



**Lancashire
Constabulary**
police and communities together

REPORT TO :	STRATEGIC SCRUTINY MEETING
REPORT BY:	RYAN BRETHERTON
TITLE:	PERFORMANCE REPORT

1. Issue for Consideration

- a) The purpose of this report is to provide an update in relation to the performance of Lancashire Constabulary to the 31st January 2017.
- b) 'In Year Performance' refers to the 12 month period February 2016 to January 2017.
- c) 'Previous 12 Month Period' refers to the 12 month period February 2015 to January 2016.
- d) 'Position as at March 2016' refers to the 12 month period April 2015 to March 2016.

2. Recommendation

- a) The Commissioner is requested to review the report and make comments as appropriate.

3. Background

- a) This report advises the Commissioner of the performance of Lancashire Constabulary against the agreed performance framework agreed to support the delivery of the Police and Crime Plan.
- b) Appendix A of this report sets out the performance of Lancashire Constabulary to the 31st January 2017 on performance measures created under each Police and Crime Plan priority.

4. Protecting Local Policing

a. Proportion of Force Budget Spent on Front Line Policing

- (i) Due to financial figures being reported through financial years it is not appropriate to provide a comparison for a period which covers multiple financial years. Therefore the data is provided for the current financial year so far (April 16 to December 16) and 2016/17 as a whole.

(ii) HMIC, in the published value for money principles, classify budgeted spend into:

- Operational Frontline
- Frontline Support
- Business Support

(iii) The figures for 'Operational Frontline' for the 'In Year Performance' versus the 'Position as at March 2016' shows a reduction of 1.2% in the proportion of Force budget spent on front line policing from 74.7% to 73.5%.

(iv) The following table indicates the position for Lancashire compared to all Forces (ALL) and Most Similar Group (MSG) based on 2016/17 estimates:

	NRE £m	Force %	Averages (ALL)	Averages (MSG)
Visible	£73.7m	42.5%	38.2%	40.2%
Non Visible	£53.8m	31.0%	32.4%	31.3%
Operational Frontline	£127.5m	73.5%	70.6%	71.5%
Frontline Support	£15.3m	8.8%	8.7%	8.6%
Business Support	£30.6m	17.7%	20.7%	19.8%
Other *	£13.8m			
Total	£187.2m			

*Other represents costs such as OPCC, capital financing, pensions and national policing functions (counter terrorism/special branch).

b) Number of Police Officers & PCSO's

(i) For Police Officers, the 'In Year Performance' versus the 'Previous 12 Month Period' is down 3.3% (96 officers) based on head count. The Full Time Equivalent (FTE) is down 3.1% (90.49 officers).

(ii) For PCSO's, the 'In Year Performance' versus the 'Previous 12 Month Period' is down 9.7% (32 PCSO's) based on head count. The Full Time Equivalent (FTE) is down 6.3% (18.87 PCSO's).

(iii) Recruitment – work is on-going to promote Lancashire Constabulary as a great place to work. Police officer, Police Control Room Operator and Special Constabulary Officers recruitment campaigns took place and work began to develop new recruitment marketing materials.

(iv) The training dates for new recruits are scheduled according to business need and operational demand. The availability of new staff and their readiness for deployment in 2017/18 has been the deciding factor for intake training programmes. Currently these are:

- 30 transferees starting on 27th March 2017
- Up to 20 transferees starting on 12th June 2017
- 15 to 20 (maximum) UCLAN new recruits starting on 19th June 2017
- 18 to 20 Police Now Officers start training on 25th July 2017 and will arrive in Lancashire Constabulary in September 2017
- 60 new recruits starting 7th August 2017

- 40 to 60 new recruits starting on 4th December 2017 (dependent on step-down forecast)
- Business Support

c. Place-Based Policing

- (i) With regard to Place based policing plans: the commissioner will recall that Supt Dawson recently personally briefed him as to the current position in each division.
- (ii) The method of protecting the most vulnerable people in our communities by adopting a people focussed prevention approach through the Early Action work has started to become embedded across Lancashire. The emergence of integrated teams with public service partners will develop and strengthen our coordinated approach to tackling vulnerability together.
- (iii) This recognises the complex nature of demand placed on services requiring a collective response that is innovative with common aims and shared outcomes. This commitment to Early Action includes 75 dedicated police officers who will case manage and provide holistic support to children, families and adults in need across Lancashire.
- (iv) The independent academic evaluation of the different projects delivered as part of the PIF initiative has been completed and will be presented to Lancashire Constabulary in early April with some early positive indicators of success showing how taking a preventative approach works in improving the lives of vulnerable people and reducing demand on police and partner agencies.
- (v) This approach of developing integrated teams dovetails with the Place-based approach which is being developed across the Basic Command Unit (BCU) footprint. Each of the 9 Place-based Chief Inspectors are developing integrated teams across their areas with partners with the aim of delivering local services based upon the needs of local communities. BCU's are developing their plans to provide policing in their areas based on the Place-based model. The future for Place-based delivery of public services has the potential to develop further alongside the work being done with the NHS with their Sustainability and Transformation Plans which have an emphasis on prevention and with the three Local Authority areas who are moving to a combined place-based model of service delivery.
- (vi) There is scope for the future development of preventing the escalation of vulnerability with Lancashire Fire and Rescue Service who have developed Safe and Well checks across our areas which provides a further link to services whose focus is on the prevention of vulnerability rather than a reaction to it.

d. Update re Fracking Operation.

- (i) One of the current issues for Lancashire Constabulary impacting on local policing is the Fracking Operation taking place in West.
- (ii) Construction Phases/Updated Timeline
 - April – May – delivery of stone to construct the pad (25-30 deliveries per day)
 - June – July delivery of the rig
 - August onwards flaring and potential drilling
 - January – February 2018 construction of pipeline to the National Grid

(iii) Construction Activity

Cuadrilla are in the process of receiving deliveries (on average 9-10 wagons per day). The deliveries will enable them to construct the fracking pad. There is now a great deal of infrastructure on site.

As the PCC has visited the site he will be aware of the movement in Cuadrilla's plans.

(iv) Protest

Both the national and local protestors made it clear that, in their view, once Cuadrilla started construction at Preston New Road, it was effectively the start of fracking and that they would use all available means to prevent it, including protest.

The activity to date can be broken down as follows:

- Lawful protest by predominantly local campaigners:

In agreement with Cuadrilla the local campaigners have agreed a process whereby each delivery is subjected to a 15 minute delay at the site entrance. Apart from a few misunderstandings in the early stages this is working well and satisfying both parties.

- Unlawful protest by national activists:

There are two camps in the vicinity where national campaigners stay. On occasions constabulary staff have encountered upwards of 50 protestors who have managed to cause significant disruption. To date there have been 60 arrests for offences ranging from drunk and disorderly and obstruct the highway to breaching section 241 of the Trade Unions Act. No cases have yet gone to court. Most of those arrested have pleaded not guilty.

- Resourcing

There is a public order operation in place that is being tailored on a daily basis according to the information and intelligence.

- (v) A fracking communications plan has been developed and continues to be reviewed. A protest liaison account has been set up on Twitter to communicate updates around the fracking.

e. Use of New Technology

Connect – Investigation and Intelligence Implementation – Moved to spring 2018

- (i) Since the implementation of Connect Case and Custody in June 2016, ICT and the Connect project team have been working on a number of improvements to the Connect system and our own processes, to maximise the benefits of Connect.
- (ii) Lancashire Constabulary is about to face a number of operational challenges; not least "Fracking", high summer demand and changes to police bail which will be introduced on the 3rd April 2017. Therefore a decision has been taken by the Chief Officer Group to move the implementation of Connect 'Phase 2' Investigation and Intelligence from autumn 2017 until spring 2018.
- (iii) The Public Engagement module, which will facilitate improved online reporting for the public, will still go ahead as planned in November 2017.

- (iv) There is already a huge amount of work currently underway around data cleansing, back record conversion and MOPI assessments ahead of 'phase 2' to ensure good quality data, and business critical information is available for the benefit of officers and staff. Work that should ultimately result in a richer information & intelligence picture whilst enabling a better delivery against our priority of protecting communities against risk, threat, harm and vulnerability.

f. Citizens in Policing

Special Constabulary

- (i) There are currently 472 Special Constabulary Officers within Lancashire Constabulary. There was an intake of 62 in January 2017 and there are currently 165 applications in process which means the April intake will be full.
- (ii) Approximately 90 Special Constabulary Officers have been successful in the initial paper sift to join the regular constabulary and will be undergoing assessment in the coming weeks. It is projected that up to 60 may prove to be successful and further develop as regular officers of Lancashire Constabulary.
- (iii) UCLAN – in the light of the upcoming changes and the introduction of the Police Education Qualification Framework (PEQF) the March intake will be the final one whilst other options are being considered.

Volunteers

- (iv) Lancashire Constabulary has 351 volunteers with an additional 89 at various stages of the application process.
- (v) Mass migration has taken place over the last few weeks of the Lancashire Volunteer Partnership (LVP) hub database to merge police accounts with partner accounts.
- (vi) Numerous careers fairs have been attended and several are scheduled to recruit additional volunteers.

Lancashire Volunteer Partnership

- (vii) All three top tier authorities are now engaged as Blackpool has joined the partnership.
- (viii) The Police restructure is on schedule for new roles to be in play for 1st June 2017.
- (ix) The new public service volunteering integrated website is live from 13th March 2017.
- (x) Better Impact Volunteer ICT system has been reconfigured to place based accounts.
- (xi) The partnership is planning for 6 geographic bases with partners to accommodate staff in Early Help enhanced offer areas, Preston, Chorley, Blackpool, Morecambe, Burnley, Blackburn. The Partnership HQ to be based at Police HQ.
- (xii) Neighbourhood Watch will come under the Partnership framework in June 2017, with consultation to take place regarding a future vision for NHW and more public service wide remit.

Cadets

- (xiii) Lancashire Constabulary has 500 Police Cadets and an additional 22 Junior Cadets aged 10-13. There are plans to increase schemes at West with a unit at Fleetwood starting in

September. Other units are maintaining numbers and improving on the social action they complete with cadets and the opportunities they offer.

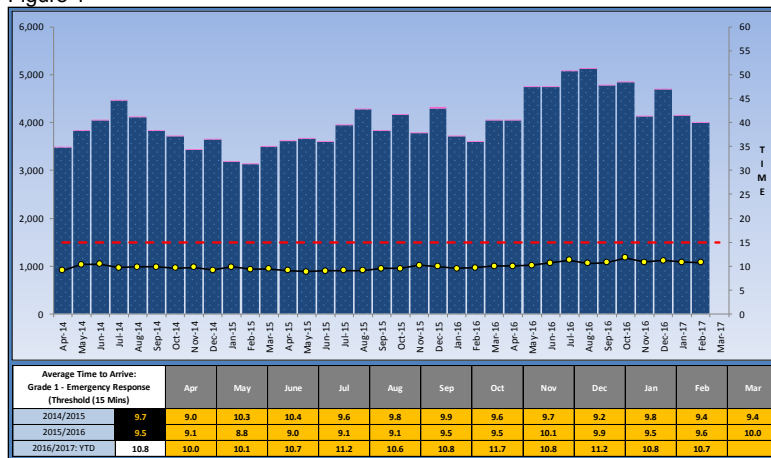
- (xiv) Lancashire hosted a Regional Train the Trainer event on the 16th and 17th of March 2017 which was conducted by the National Volunteer Police Cadet Team and Lancashire Constabulary.
- (xv) Preston College are currently providing a number of our cadet leaders the opportunity to complete an apprenticeship in Activity Leadership which is free of charge.
- (xvi) We are working with the Citizens In Policing (CIP) ambassador to trial offering work experience and job opportunities to senior cadets following on from work with the Chambers of Commerce.

Neighbourhood Watch

- (xvii) Meetings have been held with Lancashire Combined Watch Forum (LCWF) and OPCC in order to develop a collaborative working agreement between the OPCC, Lancashire Constabulary and LCWF.
- (xviii) A consultation exercise is underway open to every Neighbourhood Watch Coordinator in Lancashire in order to gauge their current position, feelings and thoughts for the future. These will be collated and analysed and form part of a NHW conference.

**g. Force Control Room
Grade 1 – Emergency Response – Average Time to Arrive**

Figure 1

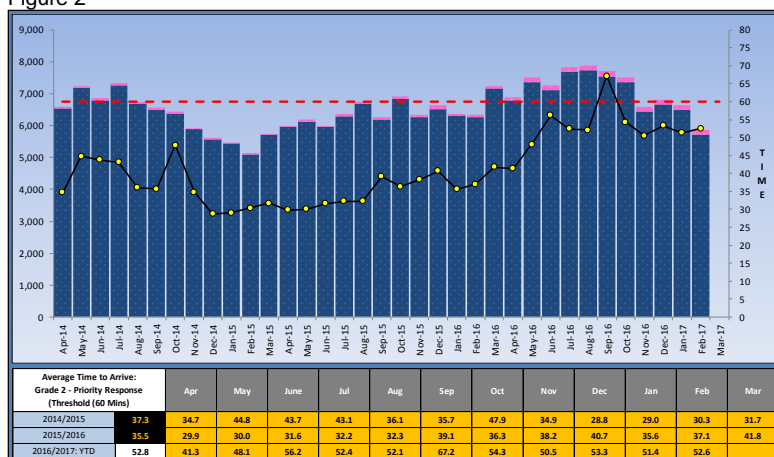


Grade 1 Emergency Response – Average Time to Arrive

- (i) The ‘Average Time To Arrive’ is the average time in minutes that it takes to attend a Grade 1 – Emergency Response incident. The aim is to attend to Grade 1 incidents within 15 minutes.
- (ii) The ‘In Year Performance’ versus the ‘Previous 12 Month Period’ shows the average time to arrive has increased by 1.3 minutes from 9.4 minutes to 10.7 minutes. The comparison to the ‘Position as at March 2016’ shows that the average time to arrive has increased by 1.2 minutes from 9.5 minutes.
- (iii) Lancashire Constabulary are consistently below the 15 minute threshold.

**h. Force Control Room
Grade 2 – Priority Response – Average Time to Arrive**

Figure 2

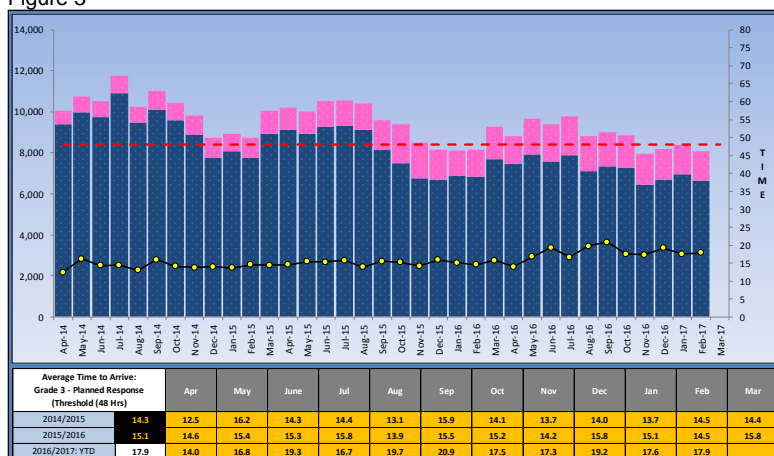


Grade 2 Priority Response – Average Time to Arrive

- (i) The 'Average Time To Arrive' is the average time in minutes that it takes to attend a Grade 2 – Priority Response incident. The aim is to attend to Grade 2 incidents within 60 minutes.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows the average time to arrive has increased by 16.6 minutes from 34.1 minutes to 50.7 minutes. The comparison to the 'Position as at March 2016' shows that the average time to arrive has increased by 15.2 minutes from 35.5 minutes.
- (iii) Lancashire Constabulary are consistently below the 60 minute threshold. However, the average has steadily increased since November 2014.

**i. Force Control Room
Grade 3 – Planned Response – Average Time to Arrive**

Figure 3



Grade 3 Planned Response – Average Time to Arrive

- (i) The 'Average Time To Arrive' is the average time in minutes that it takes to attend a Grade 3 – Planned Response incident. The aim is to attend to Grade 3 incidents within 48 hours.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows the average time to arrive has increased by 2.4 hours from 15.0 hours to 17.4 hours. The comparison to

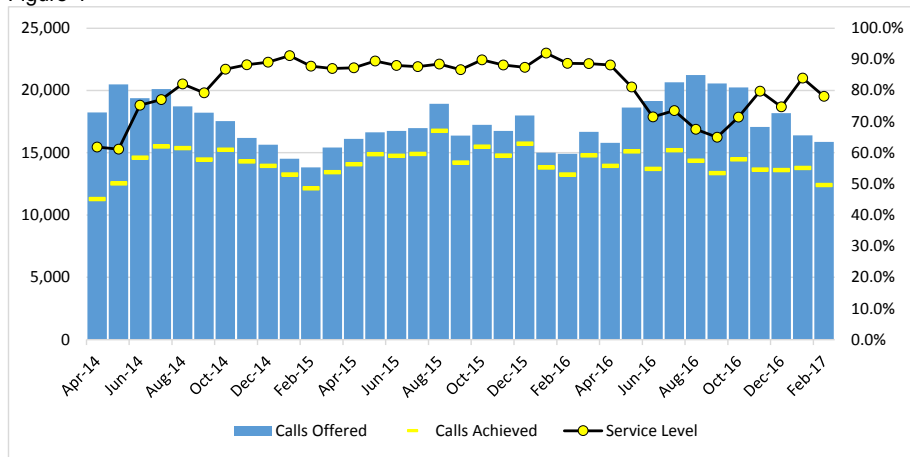
the 'Position as at March 2016' shows that the average time to arrive has increased by 2.3 hours from 15.1 hours.

(iii) Lancashire Constabulary are consistently below the 48 hour threshold.

j. Force Control Room: 999 & 101 Calls – Service Level & Average Time To Answer

(i) The 999 Service Level is the proportion of 999 calls answered. The 'In Year Performance' versus the 'Previous 12 Month Period' shows a decrease of 11.3% from 88.3% to 77.0%. The average time to answer is up 3.4 seconds from 4.3 to 7.7 seconds.

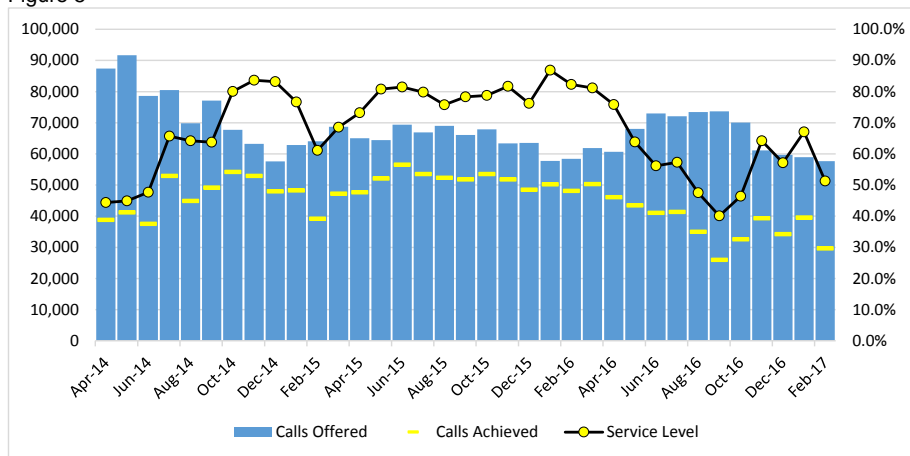
Figure 4



999 Calls – Service Level

(ii) The 101 Service Level is the proportion of 101 calls answered. The 'In Year Performance' versus the 'Previous 12 Month Period' shows a decrease of 16.6% from 76.8% to 60.2%. The average time to answer is up 32.7 seconds from 31.3 to 64.0 seconds.

Figure 5



101 Calls – Service Level

Further context in relation to the service levels and average time to answer 999 and 101 calls can be found in the Contact Management report submitted to the Strategic Scrutiny Meeting.

5. Tackling Crime & Re-Offending

a) Re-Offending Rates (Adults)

(i) The 'In Year Performance' versus the 'Position as at March 2015' shows a reduction of 2.0% from 27.1% to 25.1%.

(ii) The latest cohort (April 14 to March 15) were tracked April 15 to March 16. There is then a time lag as offenders appear in court and convictions / cautions are entered onto PNC, from which the data is drawn (this accounts for the historic nature of the information). It is compared with the same period 12 months earlier. The periods detailed in Appendix A and at (i) are:

- April 15 to March 16: This is the cohort for April 14 to March 15.
- April 14 to March 15: This is the cohort for April 13 to March 14.

b) Number of Crimes Recorded

(i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 9,851 crimes (10.3%). The current forecast for 2016/17 is an increase of 10.5% at the end of 2016/17.

(ii) The main crime categories which have contributed to the increase in the 'In Year Performance' versus the 'Previous 12 Month Period' are predominantly in the following:

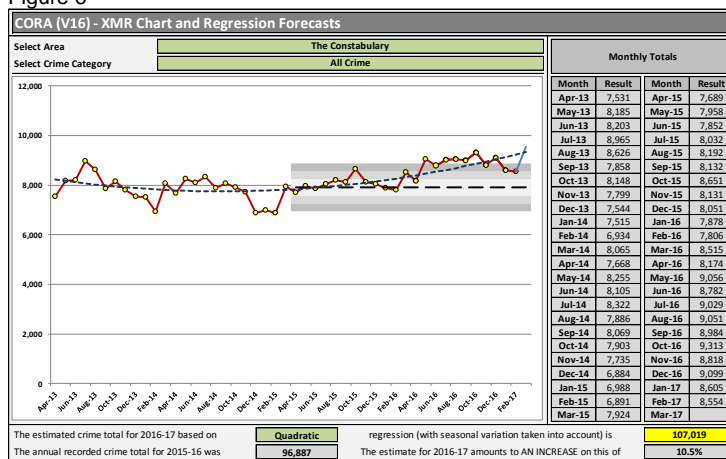
- Violence Against the Person – Up 5,083 crimes (20.5%)
 - Harassment – Up 1,944 crimes (75.1%)
- Criminal Damage & Arson - Up 1,001 crimes (5.9%)
- Public Order Offences - Up 816 crimes (39.5%)
- Public Fear, Alarm or Distress - Up 713 crimes (55.9%)
- All Sexual Offences - Up 597 crimes (23.7%)
- Vehicle Offences - Up 1,040 crimes (11.7%)
 - Theft from a Motor Vehicle - Up 893 crimes (16.3%)

As detailed at previous Strategic Scrutiny meetings one of the most notable exceptions is in relation to Harassment with increases of 75.1% when comparing the 'In Year Performance' to 'Previous 12 Month Period'. This increase can be explained by the introduction of a new sub category within Harassment (8/72 Malicious Communications) which was previously a non-recordable crime. This was introduced in April 2015, however, the subsequent introduction of the Initial Investigation Unit has led to more accurate recording of this offence due to the staff having a better understanding of the Home Office Counting Rules for Recorded Crime and the ability to input the crime at initial point of contact.

There have been favourable results in:

- Bicycle Theft - Down 330 crimes (15.8%)
- Drug Offences - Down by 703 crimes (25.1%)

Figure 6



All Crime – Lancashire Constabulary

(iii) The figures in the table below are taken from national data in the ForceSight file:

	England & Wales	NW Region	MSG	Lancashire
12M Jan-17 -v- 12M Jan-16	Up 9.8% (372,541 Crimes)	Up 10.4% (51,764 Crimes)	Up 16.0% (131,697 Crimes)	Up 9.3% (8,931 Crimes)

After extremely low figures through the winter of December 14 to February 15 figures for All Crime have been on an upward trend. There were exceptionally high number of crimes in each month throughout the summer of 2016.

This pattern is generally mirrored at a national level and currently stands at 9.8% (372,541 crimes) for the 12 month period ending January 2017.

- 41 forces nationally have an increase in All Crime.

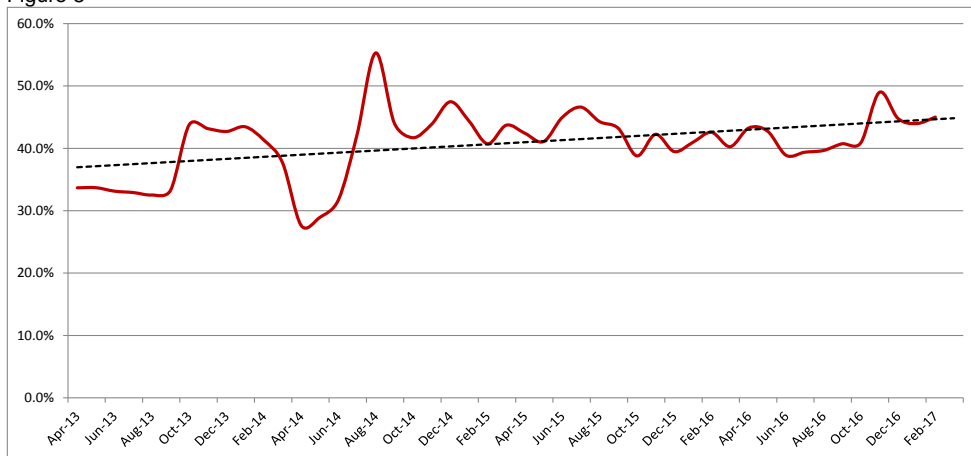
Figure 7

ForceSight				
OFFICIAL SENSITIVE Provisional Data not yet finalised and published by the ONS				
Select Force	Lancashire			
Select Crime Category	All Crime			
Earlier Period Starts	Feb-15	Click on the drop-down arrows and choose from the lists that appear. The results for the two periods appear in the 'Earlier' and 'Later' columns below. The 'Change' columns calculate the change in numeric and percentage terms. Increases are shaded pink and reductions are shaded green.		
Earlier Period Ends	Jan-16			
Later Period Starts	Feb-16			
Later Period Ends	Jan-17			
Areas	Earlier Period Feb-15 to Jan-16	Later Period Feb-16 to Jan-17	Change	
England & Wales	3,783,734	4,156,275	+372,541	+9.8%
North West Region	499,484	551,248	+51,764	+10.4%
Cheshire	52,880	60,964	+8,084	+15.3%
Cumbria	25,835	25,584	-251	-1.0%
Greater Manchester	223,051	251,952	+28,901	+13.0%
Lancashire	96,058	104,989	+8,931	+9.3%
Merseyside	101,660	107,759	+6,099	+6.0%
Most Similar Group	821,611	953,308	+131,697	+16.0%
Lancashire	96,058	104,989	+8,931	+9.3%
South Wales	89,396	98,829	+9,433	+10.6%
South Yorkshire	99,747	114,991	+15,244	+15.3%
Northumbria	88,131	120,218	+32,087	+36.4%
Nottinghamshire	72,788	77,538	+4,750	+6.5%
Humberside	67,801	75,622	+7,821	+11.5%
Kent	111,810	128,148	+16,338	+14.6%
West Yorkshire	195,880	232,973	+37,093	+18.9%
Number of forces in England & Wales with an increase in this category			41	

All Crime – England & Wales, North West Region and MSG

c) Crime Outcomes – All Outcomes Ratio

Figure 8



All Outcomes Ratio

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows a reduction of 0.6% from 42.8% to 42.2%.
- (ii) The breakdown of the current outcome group ratios for the 'In Year Performance' is as follows and the trend for All Outcomes can be seen in Figure 8:

Outcome Group	Ratio
All Outcomes	42.8%
Action Outcomes	22.9%

d) Serious Assault

(i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 59 crimes (7.6%). The comparison to the 'Position as at March 2016' an increase of 54 crimes (6.9%).

(ii) The crime categories which fall under the Serious Assault classification are the following:

- Homicide – Up 6 crimes (19.4%)
- Acts Endangering Life - Up 53 crimes (7.1%)

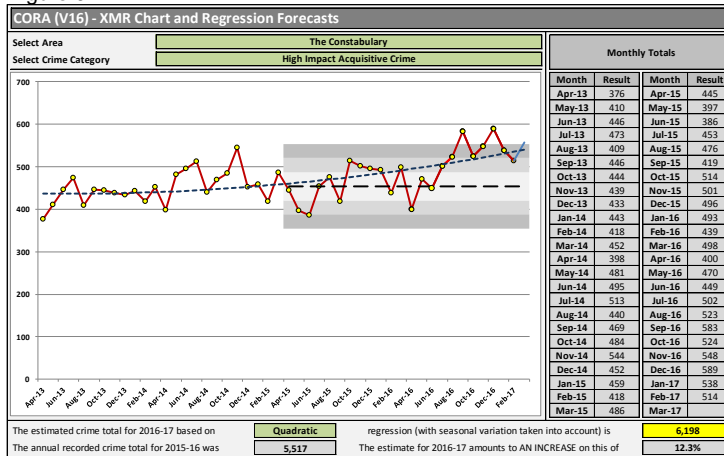
e) High Impact Acquisitive Crime

(i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 579 crimes (10.6%). The comparison to the 'Position as at March 2016' shows an increase of 546 crimes (9.9%).

(ii) The crime categories which fall under the High Impact Acquisitive Crime classification are the following:

- Burglary (Dwelling) - Up 446 crimes (9.0%)
- Robbery (Personal) – Up 133 crimes (26.3%)

Figure 9



High Impact Acquisitive Crime – Lancashire Constabulary

(iii) The figures in the table below are taken from national data in the ForceSight file:

Burglary (Dwelling)

	England & Wales	NW Region	MSG	Lancashire
12M Jan-17 -v- 12M Jan-16	Up 4.8% (9,336 Crimes)	Up 4.6% (1,417 Crimes)	Up 7.3% (3,049 Crimes)	Up 8.7% (433 Crimes)

- 29 forces nationally have an increase in All Crime.

Figure 10

ForceSight		OFFICIAL SENSITIVE	Provisional Data not yet finalised and published by the ONS	
Select Force	Lancashire			
Select Crime Category	Burglary (Dwelling)			
Earlier Period Starts	Feb-15			
Earlier Period Ends	Jan-16			
Later Period Starts	Feb-16			
Later Period Ends	Jan-17			
Click on the drop-down arrows and choose from the lists that appear. The results for the two periods appear in the 'Earlier' and 'Later' columns below. The 'Change' columns calculate the change in numeric and percentage terms. Increases are shaded pink and reductions are shaded green.				
Areas	Earlier Period Feb-15 to Jan-16	Later Period Feb-16 to Jan-17	Change	
			Numeric	Percentage
England & Wales	193,229	202,565	+9,336	+4.8%
North West Region	30,706	32,123	+1,417	+4.6%
Cheshire	2,096	2,001	-95	-4.5%
Cumbria	785	752	-33	-4.2%
Greater Manchester	16,221	17,189	+968	+6.0%
Lancashire	4,996	5,429	+433	+8.7%
Merseyside	6,608	6,752	+144	+2.2%
Most Similar Group	41,872	44,921	+3,049	+7.3%
Lancashire	4,996	5,429	+433	+8.7%
South Wales	3,452	3,213	-239	-6.9%
South Yorkshire	6,223	7,204	+981	+15.8%
Northumbria	3,290	3,387	+97	+2.9%
Nottinghamshire	3,375	3,619	+244	+7.2%
Humberside	3,827	3,581	-246	-6.4%
Kent	4,485	4,490	+5	+0.1%
West Yorkshire	12,224	13,998	+1,774	+14.5%
Number of forces in England & Wales with an increase in this category			29	

Burglary (Dwelling) – England & Wales, North West Region and MSG

Robbery (Personal)

	England & Wales	NW Region	MSG	Lancashire
12M Jan-17 -v- 12M Jan-16	Up 12.0% (5,427 Crimes)	Up 20.1% (926 Crimes)	Up 13.9% (886 Crimes)	Up 25.7% (129 Crimes)

- 35 forces nationally have an increase in All Crime.

Figure 11

ForceSight		OFFICIAL SENSITIVE	Provisional Data not yet finalised and published by the ONS	
Select Force	Lancashire			
Select Crime Category	Robbery (Personal)			
Earlier Period Starts	Feb-15			
Earlier Period Ends	Jan-16			
Later Period Starts	Feb-16			
Later Period Ends	Jan-17			
Click on the drop-down arrows and choose from the lists that appear. The results for the two periods appear in the 'Earlier' and 'Later' columns below. The 'Change' columns calculate the change in numeric and percentage terms. Increases are shaded pink and reductions are shaded green.				
Areas	Earlier Period Feb-15 to Jan-16	Later Period Feb-16 to Jan-17	Change	
			Numeric	Percentage
England & Wales	45,121	50,548	+5,427	+12.0%
North West Region	4,618	5,544	+926	+20.1%
Cheshire	203	217	+14	+6.9%
Cumbria	58	60	+2	+3.4%
Greater Manchester	2,984	3,698	+714	+23.9%
Lancashire	501	630	+129	+25.7%
Merseyside	872	939	+67	+7.7%
Most Similar Group	6,363	7,249	+886	+13.9%
Lancashire	501	630	+129	+25.7%
South Wales	358	306	-52	-14.5%
South Yorkshire	883	1,174	+291	+33.0%
Northumbria	415	612	+197	+47.5%
Nottinghamshire	802	774	-28	-3.5%
Humberside	659	674	+15	+2.3%
Kent	903	985	+82	+9.1%
West Yorkshire	1,842	2,094	+252	+13.7%
Number of forces in England & Wales with an increase in this category			35	

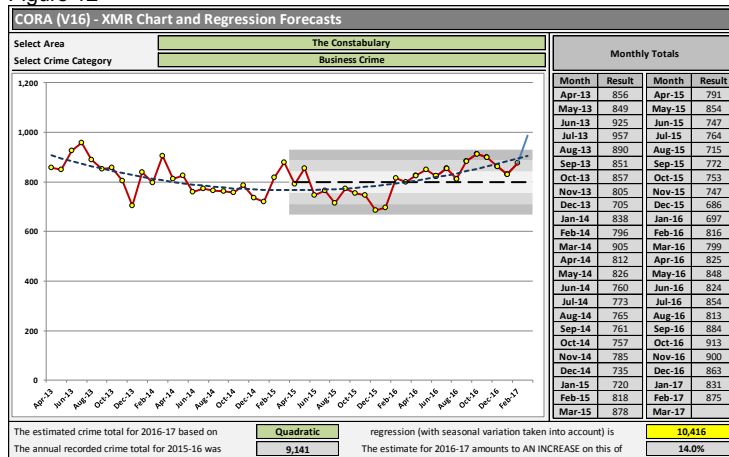
Robbery (Personal) – England & Wales, North West Region and MSG

f) Number of Business Crimes Recorded

- (i) The business crime category includes business robbery, shoplifting and making off without payment.
- (ii) Business crime has seen an increase in the 'in Year Performance' when compared to the 'Previous 12 Month Period' of 10.0% (948 crimes), but this is mainly influenced by high levels in September, October and November 16.
- (iii) Shoplifting accounts for approximately 84% of Business crime. This has seen an increase of 9.2% when comparing the 'In Year Performance' to the 'previous 12 Month Period'.
- (iv) Making Off Without Payment has accounted for 15.6% of Business Crime. The 'In Year Performance' shows an increase of 17.2% compared to the 'Previous 12 Month Period'.

- (v) Robbery Business has accounted for 0.9% of Business Crime. The 'In Year Performance' shows a reduction of 4.3% compared to the 'Previous 12 Month Period', albeit this actually only equates to 4 crimes.

Figure 12



Business Crime – Lancashire Constabulary

g) Serious and Organised Crime (Operation Genga)

- (i) Genga featured in the Serious Organised Crime (SOC) Home Office Conference in March 2017. It shared success stories in terms of partnership working to tackle serious and organised crime.
- (ii) Genga was asked to exhibit at the conference to showcase the work under the 4P's (Pursue, Prevent, Protect and Prepare) which includes; the use of community protection notices and warnings that are seen as best practice in Blackpool (PURSUE) the Women's Centre Pilot in preventing women from being involved in SOC (PREVENT) and the series of workshops in schools (PREVENT). Additionally, we have run campaigns through Genga and the OPCC under the Protect / Prepare agenda for Modern Day Slavery and Fraud scams targeting the vulnerable (Scampan).
- (iii) OCGM & Genga co-ordinators have been built into the SOC review structure for mainstreamed posts. Transformation Challenge Award (TCA) funding comes to an end in March 2017 and as a result of the work undertaken over the last two years we have built in new structures / IT platforms to enable the partnership work to continue.
- (iv) Local Profiles are being updated March / April 2017 and will include BCU Place-based footprints and recommendations under the 4P's.
- (v) We have secured funding (TCA) for the continuation of the PAM Genga (IT) platform and also secured further funding for internal PAM OCGM management to enable a 4P approach across our tier 1-3 OCG's. This will be live in April 2017.
- (vi) Nine meetings in total across the 'Place' areas are now in place, all chaired by the community safety manager and supported by the Place CI.
- (vii) Behind Bars – community engagement work took place after Preston Police secured Gang Injunctions on six local men who had been involved in gang related violence and drug dealing in Preston.
- (viii) Lancashire Constabulary has developed a Serious Harm Reduction Strategy built on the 4xP model (Prevent, Pursue, Protect and Prepare) response to Organised Crime Groups (OCGs). Lancashire has 242 OCG's mapped on its OCGM, however, it is impacted upon by a total of 343 OCG's (National OCGM profile). Describing the impact that 'county lines'

OCG's have in Lancashire and the increase in prevalence of offending, impacting on individuals and communities has been developed over the last 6 months, as has the response to this emerging threat. Notably within the Darwen, Blackburn, Accrington, Morecambe, Chorley and Blackpool areas there have been incidents of drug supply, violence including weapons, taking over vulnerable adult's home addresses (cuckooing – taking over the premises of vulnerable adults by 'county lines' offenders to supply drugs) to conduct drug activities by both Merseyside and Greater Manchester groups.

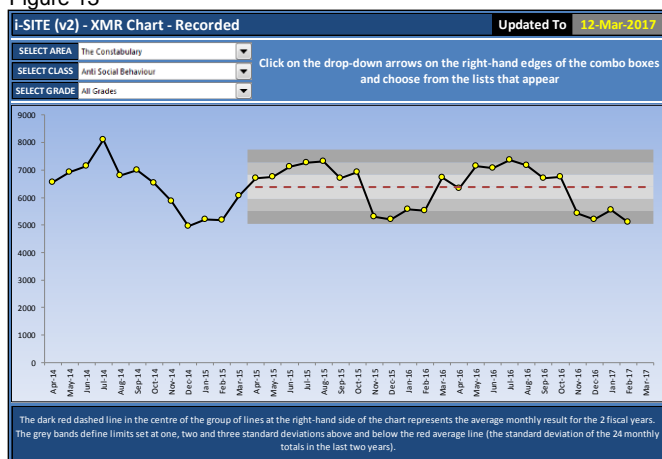
h) Road Safety – KSI's

- (i) These figures relate to Road Traffic Collisions where the persons involved are either Killed or Seriously Injured.
- (ii) The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 3.0% (25 KSI's) at the force level. EAST Division have a reduction of 9.5% (29 KSI's), SOUTH Division have an increase of 5.2% (13 KSI's) whilst WEST Division have a reduction of 3.1% (9 KSI's).
- (iii) If this is then broken into the two casualty types (Adult or Child) the 'In Year Performance' compared to the 'Previous 12 Month Period' shows:
 - **Adult Casualty:** A reduction of 1.0% (7 KSI's) at the force level. EAST Division have a reduction of 9.4% (24 KSI's), SOUTH Division have an increase of 7.9% (17 KSI's) whilst WEST Division have no change.
 - **Child Casualty:** A reduction of 15.9% (18 KSI's) at the force level. EAST Division have a reduction of 10.2% (5 KSI's), SOUTH Division have a reduction of 12.1% (4 KSI's) whilst WEST Division have a reduction of 29% (9 KSI's).
- (iv) Please be aware that fluctuations in the percentage changes will be attributable to the small numbers involved in KSI figures.
- (v) The Joint Operational Group (JOG) of the Lancashire Road Safety Partnership, replacing the previous Management Board, met for the first time in March 2017. Following a planning day / workshop in January, it is intended that the JOG are far more tactical and initiative-driven, supporting the 'Towards Zero' strategy.
- (vi) £12,000 funding has been secured from Highways England in order to enhance our public engagement. A series of road safety adverts for radio stations are now in production for broadcast across the county.
- (vii) The roll-out of eight permanent Average Speed Camera routes across Lancashire is well under way with infrastructure in place along the first route; A6 London Road, Preston. This first system is currently being calibrated and tested and is returning extremely good quality overview images, including night-time imagery. This will be live in spring.

i) Number of Anti-Social Behaviour Incidents

- (i) Anti-Social Behaviour clearly displays the expected seasonality, with peaks in the summer and troughs in the winter. Although ASB has continually been reducing year on year for some time now the 'In Year Performance' figures compared against the 'Previous 12 Month Period' now show a small increase of 1.2% at the force level. EAST Division is showing an increase of 0.8%, SOUTH Division are showing an increase of 1.6% and WEST Division is currently showing an increase of 1.1%.

Figure 13



Anti-Social Behaviour – Lancashire Constabulary

j) Anti-Social Behaviour Incidents – Repeats Percentage

- (i) Anti-Social Behaviour repeats are based on the callers address and the police area in which they reside. The definition of a repeat is: *‘If the incident is the 5th (or more) incident in the last rolling 180 day period’*. Therefore, if the most recent incident is the 5th one that has been received from the same location in the last 180 days, it is determined as a ‘repeat’.
- (ii) The ‘In Year Performance’ figures compared against the ‘Previous 12 Month Period’ now show a minimal increase of 0.1% at the force level from 10.9% to 11.0%. EAST Division is showing a small increase of 0.1% (9.7% to 9.8%), SOUTH Division are showing an increase of 0.3% (10.6% to 10.8%) and WEST Division is currently showing a small reduction of 0.1% from 12.4% to 12.5%.

k) Public Engagement - November 2016 to January 2017

Social Media & In the Know (ITK) Messaging Performance

- (i) Lancashire Constabulary increased its following on Facebook and Twitter to 561,000 over the three month scrutiny period; an increase of 11 per cent. This implies an annual growth of just under 50 per cent with no current sign of slow down.
- (ii) Facebook following at the end of January was 338,000 with high levels of engagement continuing to be seen, particularly on the local pages. Lancashire Constabulary is continuing to innovate with Facebook Live (for example the launch of our new branded Pride response car in Blackpool) and will increasingly be supporting neighbourhood policing and response teams to use Facebook Live themselves.
- (iii) The growth on Twitter is mostly attributable to the corporate @lancspolice Twitter account which had 139,000 followers at the end of January. However, engagement across all Twitter accounts is improving.
- (iv) Social media training for front line officers is continuing with around 600 neighbourhood, response, specialist teams and road policing officers now trained to use social media for engagement purposes and receiving some excellent feedback from the public.
- (v) Work with our partners at LCC and Lancashire Fire & Rescue service is on-going to increase the number of subscribers to our In the Know messaging service. At the end of January 2017, 31,000 people were signed up to the system, representing an increase of 10 per cent over the three month scrutiny period. This compares to an increase of 5

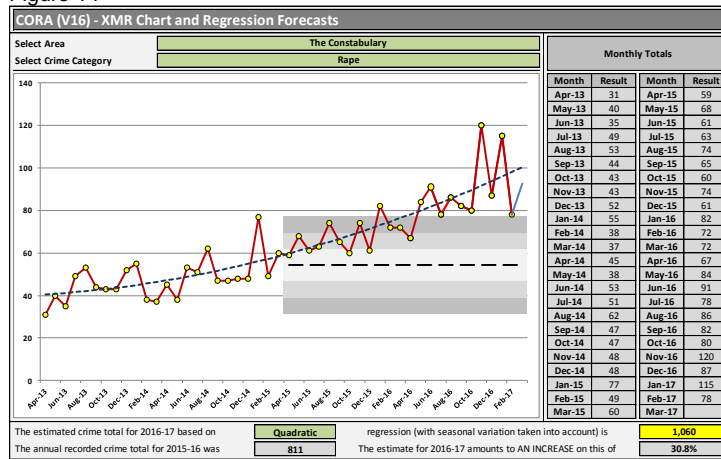
percent in the previous quarter and is a result of inviting people to join who have previously called us on 101, plus improving use of Samsung smart phones by officers.

6. Supporting Vulnerable People & Victims

a. Rape

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 258 crimes (33.2%). The current forecast for 2016/17 is an increase of 30.8% at the end of 2016/17.

Figure 14



Rape – Lancashire Constabulary

- (ii) The figures in the table below are taken from national data in the ForceSight file:

	England & Wales	NW Region	MSG	Lancashire
12M Jan-17 -v- 12M Jan-16	Up 12.2% (4,297 Crimes)	Up 13.0% (544 Crimes)	Up 19.2% (1,458 Crimes)	Up 31.3% (245 Crimes)

- 33 forces nationally have an increase in Rape.

Figure 15

ForceSight	OFFICIAL SENSITIVE	Provisional Data not yet finalised and published by the ONS	
Select Force	Lancashire		
Select Crime Category	Rape		
Earlier Period Starts	Feb-15		
Earlier Period Ends	Jan-16		
Later Period Starts	Feb-16		
Later Period Ends	Jan-17		
Areas	Earlier Period Feb-15 to Jan-16	Later Period Feb-16 to Jan-17	Change Numeric Percentage
England & Wales	35,200	39,497	+4,297 +12.2%
North West Region	4,170	4,714	+544 +13.0%
Cheshire	473	447	-26 -5.5%
Cumbria	268	280	+12 +4.5%
Greater Manchester	1,910	2,127	+217 +11.4%
Lancashire	784	1,029	+245 +31.3%
Merseyside	735	831	+96 +13.1%
Most Similar Group	7,584	9,042	+1,458 +19.2%
Lancashire	784	1,029	+245 +31.3%
South Wales	582	755	+173 +29.7%
South Yorkshire	879	1,086	+207 +23.5%
Northumbria	1,023	1,206	+183 +17.9%
Nottinghamshire	801	800	-1 -0.1%
Humberside	527	680	+153 +29.0%
Kent	1,084	1,479	+395 +36.4%
West Yorkshire	1,904	2,007	+103 +5.4%
Number of forces in England & Wales with an increase in this category			33

Rape – England & Wales, North West Region and MSG

- (iii) With regard to Rape, the N100 process has also had an effect on the increase within this category. All reported incidents of rape / attempted rape must be recorded under the N100 classification at the time the report is initially made. There should be no delay for any investigation beyond establishing the circumstance of the incident to inform the NCRS crime recording decision

- (iv) Positively victims appear to have more confidence in reporting to the police, evidence and research has shown that victims following support from counsellors, doctors or other support services have taken steps to report the offences to the police, often not wanting to pursue a criminal complaint but to finalise a step in their recovery / journey.

b) Sexual Offences (Excluding Rape) / Sexual Offences Against Under 16's

- (i) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period' the category of Sexual Offences (Excluding Rape) is up 19.4% (339 crimes).
- (ii) The figures in the table below are taken from national data in the ForceSight file:

	England & Wales	NW Region	MSG	Lancashire
12M Jan-17 -v- 12M Jan-16	Up 10.8% (7,376 Crimes)	Up 16.0% (1,381 Crimes)	Up 16.7% (2,473 Crimes)	Up 17.8% (317 Crimes)

- 35 forces nationally have an increase in Sexual Offences (Excluding Rape)

Figure 16

ForceSight OFFICIAL SENSITIVE Provisional Data not yet finalised and published by the ONS				
Select Force	Lancashire			
Select Crime Category	Other Sexual Offences			
Earlier Period Starts	Feb-15			
Earlier Period Ends	Jan-16			
Later Period Starts	Feb-16			
Later Period Ends	Jan-17			
Click on the drop-down arrows and choose from the lists that appear. The results for the two periods appear in the 'Earlier' and 'Later' columns below. The 'Change' columns calculate the change in numeric and percentage terms. Increases are shaded pink and reductions are shaded green.				
Areas	Earlier Period Feb-15 to Jan-16	Later Period Feb-16 to Jan-17	Change Numeric Percentage	
England & Wales	68,373	75,749	+7,376	+10.8%
North West Region	8,609	9,990	+1,381	+16.0%
Cheshire	925	1,116	+191	+20.6%
Cumbria	537	701	+164	+30.5%
Greater Manchester	3,833	4,387	+554	+14.5%
Lancashire	1,776	2,093	+317	+17.8%
Merseyside	1,538	1,693	+155	+10.1%
Most Similar Group	14,849	17,322	+2,473	+16.7%
Lancashire	1,776	2,093	+317	+17.8%
South Wales	1,358	1,651	+293	+21.6%
South Yorkshire	2,094	2,196	+102	+4.9%
Northumbria	1,591	2,158	+567	+35.6%
Nottinghamshire	1,339	1,491	+152	+11.4%
Humberstone	1,198	1,574	+376	+31.4%
Kent	1,937	2,412	+475	+24.5%
West Yorkshire	3,556	3,747	+191	+5.4%
Number of forces in England & Wales with an increase in this category			35	

Sexual Offences (Excluding Rape) – England & Wales, North West Region and MSG

- (iii) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period', Sexual Offences Against Children Under 16 is up 29.3% (384 crimes). There aren't any national data available for Sexual Offences on Children Under 16.
- (iv) The figures clearly show an increase in crime reports for All Sexual Offences and Sexual Offences on Children under 16, when comparing the two date ranges. Previous analytical work has been completed to provide a wider understanding of the type of offences being recorded, the profile of victim and offender and to identify any common factors which could provide direction in respect of any media campaigns, education and early action activity.
- (v) A previous analytical report showed that Sexual Activity with a Child was the most common offence type and the increase was largely accounted for by mobile / online / social media, an example of the changing nature of offending moving into the cyber world.
- (vi) Full consideration for the welfare and wellbeing of the victim coupled with safeguarding initiatives is paramount in the ethos of Lancashire Constabulary officers when dealing with Sexual Offences. More victims are being considered for specialist support and signposted to appropriate services.
- (vii) Pro-active awareness raising with the public of Lancashire through our Media & Engagement Unit has provided a progressive platform that offers support and education,

ultimately lending towards openness and overt support to victims of this form of criminality.

- (viii) High demand in serious crime investigations throughout the last three months in particular, across CID and PPU, have caused real issues in investigative resilience, meeting daily demand and resourcing major investigations. Force Major Incident resources have been stretched and with current demand there is difficulty in resourcing complex operations. This has further impact beyond policing resources on HOLMES staff, Crime Scene Investigators and Digital recovery and investigations and has required the use of agency staff (accepting this is not a long term solution). The increase in previously low frequency high risk / complexity crimes and investigations is being assessed and opportunities for workforce change being developed through Futures.

c) Child Sexual Exploitation (CSE) Crime

- (i) A crime is deemed to be CSE related if the appropriate marker has been applied to the crime within the Crime2 system.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 218 crimes (27.8%).
- (iii) The launch of the National Centre of expertise on Child Sexual Abuse (CSA); Joint Targeted Area Inspections and the latest CSE progress report including a new definition from the Government combine to ensure all partner agencies are focused upon providing successful outcomes for children and young people.
- (iv) With greater awareness of CSE amongst professionals and the communities in which they work comes better recognition of risk and further referrals into the CSE teams. CSE week in November continues to deliver key messages to the public and further training to staff.
- (v) The further commitment from Lancashire County Council into the CSE multi- agency teams has given further capacity for collaborative partnership work and the Pan-Lancashire commitment to MACSE Meetings and coordinated approach to disrupting and pursuing offenders allows further capacity for investigation and criminal investigations
- (vi) Lancashire Constabulary worked alongside the OPCC on a CSE conference and produced a gaming video to highlight the dangers of online grooming. A teacher training session in Skelmersdale was also promoted with live tweeting from the event and interviews with the PCC.

d) Modern Slavery Crime

- (i) A crime is deemed to be in relation to Modern Slavery if it has been recorded under the Home Office Classification 106. This was only introduced from 1st April 2015.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 23 crimes (383.3%).
- (iii) Please be aware that the large percentage change will be attributable to the small numbers involved in Modern Slavery figures.
- (iv) Local and National awareness raising will be one of the major factors in bringing this crime to the attention of the public.
- (v) Lancashire Constabulary has really driven forward this agenda, it is an evolving area of vulnerability and an interesting one, far wider than street sex workers or prostitutes in

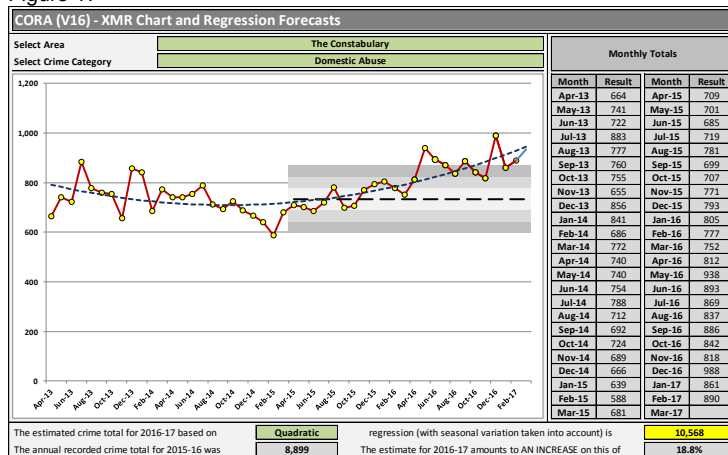
pop-up brothels. Through the PCC funding was secured for 2 dedicated posts to support this agenda 12 months ago. East division have a dedicated team and have secured excellent results.

- (vi) With this increased focus and awareness, this has generated activity and identified crimes and vulnerable people. A wealth of training has been completed internally and externally, a seven minute briefing produced to guide and support staff and a CPD event raising internal knowledge enabling officers to correctly identify and process crimes of this nature.
- (vii) A range of new Modern Day Slavery publicity materials have been developed and two conferences in Hyndburn and Blackpool have been/are being supported.

e) Domestic Abuse Crime

- (i) A crime is deemed to be Domestic Abuse related if the appropriate marker has been applied to the crime within the Crime2 system.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,634 crimes (18.9%).

Figure 17



Domestic Abuse Crime – Lancashire Constabulary

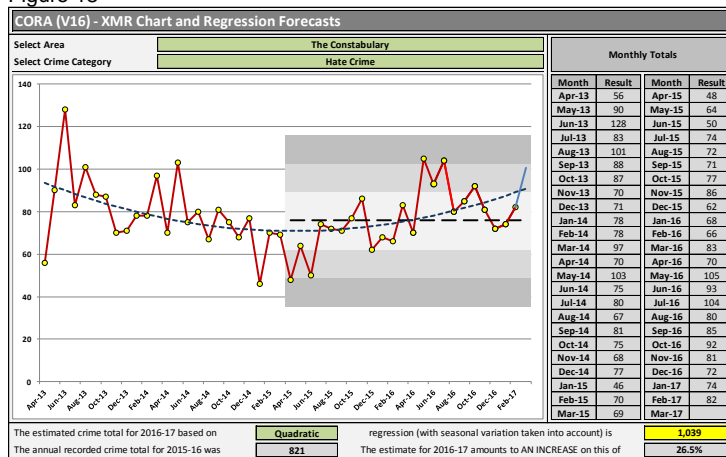
- (iii) As you can see from the chart above, Domestic Abuse Crime has been on an upward trend since March 2015.
- (iv) An increased confidence of victims to report incidents of Domestic Abuse to the police has led to an increase in police recorded Domestic Abuse Referrals and calls for service.
- (v) There has been a steady decline in the Action Outcomes for Domestic Abuse crimes with the 'In Year Performance' versus the 'Previous 12 Month Period' showing a reduction of 11.8% to 27.3%.
- (vi) From Crown Prosecution Service (CPS) data there appears to have been a substantial drop in the caseload overall but it has particularly affected the Domestic Abuse caseload both in terms of number and percentage of cases for Lancashire. There is already work on-going to further understand the reasons for this and PPU are working closely with divisions, CPS, CJS and HMCTS.
- (vii) HQ Public Protection Unit are driving activity and supporting divisions in reviewing their current position with a view to increasing 'positive outcomes' for Domestic Abuse crimes. Focusing on the 5 priority investigative actions:-

- Use of Body Worn Cameras
 - Obtain a Victim Statement
 - Secure the Communications Call
 - Officers Statement – any hearsay
 - Other Evidence – photos, phones, witnesses
- (viii) Audits are regularly undertaken and Lancashire Constabulary has embarked on a number of peer reviews with Nottingham and West Yorkshire looking at a number of PPU thematic areas including Domestic Abuse. The main learning from these reviews and audits are being addressed.
- (ix) There has been an increased use of the safeguarding tools - Clare's Law (Domestic Violence Disclosure Schemes) and Domestic Violence Protection Notices and Orders. There are still greater opportunities for the effective use of such safeguarding options.
- (x) HQ PPU together with DA strategic leads for HMCTS and CPS has been observing the specialist domestic violence courts and are the lead driving agency for the pan-Lancashire Strategic DA Board.

f) Hate Crime

- (i) A hate crime is any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on or perception of a person's race, religion, sexual orientation, disability or whether a person is or is perceived to be transgender.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 194 crimes (23.9%).

Figure 18



Hate Crime – Lancashire Constabulary

- (iii) The figures in the table below are taken from national data in the ForceSight file, however, the definition is not the same as the one listed at (i). The national data is available for Racially/Religiously Aggravated Offences as per the Home Office Counting Rules for Recorded Crime.

	England & Wales	NW Region	MSG	Lancashire
12M Jan-17 -v- 12M Jan-16	Up 13.4% (5,325 Crimes)	Up 7.7% (463 Crimes)	Up 26.4% (1,806 Crimes)	Up 10.4% (44 Crimes)

- 38 forces nationally have an increase in Racially/Religiously Aggravated Offences.

Figure 19

ForceSight		OFFICIAL SENSITIVE		Provisional Data not yet finalised and published by the ONS	
Select Force	Lancashire				
Select Crime Category	Racially/Religiously Aggravated Offences				
Earlier Period Starts	Feb-15	Click on the drop-down arrows and choose from the lists that appear. The results for the two periods appear in the 'Earlier' and 'Later' columns below. The 'Change' columns calculate the change in numeric and percentage terms. Increases are shaded pink and reductions are shaded green.			
Earlier Period Ends	Jan-16				
Later Period Starts	Feb-16				
Later Period Ends	Jan-17				
Areas	Earlier Period Feb-15 to Jan-16	Later Period Feb-16 to Jan-17	Change		
England & Wales	39,751	45,076	+5,325	+13.4%	
North West Region	5,983	6,446	+463	+7.7%	
Cheshire	539	621	+82	+15.2%	
Cumbria	180	160	-20	-11.1%	
Greater Manchester	3,389	3,570	+181	+5.3%	
Lancashire	422	466	+44	+10.4%	
Merseyside	1,453	1,629	+176	+12.1%	
Most Similar Group	6,839	8,645	+1,806	+26.4%	
Lancashire	422	466	+44	+10.4%	
South Wales	951	982	+31	+3.3%	
South Yorkshire	574	921	+347	+60.5%	
Northumbria	851	1,234	+383	+45.0%	
Nottinghamshire	581	646	+65	+11.2%	
Humberside	273	410	+137	+50.2%	
Kent	690	832	+142	+20.6%	
West Yorkshire	2,497	3,154	+657	+26.3%	
Number of forces in England & Wales with an increase in this category			38		

Racially/Religiously Aggravated Crime – England & Wales, North West Region and MSG

(iv) In order to continue to improve how Lancashire Constabulary deal with Hate Crime the following processes are being undertaken:

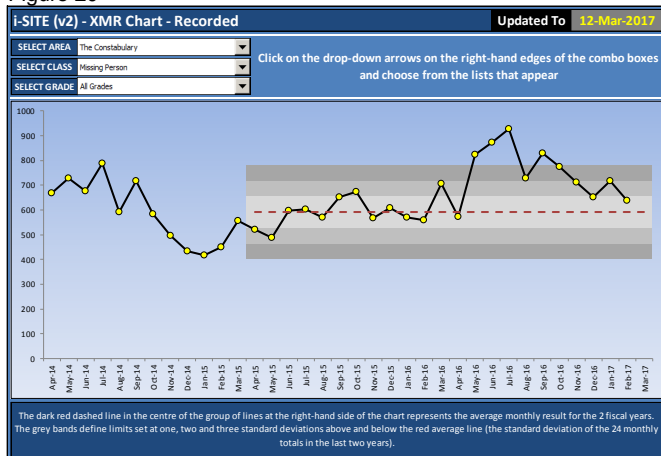
- Consistent Hate Crime officer guidance has now been adopted
- Consistent daily crime / incident scanning processes have been adopted by all divisions
- There is an ongoing Hate Crime Data Integrity being completed by the Force Crime Registrar
- Plans to expand third party reporting across Lancashire are being implemented as part the Lancashire Hate Crime Strategy.

(v) Lancashire Constabulary is in the early stages of a collaborative research partnership with Leeds University through the N8 Police Research Partnership. The aim of this research is to gain a more in depth understanding of Hate Crime in Lancashire and any levels of under-reporting from the differing demographics of Lancashire.

(vi) There is continued support from Lancashire Constabulary to the National Community Tensions Teams in relation to submitting weekly data to help understand the impact of BREXIT and the EU Referendum.

g) Missing Person Incidents

Figure 20



Missing Person Incidents – Lancashire Constabulary

(i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 2,020 incidents (29.5%).

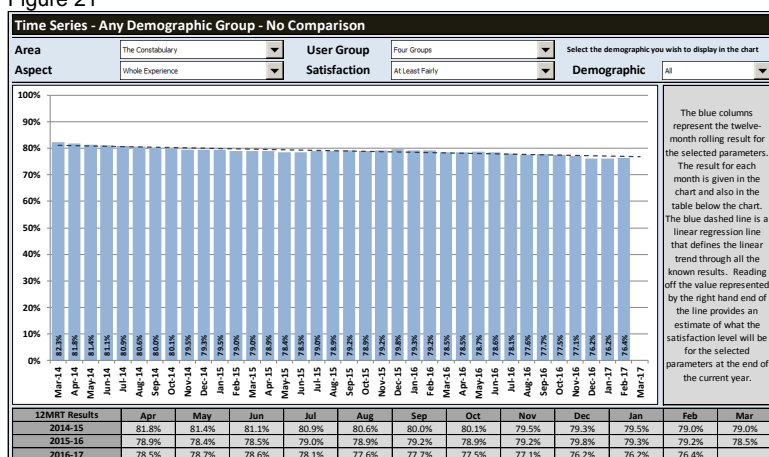
- (ii) As you can see from Figure 20 Missing Person incidents increased from May 16 and were exceptionally high through the summer of 2016.
- (iii) Lancashire continues to house a growing number of children's homes which in turn bring challenges in terms of those children and young people cared for within them. Missing from home coordinators work closely with the staff to address missing incidents relating to looked after children, some of which can be reported on multiple occasions in short spaces of time due to their particular circumstances.
- (iv) Out of area looked after children hosted in Lancashire can also create demand in this area as their needs and associated risks are not always evident prior to their missing incidents commencing.
- (v) The increase is predominantly higher across the 15-17 year olds in all BCU's and the 22-39 year olds particularly in West.

7. Developing Confident Communities

a) User Satisfaction – Four Groups Combined

- (i) The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 3.1% to 76.2% when looking at the 'Whole Experience' for the four groups combined (Burglary, Vehicle Crime, Violent Crime and Hate Incidents). This reduction can be deemed statistically significant.

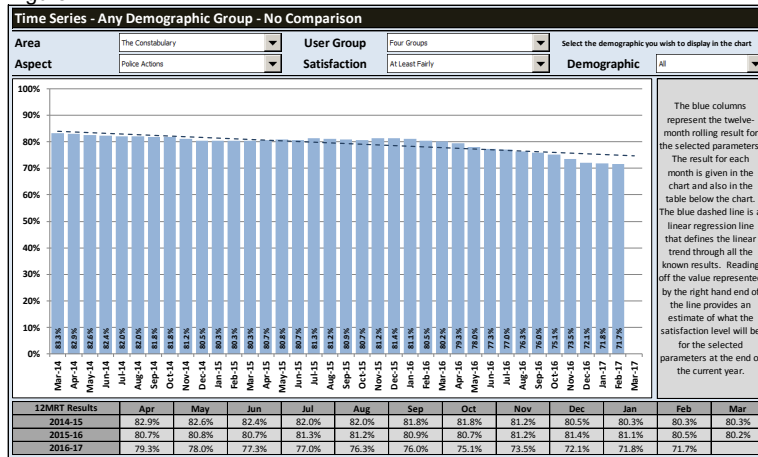
Figure 21



User Satisfaction – Four Groups Combined – Whole Experience - Lancashire Constabulary

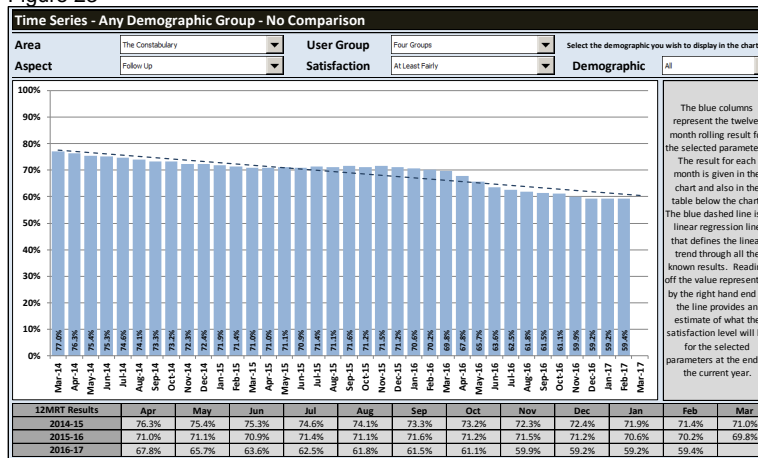
- (ii) The individual results for each user-group (Whole Experience) for the 'In Year Performance' compared to the 'Previous 12 Month Period' are as follows:
 - Burglary down 3.4% from 84.4% to 81.0%. This is not statistically significant and should be treated as no change.
 - Vehicle Crime down 1.6% from 75.8% to 74.2%. This is not statistically significant and should be treated as no change.
 - Violent Crime down 1.6% from 77.6% to 76.0%. This is not statistically significant and should be treated as no change.
 - Hate Incidents down 5.8% from 79.4% to 73.6%. This reduction can be deemed statistically significant.
- (iii) It is evident that satisfaction levels are lowest in the aspects of 'Police Actions' and 'Follow-Up'.

Figure 22



User Satisfaction – Four Groups Combined – Police Actions - Lancashire Constabulary

Figure 23



User Satisfaction – Four Groups Combined – Follow-Up - Lancashire Constabulary

- (iv) The User Satisfaction Delivery Plan developed by ACC Bates, provided to previous Strategic Scrutiny Meetings, focuses on improving user satisfaction. ACC Bates has taken a proactive approach and continues to lead at numerous meetings including Strategic and Tactical Management Boards to highlight the areas which have been detailed at previous Strategic Scrutiny meetings.
- (v) The Home Office has removed the mandatory requirements under ADR 443 for User Satisfaction in the ADR notice for 2017/18.
- (vi) The HMIC have advised that as part of their inspection process they expect forces to continue surveying and be able to provide evidence to show how the information gained is used to improve service provision.
- (vii) Lancashire Constabulary is currently embarking on collaborative research with other forces in relation to surveying whilst also moving forward internally with amendments to current surveys and processes.

b) User Satisfaction – Anti-Social Behaviour

- (i) The Anti-Social Behaviour survey is not mandated by the Home Office, however, we follow the same guidelines and principles as set out by the Home Office for the **currently** mandated program in relation to Burglary, Vehicle Crime, Violent Crime and Hate Incidents.
- (ii) There are five questions within the User Satisfaction Survey and they deal with various aspects of how the Police dealt with the incident. They are concerned with:

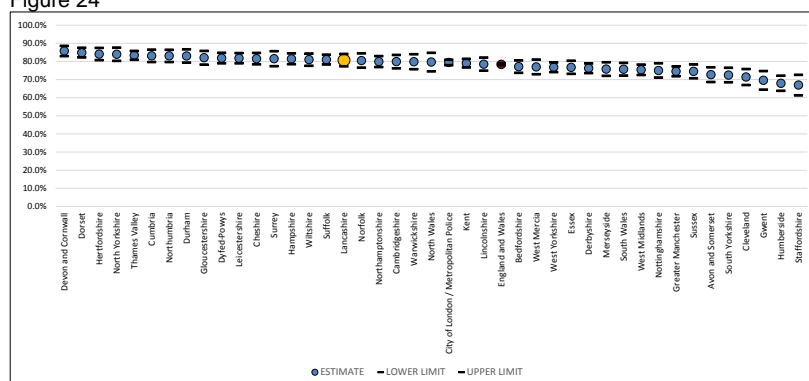
- **Initial Contact:** Albeit this has only been added since April 2016.
- **Police Actions**
- **Follow-Up**
- **Treatment**
- **Whole Experience**

- (iii) Each of these questions is preceded by a series of diagnostic questions designed to give the respondent an opportunity to remember and consider what actually happened before they are asked about their level of satisfaction. Thereafter, the respondent is asked how satisfied they were with the 'Whole Experience'.
- (iv) The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a statistically significant increase of 4.7% to 82.4% when looking at the 'Whole Experience'.
- (v) It is worth noting that the figures provided at point (iv) and in Appendix A for 'User Satisfaction – ASB' are the point estimate results based on the results from the survey sample for those who are 'At Least Fairly Satisfied' which combines both the respondents who are 'Completely Satisfied' and 'Very Satisfied'.

c) Confidence – Crime Survey for England & Wales

- (i) One of the questions in the Crime Survey for England & Wales relates to 'Overall Confidence in Local Police'.
- (ii) The data from the Crime Survey for England & Wales is only released quarterly and the most recent results available are for the 12 month period ending September 2016.
- (iii) For the 'In Year Performance' versus the 'previous 12 Month Period' public confidence stands at 80.7% and is down by 1.1%. Comparing the 'In Year Performance' versus the 'Position as at March 2016' public confidence is down by 2.8% from 83.5% to 80.7%.
- (iv) It is worth noting that the figures provided at point (iii) and in Appendix A for 'Confidence – CSEW' are the point estimate results based on the results from the survey sample (820)
- (v) Due to the way in which surveys are conducted it is only possible to provide a result for the sample of people that have completed the questionnaire, therefore, the sample result has a degree of variability. However, the increase of 1.1% is not statistically significant and should be treated as no change.
- (vi) As you can see from the below chart, if you use the point estimate result, Lancashire (depicted with a large yellow circle) is above the figure for England & Wales (depicted with red circle) and is 17th in the country for 'Overall Confidence in Local Police'.

Figure 24



CSEW – Overall Confidence – All Forces and England & Wales

- (vii) When compared to our MSG, Lancashire is 2nd and when compared to the North West Region, Lancashire is 3rd.
- (viii) There are other questions within the 'Perceptions' section of the Crime Survey for England & Wales and the results are as follows based on the percentage saying they 'strongly agree' or 'tend to agree':

Question	Estimate	National Position	MSG	North West Region
Police can be relied on when needed	64%	12 th	2 nd	2 nd
Police would treat you with respect	87.2%	23 rd	3 rd	3 rd
Police would treat you fairly	70.4%	14 th	1 st	2 nd
Police understand local concerns	73.5%	15 th	2 nd	3 rd
Police deal with local concerns	65.3%	11 th	1 st	3 rd

8. Implications

Financial:	Nil
Legal:	Nil
Equality Impact Assessment:	Nil
Risks and Impact:	Nil
Link to Police and Crime Plan:	Provides a performance update in relation to the measures reported to the Police and Crime Panel.

9. List of attachments / appendices

- a) Appendix A – Performance Data

10. Background Papers

- a) None

APPENDIX A - STRATEGIC SCRUTINY MEETING

PROTECTING LOCAL POLICING

Measure		In Year Performance (April 16 - December 16)	In Year Performance Versus 12 Month Ending Mar-16	Position as at March 2016 (April 15 - March 16)	
Proportion of Force Budget Spent on Front Line Policing		73.5%	Down 1.2%	74.7%	
Measure	Previous 12 Month Period (February 15 - January 16)	In Year Performance Versus 12 Month Ending Jan-16	In Year Performance (February 16 - January 17)	In Year Performance Versus 12 Month Ending Mar-16	Position as at March 2016 (April 15 - March 16)
Grade 1 - Emergency Response Average Time to Arrive	9.4 Minutes	Up 1.3 Minutes	10.7 Minutes	Up 1.2 Minutes	9.5 Minutes
Grade 2 - Priority Response Average Time to Arrive	34.1 Minutes	Up 16.6 Minutes	50.7 Minutes	Up 15.2 Minutes	35.5 Minutes
Grade 3 - Planned Response Average Time to Arrive	15.0 Hours	Up 2.4 Hours	17.4 Hours	Up 2.3 Hours	15.1 Hours
999 Calls - Service Level	88.3%	Down 11.3%	77.0%	Down 11.5%	88.5%
999 Calls - Average Time To Answer	4.3 Seconds	Up 3.4 Seconds	7.7 Seconds	Up 3.4 Seconds	4.3 Seconds
101 Calls - Service Level	76.8%	Down 16.6%	60.2%	Down 9.4%	79.6%
101 Calls - Average Time To Answer	31.3 Seconds	Up 32.7 Seconds	64.0 Seconds	Up 38.1 Seconds	25.9 Seconds

TACKLING CRIME & RE-OFFENDING

Measure		In Year Performance (April 15 - March 16)	In Year Performance Versus 12 Month Ending Mar-16	Position as at March 2015 (April 14 - March 15)	
Re-Offending Rate (Adults)		25.1%	Down 2.0%	27.1%	
Measure	Previous 12 Month Period (February 15 - January 16)	In Year Performance Versus 12 Month Ending Jan-16	In Year Performance (February 16 - January 17)	In Year Performance Versus 12 Month Ending Mar-16	Position as at March 2016 (April 15 - March 16)
All Crime	95,381	Up 10.3% (9,851 Crimes)	105,232	Up 8.6% (8,345 Crimes)	96,887

Serious Assault	774	Up 7.6% (59 Crimes)	833	Up 6.9% (54 Crimes)	779
High Impact Acquisitive Crime	5,484	Up 10.6% (579 Crimes)	6,063	Up 9.9% (546 Crimes)	5,517
Business Crime	9,222	Up 10.3% (948 Crimes)	10,170	Up 11.3% (1,029 Crimes)	9,141
Road Safety - KSI	843	Down 3.0% (25 KSI's)	818	Down 3.2% (27 KSI's)	845
Number of Anti-Social Behaviour Incidents	76,071	Up 1.2% (876 Incidents)	76,947	Down 0.2% (146 Incidents)	77,093
ASB Repeats Proportion	10.9%	Up 0.1%	11.0%	No Change	11.0%

SUPPORTING VULNERABLE PEOPLE & VICTIMS

Measure	Previous 12 Month Period (February 15 - January 16)	In Year Performance Versus 12 Month Ending Jan-16	In Year Performance (February 16 - January 17)	In Year Performance Versus 12 Month Ending Mar-16	Position as at March 2016 (April 15 - March 16)
Victims Code of Practice	<i>New Measure - Data Not Yet Available</i>				
Rape	776	Up 33.2% (258 Crimes)	1,034	Up 27.5% (223 Crimes)	811
Sexual Offences	1,748	Up 19.4% (339 Crimes)	2,087	Up 15.2% (276 Crimes)	1,811
Sexual Offences Against Under 16's	1,309	Up 29.3% (384 Crimes)	1,693	Up 25.9% (348 Crimes)	1,345
CSE Crime	784	Up 27.8% (218 Crimes)	1,002	Up 25.6% (204 Crimes)	798
Modern Slavery Crimes (Only introduced 1st April 2015)	N/A	N/A	29	Up 383.3% (23 Crimes)	6
Domestic Abuse Crime	8,639	Up 18.9% (1,634 Crimes)	10,273	Up 15.4% (1,374 Crimes)	8,899
Hate Crime	811	Up 23.9% (194 Crimes)	1,005	Up 22.4% (184 Crimes)	821
Missing Person Incidents	6,854	Up 29.5% (2,020 Crimes)	8,874	Up 24.8% (1,761 Crimes)	7,113

DEVELOPING CONFIDENT COMMUNITIES					
Measure	Previous 12 Month Period (February 15 - January 16)	In Year Performance Versus 12 Month Ending Jan-16	In Year Performance (February 16 - January 17)	In Year Performance Versus 12 Month Ending Mar-16	Position as at March 2016 (April 15 - March 16)
Local Policing Visibility	<i>New Measure - Data Not Yet Available</i>				
User Satisfaction - Four Groups Combined	79.3%	Down 3.1%	76.2%	Down 2.3%	78.5%
User Satisfaction - Anti-Social Behaviour	77.7%	Up 4.7%	82.4%	Up 5.0%	77.4%
Confidence - CSEW (Overall Confidence)	Previous 12 Month Period (October 14 - September 15)	In Year Performance Versus 12 Month Ending Sep-15	In Year Performance (October 15 - September 16)	In Year Performance Versus 12 Month Ending Mar-16	Position as at March 2016 (April 15 - March 16)
	81.8%	Down 1.1%	80.7%	Down 2.8%	83.5%