



**Lancashire
Constabulary**
police and communities together

REPORT TO:	STRATEGIC SCRUTINY MEETING
DATE:	5TH JANUARY 2017
REPORT BY:	CHIEF CONSTABLE, STEVE FINNIGAN
TITLE:	PERFORMANCE AGAINST THE POLICE & CRIME PLAN 2016-2021

1 INFORMATION

- 1.1 This report updates the Police and Crime Commissioner on the performance and progress against the milestones and measures included within the Police & Crime Plan for 2016-2021. This paper reports on a broad range of performance issues across a variety of policing areas. The comparison to similar forces is made in several areas including recorded crime, satisfaction and findings of HMIC reports.
- 1.2 Appendix A of this report sets out the performance of Constabulary on the performance measures created under each Police and Crime Plan priority.
- 1.3 Appendix B of this report sets out the current Policies and Strategies used by the Constabulary in supporting the Commissioner's Police and Crime Plan along with the governance arrangements where these documents are considered and reviewed.

2 DECISION REQUIRED

- 2.1 The Commissioner is requested to consider the report.

3 BACKGROUND

- 3.1 The Police and Crime Plan 2016-21 sets out a variety of milestones and measures. Progress against the milestones and measures will be reviewed periodically throughout the year and presented to the Police and Crime Commissioner. This report provides an overarching view of the position regarding the Police and Crime Plan objectives. The Police and Crime Commissioner will also receive individual reports on specific issues during the course of its business.

4 OBJECTIVE 1- PROTECTING LOCAL POLICING

4.1 ***Ensuring local policing teams remain a key part of policing our communities***

Work with partners to join up services

- 4.1.1 Placed based policing was launched in October and the local policing teams are being developed. BCUs are developing their local models bespoke for their own areas to be presented in January to the Deputy Chief Constable for agreement. A subsequent update will be provided for the Commissioner's information. Place based policing is the delivery mechanism for Early Action within BCUs.
- 4.1.2 As the Commissioner is aware, Early Action is at the heart of Lancashire Constabulary's approach to develop a Place-based model of service delivery. This will require an understanding of the unique needs of each community in Lancashire to develop local services which meet the needs of local people. This will be done as part of our commitment to delivering quality public services to Lancashire's communities and be done as effectively and efficiently as possible with a range of partners and third sector agencies. This sense of 'Place' will define the service requirements with delivery being achieved through the identified need and demand but always having at its heart an Early Action approach to prevent an escalation to a more serious problem.
- 4.1.3 Early Action is a central approach to the role of the police as part of a wider functioning and supportive Public Service Lancashire where services have the same collective aim of ***Keeping People Safe and Well***.
- 4.1.4 In the last quarter:
- Forty new probationary constables, recruited specifically to work in Early Action, began training in October
 - The Preston Multi Agency Integrated Hub is operating and is close to official launch.
 - Staff from the Office of the Police and Crime Commissioner received an input on Early Action
 - An internal Early Action training and information website was launched in November.

4.2 ***Continue to grow our Citizens in Policing Programme including increased use of Neighbourhood Watch, Specials and Cadets***

- 4.2.1 There are currently 541 cadets who have logged 19,554 volunteering hours since October 2105.
- 4.2.2 Since the last meeting in July many of the cadets have completed their Duke of Edinburgh expeditions. They have assisted at various community open days, charity fundraising and various bike coding sessions.

- 4.2.3 Cadetfest took place 26-28 August with 17 teams taking part. The event was a success with positive feedback from those attending including some vulnerable young people from care homes and asylum seekers. British Transport police won the competition and will host next year.
- 4.2.4 In relation to the senior cadets (16-18 year old), the CIP Ambassador is working with the Chamber of Commerce looking for employment opportunities for cadets. Officers are exploring the opportunity for UCLAN specials to be mentors for the senior cadets wanting to go to higher education.
- 4.2.5 A cadet to Specials process is being drafted and will be completed soon.
- 4.2.6 The OPCC is working up a number of funding proposals with the Constabulary which will provide opportunities for the cadets and create capacity to increase the cadet scheme.

Future projects

- 4.2.7 The Constabulary are working with Eric Halford to design cyber awareness presentations that can be delivered to and by cadets in relation to digital cyber issues.
- 4.2.8 Officers are working with Preston College to look at accreditation and additional qualifications for both cadets and leaders.

Specials

- 4.2.9 Chief Superintendent Bithell has now taken the lead for Specials since James Lee retired.
- 4.2.10 There are currently 463 registered and have logged 12,500 hours since Oct '15.
- 4.2.11 The safe and legal rate of Special Constables is approximately 33%.
- 4.2.12 The next recruitment window opened on 1 December and closed 15 December with recruitment events taking place in Divisions w/c 28 November. Assessment Centres will take place through January and successful candidates will start April 2017.
- 4.2.13 The process for the UCLAN specials for April is already underway.
- 4.2.14 Work is underway to recruit special licensing and RPU Specials.

Volunteers

- 4.2.15 There are currently 322 police support volunteers who have logged 10,562 hours since Oct '15.

4.2.16 New volunteer roles are being explored for

- DASOU Admin
- Vulnerable witness
- Vulnerable fraud victim Support
- Community safeguarding practitioners
- Event supporters
- Clothing assistant
- Vetting assistant
- Rural mounted
- Victim satisfaction call back

Neighbourhood Watch

4.2.17 We have hosted a regional NHW learning event at HQ on the 21 October. The event was chaired by members of the National NHW and included representatives from Cumbria, Cheshire, North Wales, Lancashire and the OPCC.

4.2.18 Following the event a tri partite agreement between the OPCC, Lancashire NHW and Constabulary which reflected national, local and policing was discussed as possibly the way forward. The aim would be to develop a Lancashire wide NHW association that would sit between the OPCC and Constabulary.

4.2.19 To achieve the above the following would need to be agreed

- Develop and draft a local mission, vision, commitment linked to the 3 organisations for the next 4 years
- Review LCWF current position with regards to being in a position to effectively represent Lancashire
- Understand the support required by LCWF to deliver in the future

4.2.20 LCWF have since met with the National NHW to discuss next steps and this will be followed up on 11 January 2017 with Constabulary and OPCC.

4.3 Make the best use of our land and buildings

As the Commissioner will be aware:

4.3.1 The ground breaking ceremony (attended by CC and PCC) has taken place for the new Blackpool Divisional HQ and contractors have moved on site.

4.3.2 Blackpool Bonny Street has now been sold to Blackpool Council and we are leasing the premises back until vacation forecast to be from autumn 2018.

4.3.3 In Blackburn Town Centre we are relocating from the Railway Station to St Johns Court to provide a fit for purpose base for a public enquiry desk and neighbourhood policing. The plan is to be on site January and commissioning April/May 2017.

- 4.3.4 The Accrington new Town Centre location is now open and operational. The old Accrington Police Station is now surplus and is currently being vacated/emptied with a view to marketing in spring.
- 4.3.5 A detailed estate report will be presented to the Joint management Board in February

4.4 Modernise policing through better use of new technology

During the 3 month reporting period (Oct – Dec 2016) the forces ICT department has focussed on:-

- The continued stabilisation and configuration of the Connect Case and Custody platform (introduced June 2016) which has enabled digitised working and collaboration with CPS
- Development of the Connect Crime and INTL platform which will deliver a central 'POLE' store of information making intelligence led policing more effective.
- Continued roll out of hand held PDAs (Samsung) and Panasonic Toughbooks for operational officers allowing them to remain visible to the public and more effective. There was a full report presented at the last Scrutiny meeting re increased visibility as a result of the rollout. Refreshed data is not currently available due to technical reasons but performance will be updated at a future meeting.
- Development of a new Intranet which will allow officers access to information and advice in a way that develops their capability to provide the best service possible to the public.
- Defending our infrastructure from cyber-attack and security breaches by replacing our switch technology and developing our disaster recovery capability.
- Developing the capability to share data across key agencies so that we can better protect the vulnerable.
- The procurement of a 'Public Engagement' platform that will allow the Constabulary to provide an improved service to the public of Lancashire who wish to report incidents or crimes on line and allow a more effective service to victims and witnesses.

4.5 Proportion of Force Budget Spent on Front Line Policing

- 4.5.1 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 September 16) and 2016/17 as a whole.

- 4.5.2 Lancashire Constabulary received a positive HMIC inspection report into the efficiency of police forces. The fact that HMIC could find no areas for improvement shows that the force remains one of the most efficient in the country.
- 4.5.3 The Constabulary has been rightly praised for their understanding of the demands they face across the county and I can assure you that we are always looking at ways to better collaborate with other police forces and services to keep Lancashire safe.
- 4.5.4 The figures for 'Operational Frontline' for the 'In Year Performance' versus the 'Position as at March 2016' shows a reduction of 2.2% in the proportion of Force budget spent on front line policing from 74.7% to 72.5%.
- 4.5.5 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	£102.5m	42.7%	38.2%	40.2%
Non Visible	£71.5m	29.8%	32.4%	31.3%
Operational Frontline	£174.0m	72.5%	70.6%	71.5%
Frontline Support	£19.2m	7.9%	8.7%	8.6%
Business Support	£47.0m	19.6%	20.7%	19.8%
Other *	£21.0m			
Total	£261.2m			

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

4.6 Number of Police Officers, PCSOs and Specials

- 4.6.1 For Police Officers, the 'In Year Performance' versus the 'Previous 12 Month Period' is down 4.4% (130 officers) based on head count. The Full Time Equivalent (FTE) is down 4.3% (124.74 officers).
- 4.6.2 For PCSO's, the 'In Year Performance' versus the 'Previous 12 Month Period' is up 4.5% (15 PCSO's) based on head count. The Full Time Equivalent (FTE) is down 0.2% (0.51 PCSO's).
- 4.6.3 For Special Constables, the 'In Year Performance' versus the 'Previous 12 Month Period' is down 0.2% (1 Special Constable) based on head count.

5 OBJECTIVE 2 - TACKLING CRIME & RE-OFFENDING

5.1 Tackling serious and organised crime including modern day slavery and cybercrime

- 5.1.1 Operation Genga is being seen as developing best practice nationally and is featured in the most recent National SOC local partnerships bulletin. It is also going to feature at the National SOC conference in February.
- 5.1.2 Operation Genga is the Constabulary's multi-agency approach to tackle serious and organised crime across Lancashire. Three virtual Genga enforcement hubs have been established for delivery in each BCU. (Transformation Challenge Award funding granted and PIF match funding provided). Each has a dedicated co-ordinator and aligned with the local partnerships.
- 5.1.3 The multi-agency work is governed by the National Serious and Organised Crime Strategy and Lancashire's Serious Harm Reduction Strategy and informed by Lancashire's SOC Local Profiles (Pan Lancashire and Local BCU).
- 5.1.4 A secure system to work together has been secured in the form of PAM (PAM is a powerful multi-tool that is trusted, secure and cloud based. It allows partners to share information and work better together with partners. Police and partner agencies are able to upload intelligence / profiles, and / or nominals of concern to share intelligence and allocate actions to enable a multi-agency led approach across the SOC strategy). Approximately 200 PAM licences across 40 partner agencies have been assigned. This will increase capability and disruption opportunities across SOC.
- 5.1.5 Local Genga partnership meetings (seven district meetings) will be supported via PAM tasking and the local profiles will assist in directing local activity. The Local profiles have been shared across each of the partner agencies and action plans are being created that will assist and drive local delivery and help identify disruption opportunities. Local profiles will be re-visited in March/April 2017. Referrals into Genga are made via partners internal tasking governed by risk and threat. These are then assessed via the co-ordinators in each BCU and via the Force Genga co-ordinator. An intelligence product will then be built upon. A lead agency will be assigned and the appropriate multi-agency enforcement will be taken with joint oversight.
- 5.1.6 Our next development is to bring Serious and Organised Crime / Organised Crime Group Management firmly into the place based plans which will be assisted by the GENGA partnership approach and relationships already in place. This integration in how we deal with the harm and vulnerability caused by OCGs through the 4 x P plans of Pursue, Prevent, Prepare and Protect will be a feature of this place based approach

Modern Slavery

- 5.1.7 In the past two years, Lancashire Constabulary has faced this challenge by ensuring that the Modern Slavery / Human Trafficking agenda is an issue of

high priority for all officers and police staff. The portfolio lies with the Public Protection Unit, with designated Strategic and Thematic leads. Over this time frame, developments have enabled area SPOC's to be nominated in each BCU, analytical support assigned and more recently PCC funded investment, for a number of dedicated roles that have ensured that this area of work and subsequent progress is in a targeted and pro-active manner.

- 5.1.8 Progress cannot be made without a multi-agency approach and with the support of the public of Lancashire. This has been achieved and will continue to progress by the continuance of partnership meetings; bringing together both Strategic and 3rd sector partners that can assist, promote and proactively engage in raising awareness on this agenda to the public at large, as well as actively work with the Constabulary in terms of intelligence capture on emerging issues in the locality.
- 5.1.9 The Strategic and Thematic leads have liaised with regional police areas and national based agencies, ensuring that any developing areas of MS/HT activity of a cross boarder nature are known and we are in a position to proactively engage with colleagues when there is a requirement.
- 5.1.10 Training on both an internal and external basis, has been one of the major challenges for the designated leads in this area of work. Throughout the last two years, considerable time has been invested into training officers and staff on the signs and symptoms of MS/HT. We have also provided training whenever asked to our multi-agency and 3rd sector partners, as well as targeted members of the public (i.e. Hoteliers/Landlords) who may come into contact with associated activity. Again, by our proactive approach and our eagerness to support other agencies and the public, it has encouraged the development of trust, confidence and effective working practise.
- 5.1.11 This quarter has been a productive period
- A Dedicated Media and Engagement officer now in place and worked closely with HQ Public Protection Unit to the align media campaign for Constabulary with the National theme and PCC support during the October 16 week of Action.

The Force Intelligence Bureau conduct daily scanning of all logs to capture MS related incidents and feed into the BCU Intel system
 - A Dedicated Modern Slavery Co-ordinator now in place with FIB who will collate data and promote partnership flow of Intelligence.
 - Links were made with the Genga group and Romanian Officers now working with the EAST team during the 2016 Week of Action.
 - 18th November 2016 – There was an Hoteliers / Landlords Conference at the Hilton Hotel, Blackpool. PCC in attendance and presentations provided from Hope for Justice, PPU thematic lead, PCC and Investigating officer for Op Hexton. Successful event. Media Unit support the event.

- November 2016 -Op Nyx - three offenders pleaded to Human Trafficking on a victimless prosecution after both the girls found at an address and believed married to the other two suspects refused to cooperate with the officers when they attended. This will be the first victimless prosecution for Lancashire Constabulary for Human Trafficking and one of only a small handful in the country.

Cybercrime was reported on fully at the last scrutiny meeting and there is no update this meeting. The PCC will be briefed in detail on the Constabulary action plan in the New Year.

5.2 Progress made on improving engagement with all our communities to prevent and reduce crime.

- 5.2.1 The Constabulary's Public Engagement Strategy has now been agreed and the Media & Engagement department is working closely with BCUs and the Office of the Police and Crime Commissioner to promote and deliver the strategy.
- 5.2.2 Key achievements in the past three months include a 10.7% growth in social media followers which shows that increasing numbers of people still want to see Constabulary news and engage with officers via the force's primary digital channels. This growth is important if we are to engage people in the fight against crime, keep them informed about policing services and maintain confident communities. Over the scrutiny period the Media & Engagement Team has significantly increased the level of insight and engagement reporting it provides for place based senior management teams, in order to ensure the Constabulary meets the aims set out in the force engagement strategy.
- 5.2.3 Facebook and Twitter are now measured not just by followers/likes but also by an engagement score which measures interaction i.e.: comments and shares, not just followers/likes.
- 5.2.4 Success is also measured by the number of missing people who have been found, number of criminals identified and numbers of offenders handing themselves in following appeals on social media. This provides clear evidence that the Constabulary's approach to engagement is helping to achieve operational and investigative benefits by preventing and reducing crime.
- 5.2.5 The Constabulary continues to get high levels of engagement for Q&A sessions and live updates on Facebook. These are being used across the county and will continue to be developed in 2017 along with increasing use of video and live streaming.
- 5.2.6 The Constabulary is also increasingly using Facebook live to provide people with real time insights into what officers are doing to keep people safe and

new force developments. We are seeing high levels of engagement from these types of posts:

- 5.2.7 Over the reporting period we have also sought to extend our engagement activity with key groups including minority groups and young people.
- 5.2.8 A new Polish Facebook group will be launched in the New Year; we have launched a Snapchat account aimed specifically at a youth audience and we have refreshed the Constabulary's youth website TrustEd; with a new Trust Ed Facebook page scheduled to launch next spring.
- 5.2.9 A detailed plan for how the Constabulary will grow and fully use these channels will be developed in early 2017.

In the Know

- 5.2.10 Work has also continued to grow our community messaging system In the Know (ITK) which has seen a 5.4% increase in sign-ups over the past three months with 28,822 now registered to receive news and crime prevention alerts and advice from Lancashire Police.
- 5.2.11 Over the scrutiny period, the Constabulary has worked with the Fire Service and County Council to develop a new public facing website for ITK with an improved look and feel and a much a simpler sign up process for new members.
- 5.2.12 The channel is expected to grow as a result of this and as a result of an initiative to encourage everyone who has called 101 over the last 12 months for non-serious crime/incidents to join ITK. At the time of writing (16 December) nearly 600 people have signed up with In the Know in 15 days as a result of this work and we expect to pass the 30,000 members mark by the end of the month.

5.3 Roll out through Lancashire with our partners an Early Action prevention based approach supporting vulnerable people with complex needs:

- 5.3.1 UCLan has been commissioned to undertake an evaluation of the rollout of Early Action to date. Reporting is due April 2017 and subsequently the Commissioner will be updated on progress.
- 5.3.2 Currently the Constabulary is in phase 1 of procuring a suitable IT platform to facilitate inter-agency case management. A suitable system will be identified by the end of January. Implementation will then be aligned with the rollout of Connect to ensure interoperability. This is expected to be from October 2017.
- 5.3.3 Number of Crimes Recorded

5.3.3.1 The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 10,320 crimes (11.1%). The current forecast for 2016/17 is an increase of 11.4%.

5.3.3.2 The main crime categories which have contributed to the increase at Force level are predominantly in the following:

- Violence Against the Person – Up 5,412 crimes (22.8%)
 - Harassment – Up 2,045 crimes (90.1%)
- Criminal Damage & Arson - Up 1,275 crimes (7.7%)
- Public Order Offences - Up 791 crimes (39.4%)
- Public Fear, Alarm or Distress - Up 646 crimes (52.8%)
- All Sexual Offences - Up 709 crimes (30.1%)
- Vehicle Offences - Up 1,252 crimes (14.5%)
 - Theft from a Motor Vehicle - Up 1,035 crimes (19.5%)
 - Vehicle Taking - Up 217 crimes (10.7%)

5.3.3.3 As detailed at the previous Strategic Scrutiny meetings one of the most notable exceptions is in relation to Harassment with increases of 90.1% 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.

5.3.3.4 There have been favourable results in:

- Bicycle Theft (Down 347 crimes or 16.5%)
- Drug Offences (Down by 719 crimes or 24.8%)

5.3.3.5 The figures in the table below are taken from national data in the ForceSight file; however, this data is only available up until the end of October 2016.

	England & Wales	NW Region	MSG	Lancashire
12M Oct-16 -v- 12M Oct-15	Up 9.1% (338,648 Crimes)	Up 6.9% (33,693 Crimes)	Up 14.8% (117,557 Crimes)	Up 10.1% (9,386 Crimes)

5.3.3.6 After extremely low figures through the winter of December 14 to February 15 figures for All Crime have been on an upward trend. The last 6 months of data available (May to October) have been exceptionally high.

5.3.3.7 This pattern is generally mirrored at a national level and currently stands at 9.1% (338,648 crimes) for the 12 month period ending October 2016.

- 39 forces nationally have an increase in All Crime.
- Nationally the results range from an increase of 43.0% (34,580 crimes) in Northumbria to a reduction of 1.0% (701 crimes) in Nottinghamshire.

Figure 1

ForceSight OFFICIAL SENSITIVE Provisional Data not yet finalised and published by the ONS				
Select Force	Lancashire			
Select Crime Category	All Crime			
Earlier Period Starts	Nov-14			
Earlier Period Ends	Oct-15			
Later Period Starts	Nov-15			
Later Period Ends	Oct-16			
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 Nov-14 to Oct-15	Later Period Nov-15 to Oct-16	Change	
			Numeric	Percentage
England & Wales	3,701,223	4,039,871	+ 338,648	+ 9.1%
North West Region	491,510	525,203	+ 33,693	+ 6.9%
Cheshire	52,936	58,197	+ 5,261	+ 9.9%
Cumbria	25,664	25,498	- 166	- 0.6%
Greater Manchester	217,726	233,569	+ 15,843	+ 7.3%
Lancashire	93,363	102,749	+ 9,386	+ 10.1%
Merseyside	101,821	105,190	+ 3,369	+ 3.3%
Most Similar Group	795,585	913,142	+ 117,557	+ 14.8%
Lancashire	93,363	102,749	+ 9,386	+ 10.1%
South Wales	89,878	95,199	+ 5,321	+ 5.9%
South Yorkshire	96,927	106,976	+ 10,049	+ 10.4%
Northumbria	80,421	115,001	+ 34,580	+ 43.0%
Nottinghamshire	73,643	72,942	- 701	- 1.0%
Humberside	66,797	73,151	+ 6,354	+ 9.5%
Kent	109,519	123,218	+ 13,699	+ 12.5%
West Yorkshire	185,037	223,906	+ 38,869	+ 21.0%
Number of forces in England & Wales with an increase in this category			39	

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

5.3.4 Number of Business Crimes Recorded

- 5.3.4.1 The business crime category includes business robbery, shoplifting and making off without payment.
- 5.3.4.2 Business crime has seen an increase in the 'in Year Performance' when compared to the 'Previous 12 Month Period' of 5.4% (501 crimes), but this is mainly influenced by high levels in September 16 and October 16.
- 5.3.4.3 Shoplifting accounts for approximately 84% of Business crime. This has seen an increase of 4.6% when comparing the 'In Year Performance' to the 'previous 12 Month Period'.
- 5.3.4.4 Making off without Payment has accounted for 15.5% of Business Crime. The 'In Year Performance' shows an increase of 11.6% compared to the 'Previous 12 Month Period'.

5.3.4.5 Robbery Business has accounted for 0.9% of Business Crime. The 'In Year Performance' shows a reduction of 16.8% compared to the 'Previous 12 Month Period', albeit this actually only equates to 17 crimes.

5.3.5 Number of Anti-Social Behaviour Incidents

Anti-Social Behaviour (ASB) 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 2.0% at The Constabulary level. EAST Division is showing an increase of 1.8%, SOUTH Division is showing an increase of 2.4% and WEST Division is currently showing an increase of 1.8%.

5.3.6 Anti-Social Behaviour Incidents – Repeats Percentage

5.3.6.1 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'.

5.3.6.2 The purpose of identifying repeat locations is to allow place based managers to identify those cases that are more intractable and those victims who are potentially more vulnerable. This allows managers to support the officers dealing with the cases whilst providing regular scrutiny.

5.3.6.3 The 'In Year Performance' figures compared against the 'Previous 12 Month Period' now show a minimal increase of 0.1% at The Constabulary level from 10.8% to 10.9%. EAST Division is showing a small reduction of 0.3% (9.8% to 9.5%), SOUTH Division is showing an increase of 0.5% (10.4% to 10.9%) and WEST Division is currently showing no change at 12.4% for both periods.

5.3.7 User Satisfaction – Anti-Social Behaviour

5.3.7.1 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 mandated program in relation to Burglary, Vehicle Crime, Violent Crime and Hate Incidents.

5.3.7.2 The 'In Year Performance' compared to the 'Previous 12 Month Period' shows an increase of 4.9% to 81.7% when looking at the 'Whole Experience'.

5.4 Promote road safety with our partners countywide

These figures relate to Road Traffic Collisions where the persons involved are either Killed or Seriously Injured.

- 5.4.1 The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 6.7% (55 KSI's) at The Constabulary level. EAST Division have a reduction of 4.5% (13 KSI's), SOUTH Division have a reduction of 8.8% (22 KSI's) whilst WEST Division have a reduction of 7.2% (20 KSI's).
- 5.4.2 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 4.8% (34 KSI's) at The Constabulary level. EAST Division have a reduction of 3.7% (9 KSI's), SOUTH Division have a reduction of 6.9% (15 KSI's) whilst WEST Division have a reduction of 4.0% (10 KSI's).
 - **Child Casualty:** A reduction of 18.8% (21 KSI's) at The Constabulary level. EAST Division have a reduction of 8.3% (4 KSI's), SOUTH Division have a reduction of 21.2% (7 KSI's) whilst WEST Division have a reduction of 32.3% (10 KSI's).
- 5.4.3 The Constabulary have promoted road safety with our partners through continued membership of the Lancashire Road Safety Partnership. Costs recovered from driver behaviour diversionary courses are being used to fund 2 new but essential Partnership roles, a Road Safety Analyst and a Co-Ordinator. These roles are crucial in:
- Understanding in detail where and what our road safety threats are across Lancashire.
 - Mapping activity in a more targeted, efficient and effective manner. For example specific age groups and localities.
 - Information sharing and co-ordination of all partners' resources (particularly important as we face increasing strain on budgets).
 - Identifying best practice from across the UK.
 - Communication with communities through enhanced use of Social Media and other outlets.
 - Identifying external funding streams to divert into Road Safety pan-Lancashire.
 - Evaluation and forward planning.
- 5.4.4 For the first time a joint 'Strategy' has been agreed – TOWARDS ZERO. This is underpinned by a strong and cohesive Executive Board and a newly re-vamped Operational Board which aims to ensure day to day delivery of education, engineering and enforcement in order to meet our strategy.

- 5.4.5 In support of the Partnership work, the Lancashire Constabulary restructure of Tactical Operations (including Roads Policing functions) will see a more focussed and sophisticated use of specialist operational resources in order to reduce people killed or seriously injured on our roads through daily, weekly and monthly tasking at a force and local level.
- 5.4.6 Finally, the Partnership will roll out 8 average speed systems during 2017, located on some of our highest casualty rate roads in the county. This will be a first on non-motorway roads in Lancashire and it is anticipated this will have a major impact on speed and hence number and severity of collisions. All 8 average speed systems have been financed from Partnership funds and this will continue for the duration of the project. During January the Partnership have arranged for families of victims to be visited by Family Liaison Officers and residents in the area to be informed before the news is released to the public and press: a good example of victim care.

6 OBJECTIVE 3 - SUPPORTING VULNERABLE PEOPLE AND VICTIMS

6.1 Delivering Lancashire Victim Service to support victims and witnesses of crime:

- 6.1.1 As you will be aware, a commissioning process has recently been undertaken to ensure the continuation of Lancashire Victim Services and Nest Lancashire – the young people's service – following the end of the current contract in March.
- 6.1.2 From April, the service is being expanded to include domestic abuse services for the Lancashire 12 area – commissioned on behalf of Lancashire County Council and the 12 district councils – as well as sexual violence provision for adults, including counselling, pre-trial therapy and independent sexual violence advisors.
- 6.1.3 Following a commissioning process involving representatives from the OPCC, Lancashire County Council, district councils and NHS England, Victim Support has been awarded the contract to deliver services for both adults and young people from April 1, 2017. The organisation will work with third sector partners across Lancashire, including Renaissance and Disability Equality North West, to deliver a service which meets the needs of victims across the county.
- 6.1.4 The contract will run for three years.

6.2 Working with all agencies to ensure vulnerable children are protected from abuse and child sexual exploitation.

- 6.2.1 CSE awareness week in November brought all partner agencies together from across Lancashire and beyond to assist in tackling CSE. The theme for the week was engaging with children who may have additional needs

and included ensuring staff and children from these communities were as equally educated. A 5th national conference for professionals and a young people's conference for the second year highlighted the week of action which via social media reached over 2.8 million people.

- 6.2.2 Daily referrals of identification of threat, risk and harm in BCU's, a total of 474 CSE related PVPS for the period, are multi-agency risk assessed in line with the Standard Operating Protocol. Delivery of outcomes via a new multi-agency dataset can now evidence each agencies activity and support improvements to services where necessary. Recent multi-agency task and finish groups for both resourcing within teams and intelligence gathering have improved processes and delivery of services to children and young people to date.
- 6.2.3 Police-led training to taxi drivers and licencing officers continued in conjunction with LSCB multi-agency CSE awareness training and a further conference to raise awareness of CSE in BME communities took place. The appointment of a LSCB CSE co-ordinator will now assist with the effective management of the CSE action plan in relation to training professionals and educating children. November saw the current plan signed off at Strategic Board following an external review and a new refreshed plan will shortly be produced to direct future actions and evidence on-going activity.
- 6.2.4 The launch of NEST Lancashire has highlighted and provided the essential provision of support for young people and opened a simple pathway, whether it be relevant advice; one to one support or further therapeutic services for those aged 10-18 and affected by crime and abuse. This extra support will further enhance the on-going support for victims currently working with the CSE teams and provide initial advice to anyone who may have been a victim of crime.
- 6.2.5 Early identification of children at risk of CSE through early action teams or via Missing from Home incidents has continued and feedback from peer reviews in this period identifies this as a positive pro-active approach. Direction from the Police-chaired CSE Operational group continues to improve partnership working, with education in particular, to address the awareness of children particularly in relation to being safe on-line and the Deter team have been nominated for the 2nd time for a National Award in recognition of CSE-related work delivered within schools.

6.3 *Progress on campaigning to raise awareness, challenge offending behaviour and encouraging people to seek support for all forms of crime or abuse*

- 6.3.1 Since 1st September, a number of campaigns have been executed in order to achieve the above objective, the most notable being:
- Modern Slavery campaign (Campaign plan and evaluation attached)

- Knife Crime Campaign (Campaign Plan and evaluation attached)
- Drink Drive campaign (on-going)
- CSE Awareness Week (campaign plan and evaluation attached)
- Christmas Crime Prevention & Advice campaign (campaign briefing note attached)

6.3.2 In addition, various national Police campaigns were supported, predominantly by sharing content on Lancashire Constabulary channels eg: Counter Terrorism Awareness Week, Fraud awareness etc.

6.4 *Helping people before they reach crisis point to get the help and support they need to turn their lives around through early action and intervention*

See earlier comments re development of Early Action and placed based policing.

By definition this work tends to be long term. The Constabulary has available a series of anonymised case studies which do demonstrate the effectiveness of Early Action. However the evaluation currently being carried out by UCLan will provide a rigorous assessment. This is due to report in April

6.5 Promoting the co-ordinated commissioning of domestic abuse services across Lancashire and ensure victims know where to access help and support:

6.5.1 Recorded Number of Domestic Abuse Referrals

6.5.1.1 The referral numbers have increased in the 'In Year Performance' period by 16.4% when compared to the 'Previous 12 Month Period'.

6.5.1.2 This breaks down as follows:

- 14.0% of Domestic Abuse Referrals had a 'High Risk' level. This is a reduction of 1.6% when compared to the 'Previous 12 Month Period' (15.6%).
- 32.8% had a 'Medium Risk' level. This is an increase of 0.9% when compared to the 'Previous 12 Month Period' (31.9%).
- 53.2% had a 'Standard Risk' level. This is an increase of 0.7% when compared to the 'Previous 12 Month Period' (52.5%).

6.5.2 Recorded Number of Vulnerable Adult Referrals

6.5.2.1 The referral numbers have increased in the 'In Year Performance' period by 30.7% when compared to the 'Previous 12 Month Period'.

6.5.2.2 This breaks down as follows:

- 18.2% of Vulnerable Adult Referrals had a 'High Risk' level. This is a reduction of 1.1% when compared to the 'Previous 12 Month Period' (19.3%).
- 46.9% had a 'Medium Risk' level. This is an increase of 1.3% when compared to the 'Previous 12 Month Period' (45.6%).
- 34.9% had a 'Standard Risk' level. This is a reduction of 0.2% when compared to the 'Previous 12 Month Period' (35.1%).

6.5.3 Recorded Number of Vulnerable Child Referrals

6.5.3.1 The referral numbers have increased in the 'In Year Performance' period by 24.5% when compared to the 'Previous 12 Month Period'.

6.5.3.2 This breaks down as follows

- 39.0% of Vulnerable Adult Referrals had a 'High Risk' level. This is a reduction of 2.4% when compared to the 'Previous 12 Month Period' (41.4%).
- 49.8% had a 'Medium Risk' level. This is an increase of 3.2% when compared to the 'Previous 12 Month Period' (46.6%).
- 11.1% had a 'Standard Risk' level. This is a reduction of 0.9% when compared to the 'Previous 12 Month Period' (12.0%).

6.5.4 All Sexual Offences/Sexual Offences on Children under 16

6.5.4.1 When comparing the 'In Year Performance' period against the 'Previous 12 Month Period' the category of All Sexual Offences is up 30.1% (709 crimes).

6.5.4.2 The increase in All Sexual Offences is accounted for in:

- Sexual Offences (excl Rape) (Up 11 crimes or 32.0%)
- Rape (Up 198 crimes or 26.1%)

6.5.4.3 The figures in the table below are taken from national data in the ForceSight file; however, this data is only available up until the end of July 2016.

	England & Wales	NW Region	MSG	Lancashire
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12M Oct-16 -v- 12M Oct-15	Up 12.9% (12,789 Crimes)	Up 14.0% (1,712 Crimes)	Up 17.4% (3,713 Crimes)	Up 29.2% (674 Crimes)
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- 40 forces nationally have an increase in All Sexual Offences
- Nationally the results range from an increase of 34.3% (830 crimes) in Northumbria to a reduction of 4.8% (42 crimes) in Gwent.

Figure 2

ForceSight OFFICIAL SENSITIVE Provisional Data not yet finalised and published by the ONS				
Select Force	Lancashire			
Select Crime Category	Sexual Offences (All)			
Earlier Period Starts	Nov-14	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	Oct-15			
Later Period Starts	Nov-15			
Later Period Ends	Oct-16			
Areas	Earlier Period Nov-14 to Oct-15	Later Period Nov-15 to Oct-16	Change	
England & Wales	98,991	111,780	+12,789	+12.9%
North West Region	12,234	13,946	+1,712	+14.0%
Cheshire	1,341	1,525	+184	+13.7%
Cumbria	782	938	+156	+19.9%
Greater Manchester	5,558	6,090	+532	+9.6%
Lancashire	2,309	2,983	+674	+29.2%
Merseyside	2,244	2,410	+166	+7.4%
Most Similar Group	21,337	25,050	+3,713	+17.4%
Lancashire	2,309	2,983	+674	+29.2%
South Wales	1,870	2,188	+318	+17.0%
South Yorkshire	2,743	3,275	+532	+19.4%
Northumbria	2,417	3,247	+830	+34.3%
Nottinghamshire	2,120	2,061	-59	-2.8%
Humberside	1,728	2,154	+426	+24.7%
Kent	2,904	3,590	+686	+23.6%
West Yorkshire	5,246	5,552	+306	+5.8%
Number of forces in England & Wales with an increase in this category			40	

All Sexual Offences – England & Wales, North West Region and MSG

- 6.5.4.4 When comparing the 'In Year Performance' period against the 'Previous 12 Month Period', Sexual Offences on Children Under 16 is up 34.8% (419 crimes). There is no national data available for Sexual Offences on Children Under 16.
- 6.5.4.5 A combination of factors can be attributed towards the recent increase in reporting and conviction of persons in relation to sexually related offences. Firstly, the continued media coverage of historic allegations including willingness of agencies to listen to victims with sensitivity gives victims the confidence to disclose and speak. Secondly, the on-going improved commissioning of victim focused facilities in place to offer support both during disclosure and afterwards means more are able to be supported through the criminal justice process. Thirdly, the improved training of and awareness of professionals in identifying vulnerabilities and risk means more victims are being identified.

6.6 Tackle hate crime by encouraging reporting and providing a robust response to offences

- 6.6.1 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.
- 6.6.2 The ‘In Year Performance’ versus the ‘Previous 12 Month Period’ shows an increase of 804 crimes (22.4%).
- 6.6.3 The figures in the table below are taken from national data in the ForceSight file, however, this data is only available up until the end of October 2016 and 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 Oct-16 -v- 12M Oct-15	Up 14.5% (5,595 Crimes)	Up 4.0% (239 Crimes)	Up 28.8% (1,834 Crimes)	Up 13.6% (54 Crimes)

- 42 forces nationally have an increase in Racially/Religiously Aggravated Offences.
- Nationally the results range from an increase of 70.1% (47 crimes) in City of London to a reduction of 10.3% (33 crimes) in Northamptonshire.

Figure 3

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	Nov-14	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	Oct-15				
Later Period Starts	Nov-15				
Later Period Ends	Oct-16				
Areas	Earlier Period Nov-14 to Oct-15	Later Period Nov-15 to Oct-16	Change		
			Numeric	Percentage	
England & Wales	38,612	44,207	+ 5,595	+ 14.5%	
North West Region	6,004	6,243	+ 239	+ 4.0%	
Cheshire	523	611	+ 88	+ 16.8%	
Cumbria	171	175	+ 4	+ 2.3%	
Greater Manchester	3,411	3,447	+ 36	+ 1.1%	
Lancashire	398	452	+ 54	+ 13.6%	
Merseyside	1,501	1,558	+ 57	+ 3.8%	
Most Similar Group	6,370	8,204	+ 1,834	+ 28.8%	
Lancashire	398	452	+ 54	+ 13.6%	
South Wales	939	1,015	+ 76	+ 8.1%	
South Yorkshire	540	806	+ 266	+ 49.3%	
Northumbria	769	1,192	+ 423	+ 55.0%	
Nottinghamshire	563	571	+ 8	+ 1.4%	
Humberside	276	376	+ 100	+ 36.2%	
Kent	656	785	+ 129	+ 19.7%	
West Yorkshire	2,229	3,007	+ 778	+ 34.9%	
Number of forces in England & Wales with an increase in this category			42		

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

6.6.4 User Satisfaction – Hate Incidents

6.6.4.1 The Home Office mandates certain surveys be conducted by Police Forces, one of which is Hate Incidents.

6.6.4.2 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
- Police Actions
- Follow-Up
- Treatment
- Whole Experience

6.6.4.3 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'.

6.6.4.4 The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 5.3% to 73.9% when looking at the 'Whole Experience'.

6.6.4.5 It is evident that satisfaction levels are lowest in the aspects of 'Police Actions' and 'Follow-Up'.

6.6.4.6 During the reporting period:

- The Constabulary played a full part in Hate Crime Awareness week 8th – 14th October with the full support of the OPCC #SAYNOTOHATE campaign.
- An internal awareness and training video was developed and shown to all front line staff during the week.
- Hate Crime Officer Guidance has been drafted and circulated for approval prior to being included in the January BMM cycle.
- A Partnership Strategy and Delivery Plan has been drafted with the Lancashire Strategic Hate Crime and Cohesion Board for presentation to the Lancashire Chief Executives in January.
- A Hate crime briefing has been delivered to LCC elected members and the Lancashire Magistrates forum

7 OBJECTIVE 4 - DEVELOPING SAFE AND CONFIDENT COMMUNITIES

7.1 Ensuring the Chief Constable and his policing team deliver the highest professional and ethical standards in their service to the public:

- 7.1.1 The majority of the force has received Ethics Training – “The Conversation” which is subject of an on-going publicity and awareness campaign.
- 7.1.2 The force has in place an ethics action plan which is driven through the tactical ethics group which reports exceptions to the independent external ethics panel.
- 7.1.3 Ethics board members act as ambassadors and proactively raise issues from the ethical perspective via Buzz, the board meeting and across normal business. This has resulted in ethical considerations entering normal business processes within meetings such as the Strategic and Tactical Resourcing Board.
- 7.1.4 Full external assurance was given to the implementation of the Code of Ethics reporting that a sound system of internal controls is in place. (November 2016)

- 7.1.5 The force has developed and adopted a Gateway policy to ensure that the actions and meetings of Chief Officers are quality assured and actions take to mitigate any conflicts of interest or perceived integrity threats.
- 7.1.6 Integrity checks have been introduced as part of all promotion processes to ensure the standards of professional behaviour are recognised within career progression.
- 7.1.7 Updated policies and procedures have been introduced regarding gifts and hospitality, business interests and reportable associations. (agreed Dec 2016). The Service Confidence Policy has been developed and is currently subject to internal consultation.
- 7.1.8 Action plans are in place and being monitored regarding abuse of authority for sexual gain and non-vetted staff members. Both are on track.

7.2 Ensuring that the public have an accessible, open and transparent policing service

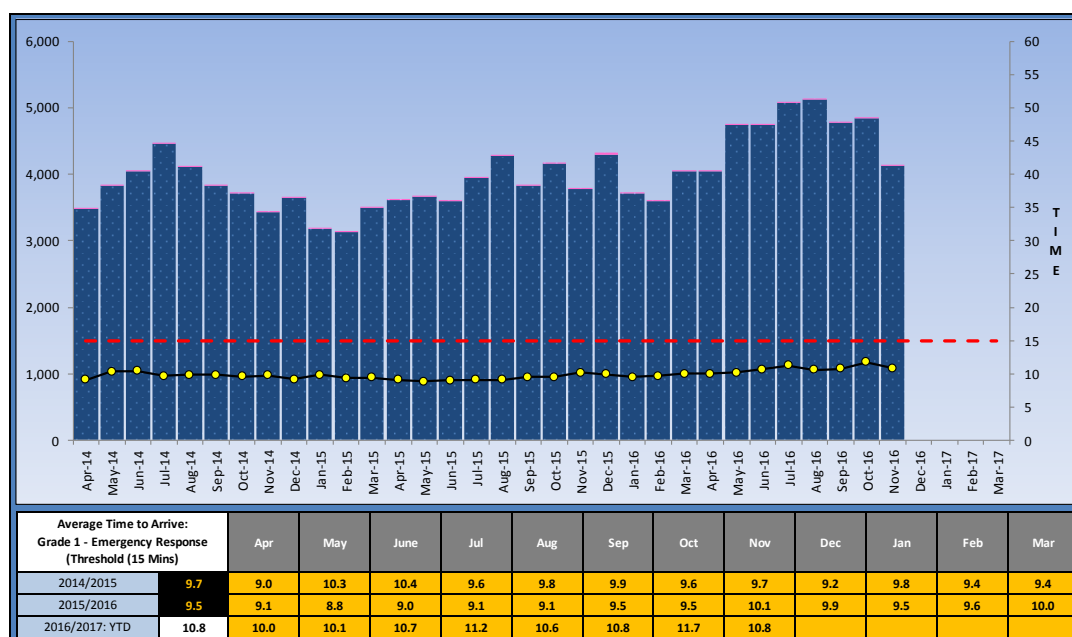
- 7.2.1 The PCC funded Workforce Representation coordinator has continued to work towards widening representation within the Constabulary and represents the Constabulary at National Positive Action Practitioner Alliance Group. The group exists to share and discuss best practice regarding Workforce Representation and matters affecting our recruitment and retention of Police Officers and Staff.
- 7.2.2 Following on she has also (with a Cheshire Colleague) created a regional North West Workforce Representation group to discuss local initiatives and working closely together. Again whilst in early stages they have already attended joint community engagement events and sign-posted interested applicants to each Force
- 7.2.3 The coordinator has frequently careers events and created pop-up recruitment stalls with immediate success already around Specials and Volunteers and individuals currently going through the PC recruitment process.

7.3 Ensure the public has confidence in their police service:

- 7.3.1 Response Times to answer 999 and 101 Calls
 - 7.3.1.1 Performance of both these measures are down in the 'In Year Performance' period when compared to both the 'Previous 12 Month Period' (999: Down 9.8%, 101: Down 13.0%) and 'Position as at March 2016' (999: Down 9.9%, 101: Down 16.0%).
 - 7.3.1.2 Further context in relation to the response times to answer 999 and 101 calls can be found in the Contact Management report submitted to the Strategic Scrutiny Meeting.
- 7.3.2 Grade 1 – Emergency Response – Average Time To Arrive

- 7.3.2.1 The 'Average Time to Arrive' is the average time in minutes that it takes to attend a Grade 1 – Emergency Response incident. The aim of The Constabulary is to attend to Grade 1 incidents within 15 minutes.
- 7.3.2.2 The 'In Year Performance' versus the 'Previous 12 Month Period' shows the average time to arrive has increased by 1.2 minutes from 9.3 minutes to 10.5 minutes. The comparison to the 'Position as at March 2016' shows that the average time to arrive has increased by 1.0 minutes from 9.5 minutes.
- 7.3.2.3 Corporate Analysis is currently awaiting the results of discussions in Contact Management in relation to how 'outliers' within the data relating to re-grades can be accounted for. Once this has been discussed Corporate Analysis will make the necessary amendments to ensure that the correct outliers are accounted for and removed from the average.
- 7.3.2.4 The constabulary are consistently below the 15 minute threshold as can be seen below.

Figure 4



Grade 1 Emergency Response – Average Time to Arrive

7.3.3 User Satisfaction – Four Groups Combined

- 7.3.3.1 The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 2.1% to 77.1% when looking at the 'Whole Experience' for the four groups combined (Burglary, Vehicle Crime, Violent Crime and Hate Incidents).

- 7.3.3.2 It is evident that satisfaction levels are lowest in the aspects of 'Police Actions' and 'Follow-Up'.
- 7.3.3.3 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.
- 7.3.3.4 Summary for Lancashire and MSG: The latest User Satisfaction data from iQuanta is now available and provides national figures for interviews for the year ending 30th September 2016. The data at national level is for three groups combined (Burglary, Vehicle Crime and Violent Crime).
- 7.3.3.5 Whole Experience
- The best performing force in England & Wales is currently Northumbria with a percentage satisfied of 90.8%.
 - Lancashire is currently ranked 39th out of 43 forces nationally.
 - Lancashire is currently ranked 8th out of 8 forces in its MSG.
 - The MSG figures range from 90.8% in Northumbria to 78.6% in Lancashire.

Our current data shows our position for the 12 months ending November 2016 to be **78.1%** (At Least Fairly Satisfied) for the three groups (Burglary, Vehicle Crime and Violent Crime).

- 7.3.3.6 Ease of Contact
- The best performing force in England & Wales is currently Hertfordshire with a percentage satisfied of 98.4%.
 - Lancashire is currently ranked 22nd out of 43 forces nationally.
 - Lancashire is currently ranked 6th out of 8 forces in its MSG.
 - The MSG figures range from 97.9% in Northumbria to 91.4% in Humberside.

Our current data shows our position for the 12 months ending November 2016 to be **91.7%** (At Least Fairly Satisfied) for the three groups (Burglary, Vehicle Crime and Violent Crime).

- 7.3.3.7 Police Actions
- - The best performing force in England & Wales is currently Cambridgeshire with a percentage satisfied of 90.4%.

- Lancashire is currently ranked 29th out of 43 forces nationally.
- Lancashire is currently ranked 7th out of 8 forces in its MSG.
- The MSG figures range from 88.4% in Northumbria to 74.9% in Humberside.

Our current data shows our position for the 12 months ending November 2016 to be **74.4%** (At Least Fairly Satisfied) for the three groups (Burglary, Vehicle Crime and Violent Crime).

7.3.3.8 Follow Up

- The best performing force in England & Wales is currently City of London with a percentage satisfied of 87.6%.
- Lancashire is currently ranked 42nd out of 43 forces nationally.
- Lancashire is currently ranked 8th out of 8 forces in its MSG.
- The MSG figures range from 83.3% in Northumbria to 61.5% in Lancashire.

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Our current data shows our position for the 12 months ending November 2016 to be **60.5%** (At Least Fairly Satisfied) for the three groups (Burglary, Vehicle Crime and Violent Crime).

7.3.3.9 Treatment

- The best performing force in England & Wales is currently Northumbria with a percentage satisfied of 96.89%.
- Lancashire is currently ranked 33rd out of 43 forces nationally.
- Lancashire is currently ranked 6th out of 8 forces in its MSG.
- The MSG figures range from 96.9% in Northumbria to 91.7% in Humberside.

Our current data shows our position for the 12 months ending November 2016 to be **91.1%** (At Least Fairly Satisfied) for the three groups (Burglary, Vehicle Crime and Violent Crime).

The areas identified as affecting the overall whole experience are *Police Actions* and *Follow Up*. These areas are being specifically addressed by Sgts reviewing officers' actions and conducting ring-backs within locally managed processes. These are subject to quarterly performance review by Chief Officers and also as part of the Tactical Management Board.

7.3.4 Public Confidence (Local)

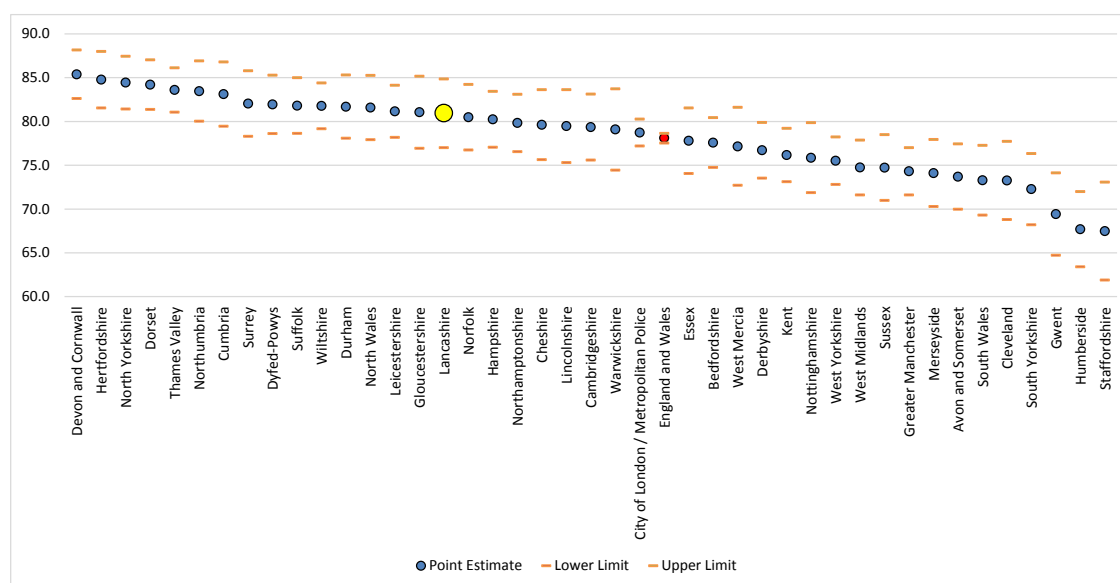
- ### 7.3.4.1
- Confidence in the Constabulary is based on a survey where the respondents do not have to have had any contact with the police – they are identified purely by random digit dialling. Consequently, they may or may not have personal experience of police service. We survey 50 respondents per month.

- 7.3.4.2 For the 'In Year Performance' versus the 'previous 12 Month Period' public confidence stands at 84.5% and is down by 5.0%. Comparing the 'In Year Performance' versus the 'Position as at March 2015' public confidence is down by 1.6% from 86.1% to 84.5%.
- 7.3.4.3 The Constabulary is currently looking at ways in which it can ensure the survey sample is more representative of the community, without biasing the survey results.
- 7.3.4.4 Research has been undertaken to assess whether or not other forces conduct a confidence (or similar) survey and the methods they use. The results of this research are currently being compiled.
- 7.3.4.5 Discussions have also taken place with colleagues at the University of Central Lancashire to utilise students undertaking PHD's and to task them with a research project. This research will hopefully result in a document in relation to how other organisations etc. measure confidence or public/consumer perceptions. This work is currently on-going.
- 7.3.4.6 Local surveys should be also taken in the context of the national crime survey. This whilst an annual rather than monthly survey has a larger sample.

7.4 Confidence – Crime Survey in England & Wales

- 8 One of the questions in the Crime Survey in England & Wales relates to 'Overall Confidence in Local Police'.
- 9 The data from the Crime Survey in England & Wales is only released quarterly and the most recent results available are for the 12 month period ending June 2016.
- 10 For the 'In Year Performance' versus the 'previous 12 Month Period' public confidence stands at 80.9%% and is up by 1.2%. Comparing the 'In Year Performance' versus the 'Position as at March 2016' public confidence is down by 2.6% from 83.5% to 80.9%.
- 11 As you can see from the below chart, if you use the point estimate result, Lancashire (depicted with large yellow circle) is above the figure for England & Wales (depicted with red circle) and is 16th in the country for 'Overall Confidence in Local Police'.

Figure 6



11.1 Encouraging volunteering in local areas

Lancashire Volunteer Partnership Programme

The vision for the Lancashire Integrated Public Service Volunteer Hub is that by May 2018 Lancashire Public Services will have an efficient, effective and high quality Public Service Volunteer offer that matches resource with need, supports vulnerable people to get the help they need to become stronger and more resilient whilst reducing the demand on statutory services.

In March 2016 the OPCC were successful in securing over £700k to help fund the development of this Programme from the Police Innovation Fund and on the 1st June 2016 a formal Programme Plan was approved by the Early Action Oversight Board.

Progress to date:

- Full time Programme Manager and Projects Manager now in place.
- Programme Plan has been formally approved by the multi-agency Programme Board.
- Programme support including media and marketing, legal and HR now in place.
- Police staff restructure to align with the partnership approved and will be completed by June 17.
- Pilots in two areas and a central service function are now underway, meeting with Blackpool to agree progress there early 2017.
- 2 Development officers and Programme support now recruited.
- Match funding accounted for and no under spend expected in this financial year.
- ICT reconfigured to inform place based leadership areas.
- Branding and media campaign along with new website planned to go live Feb 17.
- Programme is on track.

Next steps:

- Launch of new website for public service volunteering.

APPENDIX A

- Process development and new referral pathways.
- Progression into other areas with additional partners.
- Police staff coming on line mid 2017
- Recommendations in relation to future structure and operating policy