

POLICE AND CRIME PANEL

Meeting to be held on 23 January 2017

Police & Crime Plan Performance Monitoring Report

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EXECUTIVE SUMMARY

The Purpose of this report is to provide Members of the Panel with an update on progress in delivering the current Police and Crime Plan (the Plan) for Lancashire 2016-2021 including a performance report in relation to the success measures contained within the Plan and a brief outline of other key commissioner activity.

This is the first report of the new Police and Crime Plan and covers the 'third quarter' from the 20 October 2016 to 6 January 2017

RECOMMENDATION

The Panel is asked to consider the report.

Background

1. The Panel will recall that in October 2016, the Commissioner presented his new Police & Crime Plan 2016-2021 to the Police & Crime Panel for their comments. The Panel have since supplied their comments and the Commissioner has considered them and has since published the final form of the Police & Crime Plan 2016-2021.
2. The Police & Crime Commissioner has a responsibility to hold the Chief Constable to account for the Constabulary's performance as against the Police & Crime Plan priorities by means of the quarterly Strategic Scrutiny meeting. Mindful of the comments made by the Police and Crime Panel, the Police and Crime Commissioner, at the Strategic Scrutiny meeting held on the 5 January 2017, agreed the measures to be used in measuring the performance of the Constabulary against the priorities of the Police and Crime Plan 2016- 2021.
3. In addition the Constabulary will be held to account on their performance as against the action plans and strategies. It is essential that both qualitative and quantitative measures are in place to get a rounded view of performance and thereby success or otherwise.
4. This report is presented in four sections as follows:-

5. The report attached at **Appendix A** contains key performance data for the headline measures: Victim Based Crime, Public Confidence, and Victim Satisfaction, and performance information on each of the key areas of focus, as set out in the Police and Crime Plan 2016-2021.
6. The document is updated and published publically quarterly. The latest report, attached in full, was presented to the Commissioner on the 5 January 2017 and published on the Police and Crime Commissioner's website on 9 January 2017. The majority of the data spans the 12 months to end of November.
7. Attached at **Appendix B** is the note of the Strategic Scrutiny Meeting held on the 5 January 2017. The Police and Crime Commissioner will be in attendance at the meeting to provide an overview of the report and respond to any questions that Panel Members may have.
8. The Police and Crime Plan as indicated has a number of priorities and a range of performance measures developed in conjunction with the Chief Constable that enable the PCC to monitor both the performance of Lancashire Constabulary and the implementation of the objectives set out in the plan.
9. The measures are shown in full in **Appendix C**, with the latest performance data shown where appropriate or a short comment for measures with an outcome focus.
10. The Plans and Strategies are shown in **Appendix D** along with the lead officer responsible for delivery and progression. During the course of the year the Police and Crime Commissioner will receive individual reports on specific plans and strategies and these will of course be reported to the Panel.

11. Performance Headlines

12. Members will recall that there was a full engagement programme throughout quarter two, which coincided with the public consultation period on the new Police and Crime Plan.

This involved attending many events over the summer and early autumn and teaming up with local beat teams, which proved very effective.

Following consultation with the Police and Crime Panel the Police and Crime Plan 2016-2021 has now been approved.

13. A commissioning process was 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.

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.

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.

The contract will run for three years with an option to extend up to 2 years.

14. The third quarter has continued to be challenging for the Force Control Room. 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.

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.

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.

A substantive report in relation to the Force Control Room is available elsewhere on the Agenda.

15. 60 new officers were recruited in October 2016 – 40 went in to Early Action and 20 in Immediate Response. On 27th January 2017, another 40 officers will be recruited.
16. After extremely low figures through the winter of December 14 to February 15 figures for All Crime have been on an upward trend (up 11.1 % - 10,320 crimes). The last 6 months of data available (May to October) have been exceptionally high. This pattern is generally mirrored at a national level which currently stands at 9.1% 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. This needs to go before the discussion on ASB
17. Recorded incidents of 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. Victim Satisfaction has continued to increase since March 2016.

18. The total number of road traffic collisions and the proportion of which resulted in serious injury has decreased by 6.7% from 820 to 765.
19. The latest data from the Crime Statistics of England and Wales shows that 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%.
20. 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. This means Lancashire are now ranked 16th nationally for public confidence.
21. The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 2.1% to 77.1% in Victim Satisfaction when looking at the 'Whole Experience' for the four groups combined (Burglary, Vehicle Crime, Violent Crime and Hate Incidents) which is disappointing. The areas identified as affecting the overall whole experience are *Police Actions* and *Follow Up*. These areas are being specifically addressed by local police sergeants by conducting ring-backs within locally managed processes. These are subject to quarterly performance review by Chief Officers and also as part of the Constabulary's Tactical Management Board.

22. Recommendation

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

Angela Harrison
Director

Appendix A: Performance Report

Appendix B: Note of the Strategic Scrutiny Meeting held on the 5 January 2017

Appendix C: Performance Measures

Appendix D: Plans and Strategies