

POLICE AND CRIME PANEL

Meeting to be held on 19 October 2016

Lancashire Constabulary's Force Control Room

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EXECUTIVE SUMMARY

The Purpose of this report is to provide Members of the Panel with details of the approach being taken by Lancashire Constabulary to tackle performance issues in the Force Control Room.

RECOMMENDATION

Panel Members are recommended to consider the information contained in this report, and the information provided within the meeting, and comment accordingly.

1. Information

- 1.1 The Panel will recall that at its meeting on the 19 October 2016, Members expressed their concerns about the continued poor performance of the Force Control Room (FCR) and asked the Commissioner for a report at the next Panel meeting on the approach being taken to tackle performance issues in the FRC.
- 1.2 The Commissioner received a report setting out the latest performance of the FCR and outlining the approach being taken by Lancashire Constabulary to tackle performance issues at the Strategic Scrutiny Meeting on the 5 January 2017. A copy of the report is attached at Appendix A.
- 1.3 It is clear from the report that this reporting period has continued to be challenging for the FCR. Increases in the number of calls received compared to corresponding months in 2015 continued to show large percentage increases in line with that experienced during the summer period.
- 1.4 For example a 21% and 15% increase in 999 calls in September and October respectively when compared to 2015 represents over 2500 more emergency calls received for that 2 month period.
- 1.5 The increase in Public Safety related demand has continued unabated; with a rising trend of urgent deployments to Missing Persons, Concern for Welfares, Collapsed and Ill People.

1.6 With Local Authorities also facing further significant budget reductions it is expected that this in turn will increase the demands faced by policing services in future years, particularly in relation to individuals with mental health issues.

1.7 This trend towards ever more complex demand being placed upon the police service has been widely described in recent reports to the Police & Crime Panel. This report does not seek to repeat that narrative, but the following information covering the period April 2016 to December 2016 is presented to illustrate the significant changes experienced.

- 11.5% increase in emergency calls compared to the corresponding period of the previous year (in real terms this is an additional 17,768 emergency calls across those months).
- 3% increase in non-emergency calls compared to the previous year, or an additional 16,240 calls over the period.
- 14.8% increase in Public Safety Demand. This includes Missing Persons, Concern for Welfare of individuals, and Injured and Ill people. This type of demand tends to be complex and time consuming to deal with both on the phone and after deployment. For a lot of this type of demand the Constabulary is not the most appropriate organisation to deal with the call for service, but they are often the only service available at the time the caller asks for assistance.
- It is estimated that around half of all 999 calls received in the Constabulary control room are not true emergencies. Some forces estimate the figure to be as high as 75%.

1.8 A note of the Strategic Scrutiny Meeting held on the 5 January 2017 appears elsewhere on the Agenda and sets out the discussion in relation to the performance of the FCR. The Police and Crime Commissioner will also be in attendance at the meeting to provide an overview of the report and respond to any questions that Panel Members may have.

1.9 Attached at Appendix B is an action plan that has been developed, under the direct leadership of the Head of the Control Force Room and progress will be tracked by the Police and Crime Commissioner on a quarterly basis through the Strategic Scrutiny Meeting.