to provide the Commissioner with a bespoke briefing setting out the complex issues within the centre and the ongoing work to understand and alleviate inefficient processes. In the meantime, the Chief Constable informed the Commissioner that there is a need to increase staffing levels by 20 to 295 permanent staff and to look to perhaps increase staffing levels to 315 on a temporary basis. This would require an incremental increase to minimise the impact.

Further, the Chief Constable informed the Commissioner that he was awaiting a briefing from the Systems Thinking review team supported by 'Perfect Flow' consultants in relation to process mapping which is hoped will improve the efficiency in the way calls are handled and demand flows through the room to front line resources.

ACTION – The Chief constable to provide the Commissioner with a briefing paper detailing the complex nature of demand being received by the Force Control Room prior to the next meeting of the Police and Crime Panel.

Police Officers - It was noted that the number of Police Officers (FTE) is down 5.2% (153.09 officers) to 2821. The Chief Constable informed the Commissioner that it was hoped that the Constabulary could maintain these levels, at least of over the next 12 months. However, it was recognised that the Constabulary still had to find £16M savings between now and 2019/20 and this would inevitably be reflected in people.

PCSOs – It was noted that the number of PCSOs was up 2.3% (8 PCSO's) based on head count. The Full Time Equivalent (FTE) is down 7.1% (22.08 PCSO's). However, it was noted that 56 new PCSOs joined the Constabulary in June 2016. 53% of these were Female and 2.2% from a BME heritage. Whilst no decisions have been made on when the next PCSO intake for 2016/17 will be the Constabulary already had a reserve list of 23 ready to be progressed through to appointment once this has been decided.

Police Volunteer Cadet – It was noted that the number of police volunteer cadets had REDUCED by 50 and currently stood at 437. The Chief Constable advised the

Commissioner that this was due to cadets being successful in becoming PCSOs or Special Constables. However, a recruitment drive was underway and the Chief Constable was confident that the Constabulary would increase the number of police volunteer cadets by over 200 by the end of September.

Special Constables – it was noted that the number of Special constables had INCREASED by 13.2% to 488.

Domestic Abuse Referrals

The Chief Constable advised that the referral numbers increased in the 'In Year Performance' period by 9.9% when compared to the 'Previous 12 Month Period'. Over the 'In Year Performance' period:

- 14.0% of Domestic Abuse Referrals had a 'High Risk' level. This was a reduction of 0.9% when compared to the 'Previous 12 Month Period' (14.9%).
- 32.8% had a 'Medium Risk' level. This was an increase of 1.7% when compared to the 'Previous 12 Month Period' (32.8%).
- 53.2% had a 'Standard Risk' level. This was a reduction of 0.7% when compared to the 'Previous 12 Month Period' (53.9%).

The Chief Constable reported that this was due to a better understanding of the issues by officers.

All Sexual Offences - The Chief Constable advised the Police and Crime Commissioner that increases in sexual offences were being recorded by 41 police forces. In relation to Lancashire, when comparing the 'In Year Performance' period against the 'Previous 12 Month Period' all sexual offences was up 31.2% (696 crimes).

The increase in All Sexual Offences was accounted for in:

- Sexual Offences (excl Rape) (Up 527 crimes or 34.4%)
- Rape (Up 169 crimes or 24.1%)

When comparing the 'In Year Performance' period against the 'Previous 12 Month Period', Sexual Offences on Children under 16 was up 30.9% (358 crimes).

The Chief Constable advised the Commissioner that HMIC had begun a programme of national inspections in relation to Crime Data Integrity and the reports of the first five inspections were released recently. Whilst it was not known when Lancashire would be inspected, it was noted that the Commissioner would be receiving a detailed briefing in the next two weeks.

Business Crime – the Chief Constable advised that Business crime had seen a reduction in the 'in Year Performance' when compared to the 'Previous 12 Month Period' of 0.2% (22 crimes), but is fairly static and has been in the long term trend.

It was noted that Shoplifting accounted for approximately 84% of Business crime. This had seen a reduction of 1.2% when comparing the 'In Year Performance' to the 'previous 12 Month Period'.

Making off without Payment had accounted for 15.2% of Business Crime. The 'In Year Performance' showed an increase of 5.7% compared to the 'Previous 12 Month Period'.

Robbery Business had accounted for 0.9% of Business Crime. The 'In Year Performance' showed a reduction of 8.5% compared to the 'Previous 12 Month Period', albeit this actually only equated to 8 crimes.

The Commissioner enquired as to how fraud against businesses was recorded. In response the Chief Constable believed that such crimes were recorded under the separate category of Fraud, however, he would provide clarity around how fraud impacted on Business Crime.

User Satisfaction - The Chief Constable advised that the Constabulary had seen a reduction of 1.3% in user satisfaction to 77.6% when looking at the 'Whole Experience' for the four groups combined (Burglary, Vehicle Crime, Violent Crime and Hate Incidents).

It was noted that 'follow-up' and 'police action' continued to be challenging but was of the view that there was no excuse for an officer not to 'follow up' especially if the member of public had provided an e-mail address or telephone number.

The Chief Constable reported that discussions were underway nationally to discontinue the mandated user satisfaction categories and replace it with a requirement that they will to seek insights from service users and an expectation that they will be able to demonstrate how these insights are used to improve policy, practice or performance.

With this in mind the Chief Constable suggested that there was an opportunity for the Constabulary to discuss with the OPCC which areas they would wish to see surveyed in the future.

ACTION – That officers from the Constabulary to liaise with the OPCC to discuss the future approach of undertaking user satisfaction surveys in line with Home Office Guidance when it is received.

USER SATISFACTION

It was agreed that this item had been considered as part of the overall performance report at item 2.

PUBLIC CONFIDENCE

It was agreed that this item had been considered as part of the overall performance report at item 2.

CONTACT MANAGEMENT UPDATE

It was agreed that this item had been considered as part of the overall performance report at item 2.

HER MAJESTY'S INSPECTORATE OF CONSTABULARY – INSPECTION PROGRAMME

The Police and Crime Commissioner received an update report in relation to the HMIC inspection programme for 2016/17.

The Chief Constable informed the Commissioner that the Constabulary preparing for the HMIC to inspect Lancashire on Effectiveness on the 1 November 2016. The Constabulary was last inspected on Effectiveness on 2nd November 2015 and the findings of the inspection gave the Constabulary an overall grading of 'GOOD' and made two recommendations. The Chief Constable gave an update in relation to the progress had made in relation to the recommendations around 'Forensic Hits' and 'people who are circulated as wanted on the police national computer' and enhancing its serious and organised crime local profile local profiles.

In preparation for the Inspection the Chief Constable committed to preparing a synopsis for the Commissioner prior to the inspection and the next meeting of the Police and Crime Panel.

A discussion ensued in relation to the approach and methodology the HMIC would take in relation to the inspection.

The Commissioner thanked the Chief Constable for the update.

ACTION – THE CHIEF CONSTABLE PROVIDE THE COMMISSIONER WITH A SYNOPSIS PRIOR TO THE HMIC INSPECTION AND THE POLICE AND CRIME PANEL.

HUMAN TRAFFICKING AND MODERN DAY SLAVERY

The Commissioner received a report advising him of the current issues with regards to Human Trafficking and Modern Day Slavery and the Constabulary's response to those issues.

In noting the issues the Commissioner appreciated that this was a complex issue and potentially the resources needed to address the matter could be limitless. The Commissioner also expressed concern that recent publicised cases indicated that the outcomes were poor for victims and pitiful sentences handed down to convicted criminals may discourage victims from reporting.

The Chief Constable agreed and concluded that the work of Lancashire Constabulary in this area was as advanced as other forces and would continue to better understand and tackle this type of crime as a priority.

IMPROVING VISIBILITY AND PRODUCTIVITY IN THE CONSTABULARY

The Commissioner received a report in respect of the use of technology in Lancashire and how it has increased visibility and productivity.

The Chief Constable reported that as a result of the Commissioners commitment to funding technology such as Samsung Smartphones, Panasonic Toughbook and Body Worn Video there had been an increase in the amount of time that officers spent out of the station. During December, alone, the increase in time equated to approximately a 3% increase in time. This was roughly 7-8000 extra officer hours spent out of the police station.

The Chief Constable also reported that there had been direct shift from paper 'stop and search' forms to digital forms as created on the Samsung Smartphone. This ability to create the form on the device prevented the need to re input the form at the station.

The Commissioner was also advised that the introduction of new technology was enabling officers, who were required to accompany people to hospital, to continue working electronically, which previously would have had to wait until they returned to the station.

The Commissioner welcomed the report which evidenced the return on the investment in new technology and asked for reports be presented periodically demonstrating how the use of technology in Lancashire was increasing visibility and productivity.

URGENT BUSINESS

No items of urgent business was presented

DATE OF NEXT MEETING

It was noted that the next scheduled Strategic Scrutiny meeting will be held on 20 December 2016.

PRIVATE ITEMS

DIGITAL INVESTIGATIONS – CYBER CRIME

The Commissioner received a report on the strategic issues the Constabulary faced as a result of technology on crime and the Constabulary's progress and future strategy for digital investigations and intelligence.

The Commissioner noted the report.

VETTING UPDATE

The Commissioner received a report providing an update in respect of the current position regarding vetting.

The Commissioner noted the report

A Harrison
Director