

# **Police & Crime Panel for Lancashire**

**Wednesday, 20 September 2017**

**10:00**

**Meeting Room A, Blackburn Town Hall**

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## **AGENDA**

### **PART I: ITEMS FOR CONSIDERATION IN PUBLIC**

- |           |   |                |
|-----------|---|----------------|
| <b>1</b>  | <b>Welcome and Apologies</b>  |                |
| <b>2</b>  | <b>Minutes of the Previous Meeting</b>  |                |
|           | <b>Minutes</b>  | <b>3 - 12</b>  |
| <b>3</b>  | <b>Declarations of Interest</b>   |                |
| <b>4</b>  | <b>Public Questions</b>   |                |
| <b>5</b>  | <b>Induction Update</b>   |                |
| <b>6</b>  | <b>Contact Management Presentation</b>  |                |
| <b>7</b>  | <b>Annual Report</b>  |                |
|           | <b>Annual Report</b>  | <b>13 - 14</b> |
|           | <b>Annual Report 2016-17</b>  | <b>15 - 48</b> |
| <b>8</b>  | <b>The Police and Crime Plan Performance</b>  |                |
|           | <b>Monitoring Report</b>  |                |
|           | <b>The Police and Crime Plan Monitoring Report</b>  | <b>49 - 54</b> |
|           | <b>Appendix A Performance Monitoring Report</b>   | <b>55 - 76</b> |
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|           | <b>Appendix C Performance Monitoring Report</b>   | <b>83 - 86</b> |
|           | <b>Appendix D Performance Monitoring Report</b>   | <b>87 - 88</b> |
| <b>9</b>  | <b>Police and Crime Commissioner Decisions</b>  |                |
|           | <b>Police and Crime Commissioner Decisions</b>  | <b>89 - 92</b> |
| <b>10</b> | <b>Frontline Policing Task and Finish Group</b>   |                |
|           | <b>Task and Finish Group - Frontline Policing</b>   | <b>93 - 94</b> |
|           | <b>September 2017</b>   |                |
| <b>11</b> | <b>LGA Police and Crime Panels Workshop and proposals for national representation for Police and Crime Panels</b> |                |

	<b>LGA Police and Crime Panels Workshop</b>	<b>95 - 98</b>
	<b>Appendix 1 - LGA Workshop</b>	<b>99 - 102</b>
<b>12</b>	<b>Monitoring of Complaints</b>	
	<b>Complaints Update</b>	<b>103 - 106</b>
<b>13</b>	<b>Urgent Business</b>	
	An item of urgent business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chairman of the meeting is of the opinion that the Item should be considered at the meeting as a matter of urgency. Wherever possible, the Secretary of the Panel should be given advance warning of any Members intention to raise a matter under this heading.	
<b>14</b>	<b>Date of Next Meeting</b>	
	The next scheduled meeting of the Police and Crime Panel will be held on Monday 11th December 2017, at 6.30pm in Cabinet Room 'C' The Duke of Lancaster Room, County Hall, Preston.	

## **PART 2: ITEMS FOR CONSIDERATION IN PRIVATE**

Date Published: Friday, 15 September 2017  
Harry Catherall, Chief Executive

## **Police and Crime Panel for Lancashire**

### **Minutes of the meeting held on Monday 19<sup>th</sup> June 2017**

#### **Present:**

##### **Chair**

Councillor Alistair Bradley, Chorley Borough Council

##### **Committee Members**

Councillor Adrian Lythgoe, Rossendale Borough Council  
Councillor Andy Kay, Blackburn with Darwen Borough Council  
Councillor Geoff Driver, Lancashire County Council  
Councillor Mark Smith, Blackpool Borough Council  
Councillor Sue Graham, Burnley Borough Council  
Councillor Clare Cleary, Hyndburn Borough Council  
Councillor Ben Aitken, Fylde Borough Council  
Councillor David Whipp, Pendle Borough Council  
Councillor Terry Hill, Ribble Valley Borough Council  
Councillor Paul Elms, Ribble Valley Borough Council  
Councillor Jacqueline Mort, South Ribble Borough Council  
Councillor Roger Berry, Wyre Borough Council  
Abdul Mulla, Independent co-opted member

##### **Also in attendance**

- Clive Grunshaw, Police and Crime Commissioner for Lancashire
- Angela Harrision, Officer of the Police and Crime Commissioner
- Andy Rhodes, Incoming Chief Constable Lancashire Constabulary
- David Fairclough, Secretary Lancashire Police and Crime Panel
- Phil Llewellyn , Executive and Councillor Support Manager

#### **1. Appointment of Chair**

The Secretary of the Panel, David Fairclough requested nominations for the Chair of the Panel for 2017/18. Councillor Alistair Bradley was nominated by Councillor Terry Hill, which was seconded by Councillor Andy Kay.

**RESOLVED** – That Councillor Alistair Bradley be appointed as Chair for the 2017/18 Municipal Year.

## 2. Appointment of the Deputy Chair

The Chair requested nominations for the Vice –Chair of the Panel for 2017/18. Councillor Terry Hill nominated Councillor Paul Elms which was seconded by Councillor Andy Kay.

**RESOLVED** - That Councillor Paul Elms be appointed as Vice Chair of the Panel for 2017/18.

## 3. Membership 2017

It was reported that following the local elections on the 4<sup>th</sup> May 2017, the political balance and the panel had been recalculated and the balance that achieved political balance across the 15 local Authorities was as follows;

18 Elected Members (plus 2 independent persons) on the following basis

<b>Labour</b> <b>9</b>	<b>Conservative</b> <b>7</b>	<b>Lib Dem</b> <b>1</b>	<b>Independent</b> <b>Member</b> <b>1</b>
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This reflected the number of seats won across the County and respective Council's and the respective controlling parties on each Council.

As reported previously Local Authorities combined must "agree" to the balance of the Panel and the Home Office powers to intervene and make appointments if agreement could not be reached locally, though it had been made clear that the best Panel arrangements were those which were locally determined.

Each Local Authority in the Lancashire Police Area had been consulted and the following representatives have been nominated to date to serve on the Panel for 2017/18.

Local Authority	Representative(s)	Political Party
1. Blackburn with Darwen	Andy Kay	Labour
2. Blackpool	Ivan Taylor (tbc)	Labour
3. Burnley	Sue Graham	Labour
4. Chorley	Alistair Bradley	Labour
5. Fylde	Ben Aitken	Conservative
6.	Liz Oades	Independent
7. Hyndburn	Clare Cleary	Labour
8. Lancashire	Geoff Driver	Conservative
9. Lancaster	Brendan Hughes	Labour
10. Pendle	David Whipp	Liberal Democratic
11. Preston	Robert Boswell	Labour
12. Ribble Valley	Paul Elms	Conservative

13.	Terry Hill	Conservative
14. Rossendale	Adrian Lythgoe	Labour
15. South Ribble	Jacqui Mort	Conservative
16. West Lancashire	Kevin Wright	Labour
17. Wyre	Roger Berry Peter Gibson	Conservative Conservative

The Panel were asked to consider the constitution of the Panel in the view of the above and the requirement to “agree” the membership in order to achieve the “balanced appointment objective”, including the requirement for the Panel to be politically balanced.

The Panel last year agreed that all Members new or continuing should attend an induction session. The Panel was asked to endorse this approach and also ask that the induction session was also open to any persons who were likely to be substitutes during the year as provided for in the Terms of Reference / Panel Arrangements.

#### **RESOLVED -**

i) That the balance of the Panel 2017/18 – Elected Members (plus 2 independent persons) on the following basis be approved.

<b>Labour</b> <b>9</b>	<b>Conservative</b> <b>7</b>	<b>Lib Dem</b> <b>1</b>	<b>Independent/Other</b> <b>Member</b> <b>1</b>
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ii) That the appointments made be agreed and that these be confirmed as the full membership for 2017/18.

iii) That the Secretary be requested to arrange an induction for all Members before the next full meeting of the Panel and that all Members be expected to attend.

#### **4. Apologies**

Apologies were received for Councillors Ivan Taylor, Brendan Hughes, Robert Boswell, Kevin Wright, Peter Gibson, Liz Oakes and Altaf Bagdhadi, the Independent Co-opted Member.

#### **5. Minutes of the meeting held on the 3<sup>rd</sup> April 2017**

The minutes of the meeting held on the 3<sup>rd</sup> April 2017 were agreed as a correct record subject to the amendment of the following (min 9). 40,000 people were referred to the Victims Service (not 4,000).

#### **6. Declaration of interests**

There were no declarations of interests received.

## **7. Public Questions**

No public questions have been received.

## **8. Presentation by the incoming Chief Constable Andy Rhodes and Police and Crime Commissioner Clive Grunshaw**

The Commissioner introduced the presentation by referring to the excellent work of the outgoing Chief Constable Steve Finnigan and the ambition to maintain the excellent work of the force despite the ongoing cuts and the challenges such as funding, and he was pleased to report on the recent senior appointments including Andy Rhodes and his confidence in the new management team being dynamic in leading the force going forward.

Andy Rhodes thanked the panel for the opportunity to attend and gave an overview of the direction of the force. The scope of the presentation would mainly focus on Prioritisation, Context and Challenges. Key areas included Neighbourhood Policing, which was a key focus and the force had a very good record as evidenced by PEEL and HMIC inspections but could be improved – he emphasised how the trust and confidence of communities was key.

The issues facing the police force had changed considerably over the last 20 years with cyber-crime, historical sex offences and mental health all taking up significant amounts of officer time with ongoing monitoring of information a key focus, ie the information and intelligence relating to counter terrorism.

Demand numbers on the Contact Centre was consistent however more recently calls were taking longer due to the increase in cross service calls relating to mental health, social services etc.

The focus going forward would be on a PLACE based model- Neighbourhood policing V2, with duplication avoided, integrated working and less referrals to MASH. Frontline officers would be equipped to make digital referrals at the scene and get it right first time. There would be nine PLACE based areas within Lancashire with prevention the aim before matters escalated. This would be supported by a significant investment in digital working. There would be a need to reskill staff with an emphasis on keeping the public informed throughout investigations, to build trust and confidence. Local policing would be protected and Operations Support staff (roads, dogs, firearms) would be assigned to deal with matters such as Fracking, to ensure staff could focus on local policing and having police on the beat.

At this point members of the Panel asked questions on the presentation and made observations and in particular on the need to get the message out to communities and change perceptions on local policing and on the importance of collaborative working with local authorities, whether Unitary or District. It was noted that Mental health was taking up a significant portion of officer's time, but support from Mental health professionals had declined due to cuts. In terms of the timescale for

Operations Staff to police the fracking sites, this was imminent and would involve rest day working so officers were not taken off local duties and use of Operations Staff on a 50/50 split basis.

Concerns were also raised about the closure of local police stations particularly in rural areas and the need to have a consistent offer and good response if the local desk was no longer available

Part two of the presentation followed which focused on the counter terrorism and the changing nature of attacks such as the Nice and Bataclan attacks and in the U.K. a combination of low tech and sophisticated attacks. Lancashire had recently provided mutual aid to GMP following the Manchester Arena attack and Community Impact Assessments and the monitoring of hate crime had been very time consuming and there had been massive increases in reporting since the Manchester and Borough Market attacks which had led to resource issues for the Metropolitan Police and Greater Manchester police and the diversion of staff from other forces.

More work was needed at a local level with schools and social services to identify potential suspects/ vulnerable targets and also an emphasis on cyber activities as some people self-radicalised, officers needed to monitor this and work with internet providers.

The Chair and Panel thanked the incoming Chief Constable for his presentation.

**RESOLVED-** That the presentation be noted.

## **9. Police and Crime Commissioner Decisions**

A report was submitted which contained information published on the Commissioners website, a number of decisions had been made since the report to the panel at its last meeting on the 3<sup>rd</sup> April 2017.

**RESOLVED-** That the report be noted.

## **10. Lancashire Police and Crime Panel forward plan 2017/18**

The Secretary David Fairclough reported that the Panel had previously identified areas of particular interest that the Panel would focus on as special interest areas 2017/18 at its earlier meetings and these are included on the draft plan.

These were:

- 1. Front Line Policing (Due to report in September 2017)**
- 2. Police and Crime Plan (Due to report September 2017)**
- 3. Victim Services (Due to report March 2017)**

The Panel were invited to consider if they wish to include additional/new areas for scrutiny for inclusion in the Forward Plan.

The draft Forward Plan for Municipal Year 2017/18 was attached at Appendix 1.

The Panel then discussed membership and timings for scrutiny of these three topics.

#### **RESOLVED-**

1. That the Forward Plan for the Municipal year 2017/18 be agreed;
2. That the membership of the Task and Finish Groups be confirmed as follows:
  - i) Frontline Policing, that David Whipp, Roger Berry and Paul Elms to report in September 2017.
  - ii) Police and Crime Plan report to be submitted to the September meeting following the Commissioners consultation across the summer with stakeholders. Whole panel scrutiny with final report in December 2017;
  - iii) Victim Services - Clare Cleary and Terry Hill and other Member TBC to report in March 2018.
  - iv) Budget – dedicated meeting in January 2018 with report on the One Public Estate.
  - v) Task Group – In Spring 2018 with the topic to be confirmed.

#### **11. Task and Finish Group – Frontline Policing**

A report was submitted which advised of the re-commencement of Scrutiny of Frontline Policing by the Task and Finish Group following earlier previous scrutiny of this topic and sought to confirm Membership of the Group.

Members of the Panel were reminded that a Task and Finish Group looked at this topic during the 2015/16 Municipal Year and reported back to the meeting of the Panel in January 2016.

It was agreed that this item would be looked at again in 12 months and be added to the Forward Plan for 2016/17.

Following subsequent discussions on the Forward Plan and this item at the October meeting it was suggested that this matter be considered at the March (now April) meeting as this area was under review by Lancashire Constabulary. At the meeting on 19<sup>th</sup> October 2016, Councillors David Whipp, Paul Elms and Roger Berry volunteered to sit on the Task Group.

At the April meeting of the Panel this matter was discussed and it was considered appropriate to wait until the AGM meeting when Membership of the Panel would be known, post Elections and Council Appointment processes.



The Panel were invited to consider membership of the Task and Finish Group and the necessary working arrangements for scrutiny of this topic.

**RESOLVED-** That David Whipp, Roger Berry and Paul Elms serve on this Task and Finish Group and report back on their work to the September meeting of the Panel.

## **12. Police and Crime Panel Budget 2016/17**

Members received a report which outlined Panel expenditure for 2016/17. The Government had committed to providing limited funding to cover the costs of maintaining Police and Crime Panels. The host authority for a Police and Crime Panel in a Police force area would receive annually up to £53,300 for costs of administering Panels and up to £920 for expenses for expenses per member (maximum 20 Panel members). This had been confirmed again by the Home Office for 2016/17 but no commitment has been made to funding for future years had been received.

Home Office funding was provided by a grant agreement which was paid in arrears to Blackburn with Darwen as the host authority.

As part of the agreement to fund Police and Crime Panels the Home Office stipulated that for 2015/16 onwards a transparency requirement was attached as a condition of the single grant payment to allow public scrutiny of PCP spending. This now required PCPs to publish, as a minimum on their website, details of all their expenditure including all Panel administration costs and individual Panel claims for expenses and allowances.

Attached at Appendix 1 was a breakdown of projected costs and expenditure as submitted to the Home Office in early March for the Grant claim for 2016/17.

**RESOLVED** – That the Panel noted expenditure for 2016/17 which would be published on the PCP website.

## **13. Timetable of meetings 2017/18**

Members reviewed a report which set out a proposed Timetable of Meetings for 2017/18.

Based on feedback during 2016/17 it was proposed that Panel meetings were held around three weeks after the Commissioners scrutiny meetings in order that the most up to date performance information could be submitted to the Panel in a timely fashion.

The proposed dates for meetings had been selected to meet required statutory deadlines/processes and to ensure that Panel Members were presented with the most relevant information available. An extra meeting had been scheduled, with a meeting now in December and the January meeting being devoted to one item agenda – to consider the Commissioner's Precept proposals.

In accordance with previous decisions of the Panel it was suggested that future meetings rotate between Preston, Blackburn and Blackpool and also be held both during the day and in the evening.

The next scheduled meeting after the AGM was due to be held at Blackburn Town Hall on 20<sup>th</sup> September 2017. Officers were also looking for a suitable date when an induction meeting would be held for new Members of the Panel (existing Panel Members would also be invited as it will give an opportunity to refresh existing knowledge.

The timetable of meetings for 2017/18 was as follows:

<b>DATE/TIME/VENUE</b>
<b>Wednesday 20<sup>th</sup> September 2017</b> 10.00am in Meeting Room “A” at the Town Hall, King William Street, Blackburn.
<b>Monday 11<sup>th</sup> December 2017</b> 6.30pm in Cabinet Room “C” The Duke of Lancaster Room, County Hall, Preston
<b>Monday 22<sup>nd</sup> January 2018 (Precept only)</b> 6.30pm in the Cabinet Room “C” The Duke of Lancaster Room, County Hall, Preston.
<b>Tuesday 6<sup>th</sup> February 2018 (If required – dependant on Precept decision)</b> 10.00am in Meeting Room “A” at the Town Hall, King William Street, Blackburn.
<b>Monday 12<sup>th</sup> March 2018</b> 6.30pm in the Cabinet Room “C” The Duke of Lancaster Room County Hall, Preston
<b>Monday 2<sup>nd</sup> July 2018 –AGM</b> 10.00am in Conference Room 3A and 3B, Bickerstaffe House, Blackpool.

**RESOLVED** -That the Timetable of Meetings for 2017/18 be agreed.

#### **14. Monitoring of Complaints**

A report was submitted which set out the current position with regard to communications relating to potential complaints received to date in relation to the Police and Crime Commissioner.

Many communications received focused on the alleged conduct of Police Officers or the Chief Constable and these are matters for which there were other complaints processes.

There have been three further communications of this nature recently and the potential complainants had been advised of the appropriate complaint process. A fourth communication was related to an application for a license which has been

referred to the appropriate office in the Lancashire Constabulary. A fifth communication referred to a complaint about an officer from the OPCC which has been referred accordingly to the OPCC for consideration and the sixth communication related to a press release which was again referred to the OPCC for consideration and attention.

It could be noted therefore that there have been no formal complaints registerable under the Regulations (Approved Procedure) since the last meeting. Such Complaints would always be reported, after receipt, at the next available Panel meeting.

**RESOLVED** – That the update in relation to Communications and Complaints be noted.

### **15. Urgent Business**

There were no items of urgent business.

### **16. Date of next meeting**

The next meeting of the Panel would be held on Wednesday, 20<sup>th</sup> September 2017 at 10.00am in Meeting Room A, Old Town Hall, Blackburn.

Signed.....Chair  
2017



## **LANCASHIRE POLICE AND CRIME PANEL – AGENDA ITEM**

### **20<sup>TH</sup> SEPTEMBER 2017 – PUBLIC REPORT**

Report of the Lancashire Police and Crime Commissioner

Contact Officer – Ian Dickinson

Contact Details – [ian.dickinson@lancashire-pcc.gov.uk](mailto:ian.dickinson@lancashire-pcc.gov.uk)

### **POLICE AND CRIME COMMISSIONER'S ANNUAL REPORT 2016/17**

#### **1. Purpose**

1.1 The report is being presented to the Lancashire Police and Crime Panel (the "Panel") to enable it to review the Annual Report issued by the Lancashire Police and Crime Commissioner (the "Commissioner") under section 12 of the Police Reform and Social Responsibility Act 2011 (the "Act")

#### **2. Recommendations**

2.1 The Panel is asked to review the Annual Report attached as Appendix A and make comment or ask questions as appropriate.

#### **3. Background**

3.1 This report is presented to enable the Panel to carry out its functions. The Panel is therefore required to review the Annual Report.

3.2 Under section 12 of the Act, The Commissioner must produce an Annual Report on the exercise of the organisation's functions in the financial year and the progress that has been made in the meeting of the police and crime objectives in the Police and Crime Plan.

3.3 As soon as practicable after producing the annual Report the Commissioner must send the report to the Panel. The Commissioner must attend before the panel at a public meeting, present the report to the Panel and answer the Panel's questions on the report.

3.4 The Commissioner must arrange for the Annual Report to be published.

#### **4. Key Issues**

4.1 The Annual Report covers the [period from April 2016 to March 2017].

4.2 During October there was an election but this resulted in no change of Commissioner. In 2016 the Commissioner produced a new Police and Crime Plan, this Annual Report considers the new priorities set out therein.

4.3 This Annual Report provides an opportunity to review the work carried out over the last year to deliver the priorities set out in the first year of the new Plan.

#### **5. Next Steps**

5.1 The Commissioner will respond to the Panel's report and any recommendations they may have on the Annual Report and then publish the Annual Report.

#### **6. Background Documents**

6.1 Lancashire Police and Crime Commissioner's Police and Crime Plan 2016-2021.

## **7. Appendix**

### **7.1 Appendix A – Annual Report.**



# ANNUAL REPORT 2016/2017

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# KEEPING LANCASHIRE SAFE

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# ANNUAL REPORT – 2016-17

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Appendix A Engagement with Stakeholders

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Appendix C Police and Crime Plan Measures 2016-17



## FOREWORD

As I look back over 2016-17 it is with a sense of pride of what we have achieved here in Lancashire, where our officers, staff, volunteers, partners and communities have come together to condemn hate with our countywide #saynohate campaign.

Partners across the public sector and political divide stood strong with me this year as Lancashire came together to condemn those who victimise people purely because of the colour of their skin, religion or gender, their sexuality or disability.

Thousands engaged with us as we rolled out the campaign in October 2016 as part of national Hate Crime Awareness week, which in the wake of June's Brexit vote and the atrocities on the continent and across the world had taken on a whole new direction.

The year though also marked the beginning of my second term as Police and Crime Commissioner for Lancashire and was also a time to really get to grips with ensuring people were more aware of my role in holding the Chief Constable to account for the way the area is policed and for setting strategic direction for the county through the Police & Crime Plan.

Hundreds of stakeholders and thousands of individuals helped to shape my second plan through a range of events, surveys and workshops across the county.

Perhaps the highlight of my year though was being able for the first time, to appoint a new Chief Constable, Andy Rhodes, who took up post at Lancashire Constabulary in summer 2017.

This is one of my key responsibilities as Police and Crime Commissioner and something which does not occur very frequently.

Many of our partners helped with the recruitment process which was also supported by an independent advisor and the College of Policing and scrutinised by the Police and Crime Panel, who unanimously endorsed the appointment.

Thank you to those from the many partner agencies in Lancashire who were involved in this process and also contributed to the Police and Crime Plan.

We continue to face difficult challenges ahead of us – not least because the nature of crime has changed beyond recognition in the last ten years, crime isn't in our streets and businesses in the same way it was, crime the taking place in our homes and online as our officers continue to struggle to keep up with the ever-moving technology that is exposing our communities to risks.

And with the continued decline in many of other public services, particular those services to protect elderly or vulnerable people and engaging with young people, then increasingly the Lancashire force is being made to pick up the pieces.



Our officers, once the service of last resort, are now being called on because there is no-one else there to help. While 80% of officer time is spent investigating crimes, significant numbers of our calls will never lead to a crime report, because they are generally down to concern for welfare such as a missing person, or vulnerability caused by mental health for example.

This last year has seen such an increase in demand that calls for service now number around 90,000 per month – and with the increasing complexity of each case require more support and help than ever before at a time when our resources continue to be stretched by on-going reduction in budgets.

Despite this, Lancashire remains one of the highest regarded forces in the country – one of only a handful to achieve Good rating across all four inspection areas by Her Majesty's Inspectorate for Constabulary.

Our drive in 2017-18 is to ensure that we build on this success under the guidance of a new senior leadership team.

In this final full year of Steve Finnigan's term as Chief Constable, it is timely for me to provide him with a special vote of thanks for the years of dedicated and excellent service he has given to Lancashire.

Steve has led the force through significant change and ensured its place as one of the best forces in the country. He is the longest service Chief Constable of any force in the country and not one who has rested on his laurels, but someone who has encouraged and developed Lancashire into the force it is today.

So, on behalf of the people of Lancashire, I would like to thank Steve for his work, his dedication and his achievements for our force and wish him well in his retirement.

**INSERT SIGNATURE**

Clive Grunshaw  
Lancashire Police and Crime Commissioner

## ENGAGING WITH STAKEHOLDERS

As Police & Crime Commissioner, it is my role to be the voice of the public of Lancashire in ensuring that their needs are being met through the Police and Crime Plan ('the Plan').

The Plan shapes the work of the Constabulary and I hold the Chief Constable to account for the force's delivery against the plan priorities.

As part of my commitments to engage with stakeholders and residents, I have continued to consult and engage the public and stakeholders in 2016-17. You can see more details about the engagement and consultation at Appendix A.

In addition, I have continued to attend a whole range of stakeholder events, formal and informal meetings. I have also visited community safety partners and voluntary organisations, whilst talking to residents and stakeholders and seeing first-hand the work they do in their local communities.

## POLICE AND CRIME PLAN ENGAGEMENT AND CONSULTATION

In 2016 I created a new plan for the period 2016-2021 further to an extensive engagement exercise with stakeholders. This engagement and consultation took place during the summer of 2016 with Lancashire Constabulary, members of the public, victims of crime, stakeholders and public sector partners to ensure a broad range of opinion and local data and evidence has been taken into account when shaping my priorities.

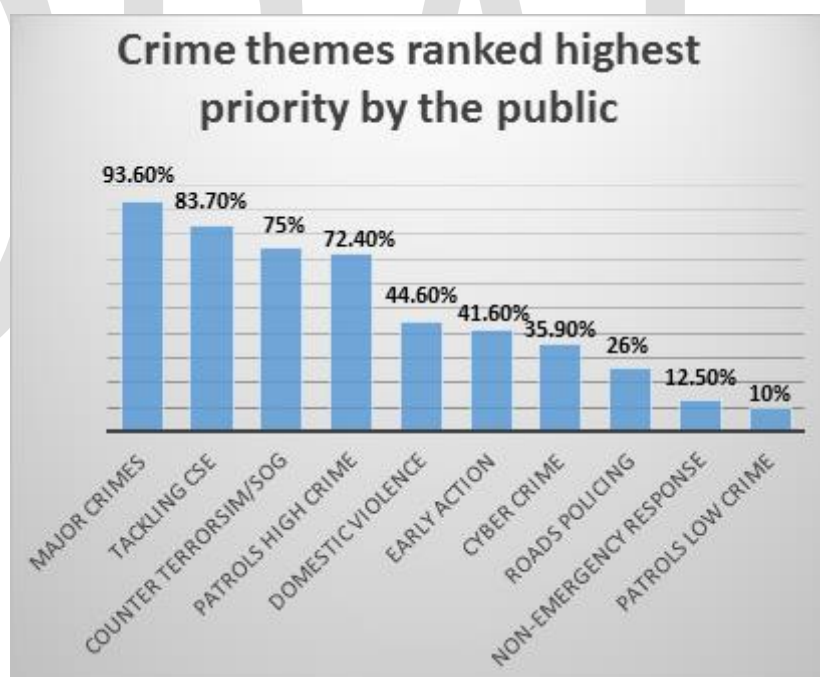
This included:

- Joint management sessions with Lancashire Constabulary, myself and my Office.
- Stakeholder engagement events attended by more than 100 representatives from public, voluntary and criminal justice organisations who took part in workshops.
- Roadshows in towns and city centre locations where residents of Lancashire were encouraged to discuss their policing and crime priorities with the Commissioner and complete a survey identifying their key issues.
- An online survey circulated to residents via the 'In The Know' message alert system and promoted on the Commissioner's social media.
- A study of local community safety, public health and local strategic documents and plans from across the country.

- Analysis of crime data and intelligence regarding emerging and continuing crime trends in Lancashire through the local community safety partnership's strategic assessments
- Independent survey of crime victims and providers of victim services in Lancashire
- Task and finish groups involving Police and Crime Panel members

Draft priorities were created and shared with partners and stakeholders as part of the consultation, and feedback was encouraged. At all these events stakeholders felt the overarching priorities were broad enough to cover key issues and flexible enough to cover new trends and issues.

In terms of the public, they were presented with a list of 10 thematic crime areas and were asked to rank them as high, medium and low. In total, 1672 survey responses were received. The graph below sets out the themes highest ranked by priority by the public.



## COUNCIL TAX PRECEPT CONSULTATION

As part of the Council Tax Precept for 2017-18, I undertook further consultation with the public. This has taken place through a number of different methods each designed to gain the largest response. In all, 3940 responses have been analysed, an increase of 37.5% on 2015-16.

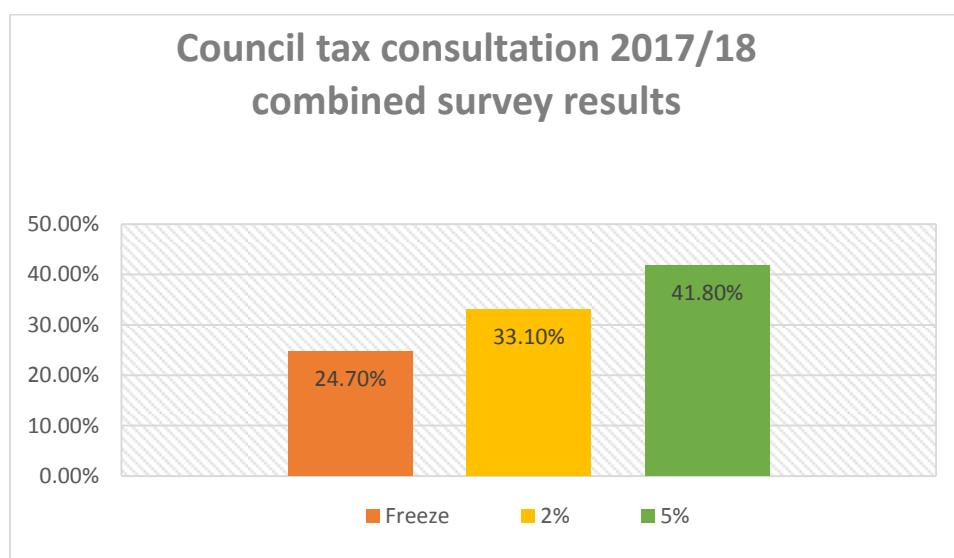
The different methods and consultation included:

1. A telephone survey of 1400 residents across Lancashire.
2. A paper survey countywide
3. An online survey promoted via social media, on my website and through local media.

Respondents were asked how much they were willing to pay towards policing in 2017-18 and were given three options:-

- Freeze/keep it the same
- Increase by 2%
- Increase by 5%

The combined results for the paper and online survey are shown below:



Additionally, the telephone survey looked at confidence in policing. The key findings were that:

84% of residents feel confident about Lancashire Police's ability to tackle crime (24% are very confident).

78% feel the Police do a pretty good job

73% are confident the Police will be there when they are needed (24% are very confident).

76% believe that the Police treat people with respect regardless of who they are

30% of residents don't feel informed about policing in their area.

Of those surveyed, only 8% said they have been victims of crime in the last year.

Further, of those affected by crime, 14% took up the offer of help from Lancashire Victims Services and all reported they were satisfied with the service.

## **ROLES AND RESPONSIBILITIES**

As Police and Crime Commissioner for Lancashire I have a number of statutory duties including to:

### **Appoint and hold to account the Chief Constable for policing whilst ensuring there is an efficient and effective force**

In 2016 I ran a recruitment process for the new Chief Constable of Lancashire. Andy Rhodes was the successful candidate and took up post in July 2017 replacing Steve Finnigan.

In 2016-17 I have held 7 Strategic Scrutiny meetings with the Chief Constable and held 4 Joint Management Boards. The notes and papers for these meetings can be found on my website at: <http://lancashire-pcc.gov.uk/meetings-and-decisions/> In addition, I have regular meetings and briefing with Constabulary staff and my team sit on strategic working groups to ensure the Police and Crime Plan priorities are reflected in the delivery of policing.

### **Set the local precept (council tax charge for policing)**

In January 2016 I approved an increase to the council tax precept by 1.99% for 2017-18 further to consultation with the Police and Crime Panel.

### **Publish a Police and Crime Plan**

In October 2016 the Police and Crime Panel received my draft Police and Crime Plan for 2016-2017 which was agreed and I then officially launched it in January 2017.

### **Publish an Annual Report**

This is my Annual Report for 2016-17.

### **Commission services and award grants**

Appendix B of this report details where I have provided funding to a range of statutory agencies and third party groups and organisations to support the delivery of the priorities in the Police and Crime Plan.



## THE YEAR IN HIGHLIGHTS: 2016-17

**April 2016** - The Commissioner agreed a budget of £248.6m to be delegated to Lancashire Constabulary for policing services across the county and £2.4m to community safety partnerships to deliver grass roots projects.

**May 2016** – I was elected Police & Crime Commissioner for a second term

**June 2016** – Nest Lancashire – a service to provide specialist help and support to young crime victims is launched. The charity supported 106 youngsters and provided vital support in helping to raise awareness of child sexual exploitation and sexting during the year.

**July 2016** – Annual crime figures show an increase in violent crimes and, in particular, violent offences and sexual assaults particularly against young people. Throughout the year efforts were stepped up to raise awareness and tackle violent crime.

**August 2016** – New designs for the new West Division Headquarters in Blackpool were unveiled and contractors appointed. The build got underway later in the year.

**September 2016** – Accrington Police Station opened its doors after relocating from Spring Gardens to Boardwalk.

**October 2016** - Say no to hate# launched with people across Lancashire pledging their support for the campaign. The campaign continued over the course of the next few months and will continue into 2017.

**November 2016** – Lancashire announces its bid to become a White Ribbon County with men standing up against domestic violence and all public sector organisations pledging to gain accreditation.

**December 2016** – The Commissioner begins his consultation on budget proposals and the council tax precept gaining the support of 76% of those who responded to raise council tax by 1.99% providing essential funding to frontline policing.

**January 2017** – The new Police & Crime Plan 2016/17 is launched with new priorities of protecting frontline policing, tackling crime and re-offending, supporting vulnerable people and crime victims and developing safe and confident communities.

**February 2017** – The Commissioner joins Wasted Lives to raise awareness of the dangers on our roads facing young drivers.

**March 2017** – The Commissioner launches the Be Scam Wise campaign aimed at raising awareness of fraud and scams facing the vulnerable and elderly people in local communities.



## PERFORMANCE HEADLINES FOR 2016-17

Overall crime levels reported to Lancashire Police increased by 10.71% (by 10,371 crimes) in 2016-17 compared to the previous year (2015-16 total 96,870 crimes).

However, the increase in crime was reflected nationally, and was due to a range of factors including improvements to the recording procedures and practices and genuine increases in some crime types.

Headline crime statistics for 2016-17 for Lancashire include:

- Sexual offences have increased by 21% over the past year (380 crimes/totalling 1811 crimes).
- Modern slavery crimes have gone from 6 crimes to 39 crimes over the last year (this is a new crime and only introduced in 2015).
- Hate crimes have gone up 27.2% or 224 crimes more than in 2015-16 when there were 821 hate crimes recorded.
- Road safety incidents have reduced by 5.9% or 50 incidents in 2015-16 – going from 846 incidents to 796 incidents.
- CSE crimes have increased by 30.3% or by 269 incidents on 2015-16 to 1026 incidents in 2016-17.
- Domestic abuse crimes have risen by 19.4% or 1730 crimes in 2016-17 when compared with 8,899 crimes in 2015-16.

A more detailed set of measures or performance as agreed with the Police and Crime Panel are set out at Appendix C.

## HER MAJESTY'S INSPECTORATE OF CONSTABULARY (HMIC)

Her Majesty's Inspectorate of Constabulary (HMIC) carry out regular inspections of all police forces and rate them against three main categories. These are known as PEEL Inspections and the categories are *Effectiveness*, *Efficiency* and *Legitimacy*. Forces are rated either as *Outstanding*, *Good*, *Requires Improvement* or *Inadequate*.

The latest reports on Lancashire Constabulary are:

PEEL Category	Description	Date of Report	Rating
<b>Effectiveness</b>	How effective is the Constabulary at keeping people safe and reducing crime.	2 <sup>nd</sup> March 2017	Good
<b>Efficiency</b>	How efficient is the Constabulary at keeping people safe and reducing crime.	3 <sup>rd</sup> November 2016	Good
<b>Legitimacy</b>	How legitimate is the Constabulary at keeping people safe and reducing crime.	8 <sup>th</sup> December 2016	Good

The report includes observations by Mike Cunningham, Her Majesty's Inspector of Constabularies:

*"I am very pleased with the overall performance in Lancashire Constabulary.*

*Lancashire Constabulary has an effective approach to preventing crime and reducing anti-social behaviour. The force communicated well with the people of Lancashire, has effective partnership arrangements and a sound understanding of the public's concerns. Officers and staff are directed towards the most significant threats and they respond effectively.*

*I am satisfied that Lancashire has a good track record of understanding current and future demands for its services. It has a proven track record of making savings and produce financial plans.*

*In summary, the force provides a good level of service to the people of Lancashire. I am reassured that it is sustaining this level of performance."*

Full reports can be found at the HMIC website:

<https://www.justiceinspectorates.gov.uk/hmicfrs/peel-assessments/peel-2016/lancashire/>

## **FOCUS ON POLICE AND CRIME PLAN PRIORITIES 2016-17**

### **1 PROTECTING FRONTLINE POLICING**

My pledge throughout 2016/17 and continuing in future years is that Lancashire's police officers deliver the best possible service to the people of Lancashire.

I am committed to the retention of neighbourhood teams across Lancashire, with the additional support provided by immediate response officers and various specialist investigations teams tackling gangs, serious and organised crime, modern slavery and protecting children from child sexual exploitation.

The Constabulary understand well, the threat or risk of harm in the communities they serve. Through 2016/17 Constabulary have realigned their service provision in a "Place" based model which is built on an early action approach with other public service and community providers. Neighbourhood policing teams understand and know their communities and are deployed in areas of high demand. In this year PCSO's have been given increased responsibilities and ownership of local issues and are providing a visible presence in most communities taking the lead on local crime and antisocial issues. This service is supported well by the dedicated immediate response service, responding to calls from the public dealing with emergencies and protecting vulnerable people.

In 2016/17 I worked hard in lobbying the government on a number of things including the Funding formula review. I lobbied ministers and MPs to ensure Lancashire was not adversely affected by changes to the way that police forces are funded from the national policing budget. I called on the government to ensure extra funding to national policing was additional funding and not drawn from the general budget which would affect the delivery of neighbourhood policing Fracking costs. I additionally made a detailed submission to Home Affairs Select Committee on future of policing setting out the demands faced by policing in 21st century from emerging threats to none crime demand. I also urged government to remove the charge levied by GP's for victims of alleged domestic abuse, in getting the letters of support they need to be able to apply for legal aid support.

#### **Police Officer Resourcing**

In order to keep police officer numbers at strength and to cater for in year retirements Constabulary have continued to recruit. Between 1 April 2016 and 31 March 2017 there have been 228 Police Officer appointments; of this number, 98 (43%) are female and 11 (6%) are from a BME background.

The recruitment window for Police Officers opened on 1 November 2016 and 1,714 applications were received of which 136 (8%) were from applicants from a BME background. 572 applications (33.4%) were from females. 425 candidates were invited to attend the National Assessment Centre (NAC) which took place between 20 and 31 March 2017 of which 52 (12%) were from a BME background and 183 (43%) were female.

288 applicants passed the NAC of which 28 (9.7%) were from a BME background and 138 (47.9%) were female

The first appointments are planned for June 2017 and are for candidates who have a Foundation Degree in Policing.

Additionally, 17 appointments were made through the Police Now 2017 scheme, subject to vetting, physical and medical clearance being granted. Following 6 weeks training in London in July and will then be posted to Blackpool, Burnley and Preston.

The recruitment window for Constables wanting to transfer to Lancashire also opened in October 2016, with 60 applications being received. 30 officers transferred to Lancashire on 27 March 2017. Of these 4 were Detectives, 2 were Trainee Investigators and 24 were Uniformed Constables. The breakdown of the officers is as follows: 12 (39%) were female.

As mentioned earlier in the report I held a recruitment process for a Chief Constable and Mr Andrew Rhodes was appointed with effect from June 2017.

### **Police staff**

In terms of Police staff, further recruitment has taken place with 195 members of Police Staff (including Police Control Room Operators) having been appointed since 1 April 2016. 122 (63%) of these were Female and 10 (5%) were from a BME background. 56 of these were Police Control Room Officers (PCRO), 41 (73%) of whom were female and 4 (7%) were from a BME background. A further PCRO intake is planned for 3 July 2017 with up to 30 appointments being made.

### **Specials**

Since 1 April 2016 there have been 193 appointments to the Special Constabulary. 84 (44%) of these were Female and 11 (6%) were from a BME background. A further intake of 53 took place in April 2017 and, of these 22 (42%) were Female and 3 (6%) were from a BME background.

A recruitment window opened in December 2016 and 213 applications have been received which are now being processed by the Recruitment Team with appointments being made in July 2017.

The recruitment window for UCLan students studying for the Foundation Degree in Policing opened in September 2016 and 49 applications were received. 20 individuals were made conditional offers and 16 appointments were made, 7 (44%) of whom were female and 1 (6%) were from a BME background.

## **PCSOs**

Since 1 April 2016, 56 PCSOs have been appointed: 30 (54%) of these were Female and 1 (2%) was from a BME background.

## **Wellbeing**

At the beginning of 2017 Lancashire joined other emergency services and associations in signing up to a campaign against mental health stigma and discrimination in the workplace by signing up to the MIND Blue Light pledge to challenge the stigma that can be associated with being open about mental health and to offer support to members of staff who work in the emergency services.

## **ICT**

The roll out of new modern police ICT equipment is a key part of my Police and Crime plan and my investment strategy.

A further 150 Body Worn Video cameras and associated equipment were rolled out across Lancashire. Ensuring now that 14 locations across Lancashire have access to the equipment. This equipment allows evidence collection at the scene of an incident and has proved valuable in progressing cases such as domestic violence matters and has been used in complaints matters.

In year I have invested in the Connect system which has come on line 2016/17. The system makes the whole case file electronic and all parts of the criminal justice system are involved in this process including the courts and the crown prosecution service. This process makes the journey through custody to court more efficient. The Connect platform will be used in 2017 to build an engagement module which will help keep victims and witnesses better informed on the progress of their case.

# **2 TACKLING CRIME AND REOFFENDING**

## **Modern Slavery**

I have funded two posts to support my commitment to this work. These posts form part of the Constabulary's Modern Slavery and Human Trafficking team who work closely with Intelligence team. Initially the aim was to proactively target the organised crime groups and to provide training and awareness for staff. The Co-ordinator commenced a programme of identifying and recording incidents and immediately the intelligence picture grew. A number of proactive operations have since been run and a number of offenders brought to justice and victims to safety. Training whilst beginning with front line and contact management has been extended from within the Constabulary to partner agencies including NHS, faith groups and safeguarding teams. In addition, I have funded a number of training sessions for police and partner agencies, hoteliers in respect of recognising the signs, Duty to Notify and the National Referral Model for Modern Slavery matters.

## **Cyber Crime**

Over 50 % of crimes committed in Lancashire have a digital input. The public use technology a lot these days from phones, to computers and tablets. Relevant technology therefore needs to be reviewed when crimes are committed, phones need to be read or computers interrogated. This is a massively increased work area for the Constabulary and as such they need to be funded sufficiently to make an impact in this significantly growing work area. I have funded a Learning and Development Officer in this field and who will enhance the knowledge of the first response officers and then she will proactively work through the Constabulary training and testing the knowledge base of staff at all levels and creating specialists along the way. Officers and staff will be more ICT savvy and will be trained to do certain tasks themselves as a matter of course which will help make the investigative process much more efficient.

## **CCTV**

This year I have supported through the Police Innovation Fund, money for a CCTV project that has seen the launch of the East Lancashire CCTV hub – comprising of the CCTV for Blackburn with Darwen, Hyndburn, Burnley, Pendle and Preston. In addition I have contributed to the new and upgraded systems of Blackpool and the regenerated Winkley Square in Preston.

## **Rural Crime**

Rural Crime continues to be a high priority and I have supported a number of initiatives this year together with visiting farmers at the Auction Marts and discussing first-hand the issues they have. Following a calendar of events I have committed to a poster campaign which operates along themes on badger baiting, poaching, sheep worrying etc. I have also agreed to more livered rural vehicles which will come on line in 2017.

## **Business Crime**

I have continued to support this area and I have attended engagements with Federation of Small Businesses and with the Chamber of Commerce and I am continuing to work with businesses in connection to their education and protection against crime.

## **Substance Misuse**

I have committed almost £500,000 of funding towards the commissioning of substance misuse services across the county. I have worked with Lancashire County Council, Blackburn with Darwen Council and Blackpool Councils to ensure funding is used to provide support continued to support to drug users through mentoring and peer support. I have also continued to work with the Lancashire Sports Partnership on the use of sports initiatives to assist drug users in their recovery.



## **Behind the Bars**

**In the last 12 months some excellent work by the police has resulted in some significant sentences across the county.**

Members of a Preston and Liverpool based drugs gangs were sentenced to a total of 89 years and 7 months imprisonment for conspiracy to supply Class A drugs.

Men from across the North West were also given tough banning orders for gang related violence and drug dealing in Preston.

## **3 SUPPORTING VULNERABLE PEOPLE AND VICTIMS**

In 206/17 we continued to deliver the Lancashire Victim Services

- There were 43,956 referrals received during the year, with 33,771 cases followed up and offered support
- 10,266 entitled to enhanced support with attempts to contact within 24 hours
- We also saw the Launch of NEST Lancashire the service for children and young people victims of crime:
  - The service has taken 106 young people.
  - Young victims of crime were aged 7-24 years of age, and 14 was the most frequent age.
  - The gender balance of young victims of crime was 43% male, 56% female and 1% transgender.
  - Young victims of crime came forward from across all three geographic areas of the project, and most were from the South area.
  - A variety of interventions, including counselling with these young people have taken place and in some instances are ongoing

## **Campaigns**

### **Modern Slavery**

I joined officers working to tackle modern slavery and human trafficking in Lancashire. This followed my funding of two additional roles in Lancashire which help address this growing issue. The launch of the campaign coincided with modern slavery week.

### **Say No To Hate**

I called on residents, councils and organisations to sign up to an anti-hate crime pledge and 'say no to hate' in the county, ahead of a series of events during Hate Crime Awareness Week

## **Child Sexual Exploitation**

I unveiled a hard hitting campaign, designed by Lancashire school pupils, to raise awareness of child sexual exploitation.

This was the latest phase of the 'More You Know, The More You See' campaign.

## **Community Action Fund**

My Community Action Fund has continued to award local groups and organisations with small grants to enhance their area and cut crime, reduce re-offending and support victims – working toward the key priorities in my Police and Crime Plan.

## **New Blackpool Divisional HQ**

The new Divisional HQ build in Blackpool started to take shape throughout 2016/17, with the build itself visibly developing quickly, with a keen interest in the local community.

## **'Be Scam Wise' campaign**

Campaign materials were created, aimed at residents in the County who could potentially be a victim of a doorstep scam.

Warning residents about the varied range of potential risks, the campaign was launched in conjunction with Trading Standards and other partners.

# **4 DEVELOPING SAFE AND CONFIDENT COMMUNITIES**

## **Partnership working**

My Office is represented on all Community Safety Partnerships across Lancashire.

The money I allocated can be seen detailed in Appendix 2 to this report. However a few examples of the ways that money has been spent include;

## **Burnley CSP– Military School £9,000**

The aim of the project was to work in an area of high need within Burnley creating a vibrant atmosphere for children and families. Activities included an assault course, team building, physical fitness, camouflage and military skills, arts and crafts all within the Community. Between 50 – 100 children took part.

36% overall reduction in ASB was recorded across Burnley as a result of running the summer camp – within the area where the Summer Camp was held the reduction was noted as 61%. The feedback from the children and parents was 100% positive as being able to take part in a venture that involved both parents and children, was structured in its input and instilled valuable life skills.



## **Blackburn CSP - £2927**

The aim of the project was to engage with young children in respect of crime prevention and anti social behaviour in addition to better health in a range of sessions in partnership with the local school community. Sessions delivered were aimed at looking at where an impact could be made in respect of 'being safe' and 'taking responsibility'. The police input was in respect of tackling involvement in organised crime, hate crime, gang culture and bullying.

Over 800 pupils and adults took part in Operation Streetwise in approximately 19 schools across Blackburn and feedback received across all the agencies has been very positive with individuals feel that the events were informative and well organised and that children learnt that as they become more independent they need to know there may be consequences. Key feedback was received in respect of safety on a whole range of subjects from e-safety, health and safety (wearing of seatbelts, around water, building sites) and bullying and drugs.

## **Wyre CSP - £14,400 – Wyre Community Trust**

The aim of the project was to help reduce youth crime rates, anti social behaviour and improve health, education and future prospects of your people linked to the Health and Education Outreach Programme.

Over 80 participants took part providing young people a better chance in life by inspiring individuals to leave healthier and active lifestyles.

My Office also represents me at the Lancashire Road Safety Partnership, the 3 Youth Offending Team Management Boards across the County, the Reducing Offending Boards, and the Lancashire Criminal Justice Board. I am also a member of the Executive of the Lancashire Public Services Board

## **Ethics**

The Audit and Ethics Committee has met 5 times this years and has received plans for the embedding of the ethics agenda for both my Office and the Constabulary. I am committed to ensuring the Chief Constable and his policing team deliver the highest professional and ethical standards in their service to the public. Overall HMIC have assessed the Constabulary as "Good" in terms of legitimacy and the *"Constabulary ensures the workforce behaves ethically and lawfully"*.

## **Confidence /Satisfaction**

In my survey for the precept 2016/17 I undertook a confidence survey. It was very encouraging to see that 84% of residents feel confident about Lancashire Police's ability to tackle crime (24% are very confident).

The Crime Survey for England and Wales also assessed confidence data and at the year ending March 2017 overall public confidence had gone from 80.4% to 78.3% from the previous year. When compared n our most similar group we are placed 2<sup>nd</sup> and regionally we are third.

In terms of user satisfaction there has also been a reduction in year from 78.5% to 76.6%. Constabulary are working hard to address these measures and I scrutinise them through every Scrutiny meeting.

## **Volunteering**

### **Independent Custody Visitor's Scheme 2016/17**

Independent Custody Visitors (ICV's) are members of the local community who make unannounced visits to custody suites to check on the treatment of detainees. The scheme offers protections and confidentiality to detainees and reassurance to the wider community. I am responsible for co-ordinating and overseeing the scheme.

ICVs have carried out 246 visits across the 6 custody suites visiting 686 detainees.

Highlights and achievements from 2016/17 included;

During the year there was a full day Regional Training Conference with over 100 ICVs from across the North West and North Wales receiving training on topics including Alcohol and Substance Misuse (including Psychoactive Substances, Police Interview Skills and a demonstration of Arrest and Restraint Techniques delivered by officers from Lancashire Constabulary's Training Team.

Four additional training events were held for Lancashire ICVs which including presentations from a Lead Appropriate Adult from Child Action North West, from HM Border Agency on Immigration Detainees and from the Criminal Justice Diversion and Liaison Teams from Lancashire Constabulary.

Lancashire's ICVs also attended quarterly Panel Meetings of our 4 Panels covering the whole of Lancashire.

National Volunteers' Week was held between 1st June and 12th June. Volunteers' Week is a longstanding, popular event in the voluntary sector, established in 1984. Events were organised all over the UK to celebrate volunteering, recognising the contribution of over 23 million people who volunteer in their communities across the country.

The North West region of Independent Custody Visitors arranged to co-ordinate a visit to designated custody suites at the same time, this being Wednesday 1st June 2016 at 19.30 hours. In Lancashire all six designated custody suites were visited at this time.

Newly appointed ICVs have been undertaking observational visits in the Custody Suites as part of their induction training between 19.00 and 02:00 to observe activity. The Custody staff have welcomed these visits. Feedback from the ICVs has been very positive and they have found the observational visits insightful providing a better understanding of the procedures within Custody Suites.

The majority of issues raised by detainees were resolved at the time of the visit by the Custody Officer. Issues raised by ICVs include: graffiti in cells, blanket provision, routine maintenance issues, food provision, faulty buzzers and inappropriate items in the clinical waste bins. Any issues which cannot be resolved by the Custody Officer are referred to the Custody Inspector for consideration and appropriate action. Repetitive or serious issues are brought to the attention of the Constabulary's HQ Custody Management.

Our Volunteers continue to deliver input to the Custody Sergeants' Refresher Training Programme to make them aware of the practices and procedures of the Scheme. The Scheme Manager also delivers a similar presentation to the training programme for the Custody Detention Officers of G4S. Both sets of delegates advised they found these sessions an invaluable section of their ongoing training.

Custody Visitors submitted complimentary reports about their visits, which included the positive attitude and efficiency of the custody staff, the prompt access into the custody area and the cleanliness of the suites.

ICV continue to scrutinise practices and procedures within Lancashire's custody suites whilst maintaining a professional and equally mutual respectful relationship with all the custody staff.

### **Lancashire Volunteer Partnership**

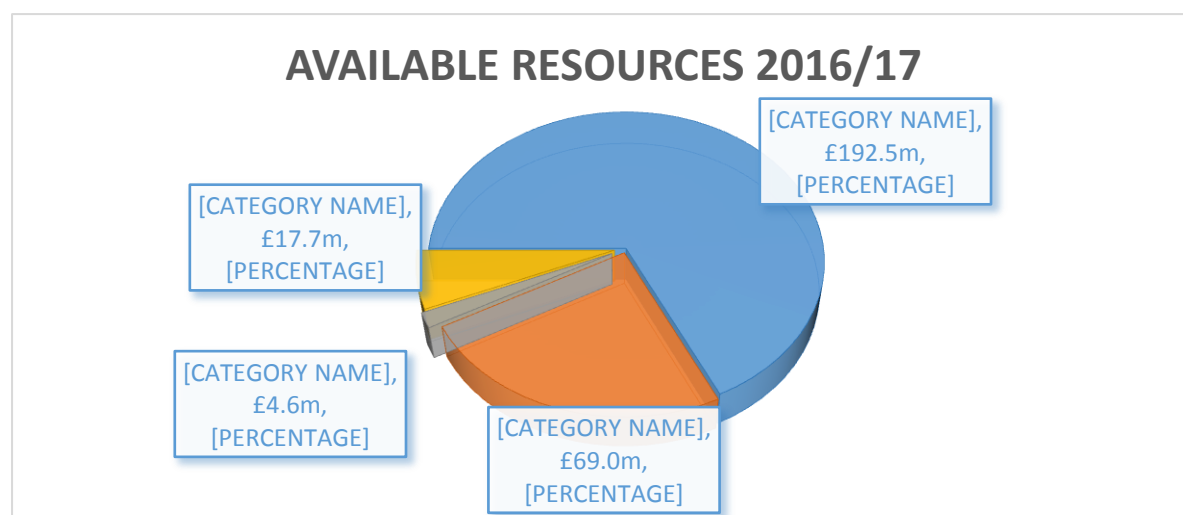
Lancashire Volunteer Partnership was established in 2016 between public services who wanted one gateway into volunteering. By bringing these opportunities into one place and by working together I believe we can better look after our volunteers and allow them to use their skills widely. The volunteers visit people who may feel lonely or support those who are struggling to get out and about independently, to give a carer some respite, or be a Special Constable alongside the Neighbourhood team.

I feel volunteering can make a great difference to our communities but, volunteers need support so they can have the impact they want to achieve. I am delighted to be supporting the Lancashire Volunteer Partnership to help bring together volunteers from across public services in Lancashire, not only from the Police but from health, the fire service and local authorities.

## THE BUDGET

The funding available in 2016/17 reflected a reduction in central government support of £2.5m (1.3%) from that received in 2015/16. Having taken into account increasing cost pressures of £13.7m and the additional income generated through council tax, I needed to make a total of **£11m of savings** in order to deliver a balanced budget in 2016/17.

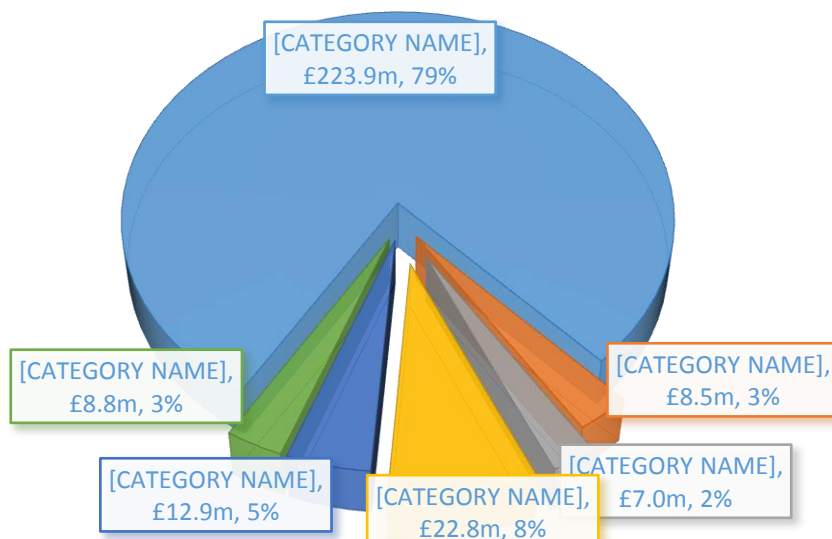
This significant challenge was met through the continued delivery of savings from the ongoing 'Futures' programme undertaken across the organisation that has sought to redesign the delivery of policing services and reduce costs whilst seeking to minimise the impact on frontline service delivery as much as is possible.



The total resources available to me in 2016/17 included the funding from central government grants (£192.5m) and council tax (£69.0m) plus specific grant income of £4.6m supplemented further by £17.7m of income we have generated through charges for some of the services we provide.

I therefore had total resources of £283.9m available in 2016/17 that were allocated in the revenue budget as follows:

## BUDGET 2016/17



In conjunction with the Chief Constable I maintain a rolling 5 year financial strategy that identifies future years' savings requirements, this has meant that the service is planning for funding reductions for a number of future years. There is an established process that has meant that the savings needed for 2017/18 have not only been identified but in some cases have actually been realised in 2016/17 (ahead of the requirement). This forward looking approach earned Lancashire a rating of good in respect of financial management from HMIC during 2016/17.

In each of the last 3 years the early delivery of savings has realised an underspend on my revenue budget. I have set aside these underspends within my investment reserves. These reserves will be used to provide a significant level of investment in future years as part of the funding for my capital investment programme and meeting the costs of reducing the workforce in order to deliver future years' savings.

### Financial Outlook for 2017/18 and Future Years

The final police grant for 2017/18 was announced on 1<sup>st</sup> February 2017. Lancashire has been allocated £190.024m which is a reduction of £2.514m (1.3%) on the funding for 2016/17. In future years it is assumed that government funding will continue to reduce by 1.3% per annum to reflect the indicative allocations provided with the 2017/18 settlement and the statement from the Home Secretary that funding for policing will be protected **only if** Commissioners increase Council Tax by 2% per year to offset the reduction in government grant.

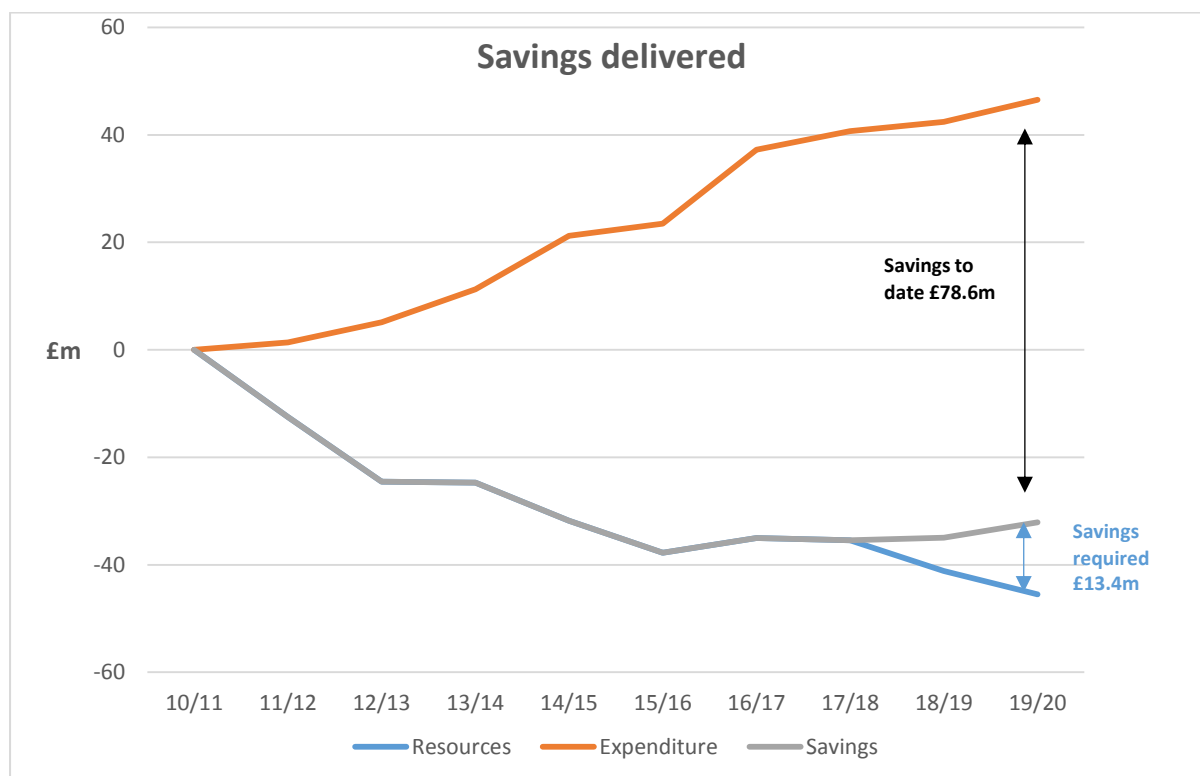
In addition cost pressures continue to increase in respect of:

- pay and general inflation
- additional burdens placed on the service by the government in respect of pension costs and the apprentices levy, and

- from service demand increases.

I have forecast the impact on the budget of both the reductions anticipated in funding from government and the additional costs we will face and identified that in the period **2017/18 to 2019/20 I will need to deliver a further £13.4m of savings** to deliver a balanced budget in each of those years.

This means that since 2010/11 we in Lancashire will have delivered a total of £92m of savings by 2019/20 which is the equivalent of 30% of the budget we had in 2010/11. The graph below sets out the challenge we face and how we have met it so far, but it clearly shows there is a lot more to do.



## Capital Investment Programme 2017/18 and Future Years

My capital programme has been developed to meet the needs for investment in IT, Accommodation and vehicles that will provide the infrastructure to enable the delivery of effective frontline policing across the County in future years.

It has been developed using the principles of affordability, prudence/sustainability, value for money, stewardship, planning and practicality set out in the financial regulations and the Prudential Code within in which I am charged with carrying out the functions of my office.

I have recognised that in order to preserve the operational integrity and ability of the force in future years whilst delivering the savings required to meet the financial challenge identified above, I must consider a number of proposals that will change how the service operates. I also recognise that improving the efficiency in which



assets are used such as buildings, infrastructure and IT networks and equipment, is crucial if the level of service being provided is to be maintained whilst the way it is delivered changes.

I have therefore developed a programme that will invest £80.6m in projects over the next 5 years as set out in the table below. This significant investment has been recognised in both my ICT and my Asset Management strategies.

	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Total</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
IT Strategy	12.0	10.9	5.6	5.4	5.0	<b>38.9</b>
Accommodation Strategy	21.6	4.7	0.5	0.5	0.5	<b>27.8</b>
Vehicle Replacement Programme	2.4	2.6	2.8	2.8	1.8	<b>12.4</b>
Other Schemes	0.7	0.2	0.2	0.2	0.2	<b>1.5</b>
<b>Total</b>	<b>36.7</b>	<b>18.4</b>	<b>9.1</b>	<b>8.9</b>	<b>7.5</b>	<b>80.6</b>

The key elements of the IT strategy are:

- Replacement of Desktop and mobile equipment (£7.3m)
- New and replacement key IT systems (£8.7m)
- New and replacement IT infrastructure including networks and security (£21.8m)

The main element of the accommodation strategy is the construction of the new divisional headquarters in West Division at a forecast cost of £23.8m

To support these investments I have set aside more than £27m of specific reserves to provide one off investment funding for proposals within the capital programme that will assist the constabulary to deliver services in a secure and sustainable way. It is proposed that up to £34m may be required over the next few years for investments in such projects.

This investment from my reserves contributes to the overall funding of my capital programme as set out below:

	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Total</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Capital Grant/Contributions	1.497	1.097	1.097	1.097	1.097	<b>5.885</b>
Capital Receipts	0.601	0.150	-	-	-	<b>0.751</b>

Contribution from the Revenue budget	2.519	2.519	2.519	2.519	2.519	<b>12.595</b>
Transition Reserves	10.515	9.978	4.989	4.839	3.489	<b>33.810</b>
Borrowing	21.543	4.678	0.445	0.445	0.445	<b>27.556</b>
<b>Total</b>	<b>36.675</b>	<b>18.422</b>	<b>9.050</b>	<b>8.900</b>	<b>7.550</b>	<b>80.597</b>

In the final settlement announcement made on 1<sup>st</sup> February 2017, the Home Office confirmed capital grant allocations. Lancashire will receive £1.1m in 2017/18 which represents a £0.2m (18%) reduction from that received in 2016/17. This reduced level of grant funding has also been reflected in future years.

The financing of the capital programme reflects the forecast use of £33.8m from the Commissioner's ear-marked investment reserves. This source of funding is used for assets with a shorter life such as IT systems and equipment as it is considered a more prudent approach to use such funding in this way rather than unsupported borrowing. Borrowing will continue to be used for the financing of longer life assets such as property as this reflects an appropriate method of financing for such assets.

## **VALUE FOR MONEY**

For the year ending March 2017, Grant Thornton issues their joint findings for the Lancashire Police & Crime Commissioner and the Lancashire Constabulary and they concluded that *"the PCC and the Chief Constable had proper arrangements in all significant to ensure they delivered value for money in the use of their resources"*

## **PROCUREMENT AND COMMISSIONING**

In 2016-17 I reviewed my commissioning Framework to ensure alignment with my Police & Crime Plan priorities.

In 2016-17 I made a number of funding decisions which are set out in Appendix B.

A key recommission in 2016-17 was the Lancashire Victim Services recommission. I invited tenders for the provision of a managed service in respect of victim referral and assessment and the provision of specialist support services.

The successful bidder was Victim Support who, with other contractors, will deliver the service from 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2020, with an option to extend the contract until 31<sup>st</sup> March 2022.

As we continue to face financial challenges, I have tried to ensure that our services provide the best value for money possible, but also try to ensure our work helps support our local economy where possible.

I have a joint procurement strategy with the Constabulary through which we ensure best value when purchasing goods and services and make savings, through procurement, by reducing our costs and expenses with collaborative arrangements.

I am keen to ensure that, where practical and permissible, the Constabulary increases the number of goods and services contracts from local enterprise (including voluntary sector) in order that we create a sustainable procurement environment which stimulates business in the local economy.





In 2016-17 we have increased our percentage of local spend from 54% to 60% thereby helping more local suppliers and businesses.

The procurement team have also made procurement savings in 2016-17 of £1.6m, an increase of £0.4m on 2015-16.

Many of these savings are achieved through collaboration with other constabularies and agencies.

The new facility of the West Division Headquarters in Blackpool will house one of the largest custody suites in the UK. Through the procurement process in 2016, the approved contractors are working closely with the Constabulary not only to maximise the construction business opportunities for local suppliers, but to work closely with other organisations to provide training and employment opportunities for local residents. It's envisaged these opportunities will come to fruition in the autumn of 2017.

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## APPENDIX A

### ENGAGING WITH STAKEHOLDERS

INFORM	<ul style="list-style-type: none"> <li>• Provide leaflets and information on our role and how to access services we provide</li> <li>• Update you through social media on how we are delivering on our promises</li> <li>• Website updates to make it easier to find information you need about the work of the Commissioner and the Police</li> <li>• Develop campaign materials to raise awareness of key issues</li> <li>• Produce monthly newsletter alerts through <i>In The Know</i></li> </ul>	✓ ✓ ✓ ✓ ✓
CONSULT	<ul style="list-style-type: none"> <li>• Develop <i>Let's Talk Policing</i> as the main way for residents to have their say on policing and crime in the county</li> <li>• Conduct focus groups gathering public opinions on policing and crime issues</li> <li>• Develop online surveys and tools to make sure residents can have their say in determining police and crime plan priorities and the council tax precept</li> <li>• Meet regularly with stakeholders to gauge issues in local communities</li> </ul>	✓ ✓ ✓ ✓
ENGAGE	<ul style="list-style-type: none"> <li>• Let's Talk Policing to engage residents, staff and partners</li> <li>• Encourage volunteering</li> <li>• Promote the Community Action Fund as a means of tackling or prevent crime</li> <li>• Work with voluntary organisations to enable them to tackle local crime, anti-social behaviour and support victims</li> <li>• Organise and support conferences on a range of issues to encourage people to work together</li> </ul>	✓ ✓ ✓ ✓ ✓
CAMPAIGN	<ul style="list-style-type: none"> <li>• Deliver the <i>Here For You</i> campaign to encourage victims of crime to get the help and support they need</li> <li>• Delivered Modern Slavery campaign (November 2016)</li> <li>• Delivered #SayNoToHate campaign (November 2016)</li> <li>• Develop a new campaign to help victims of domestic violence and encourage perpetrators to change their ways</li> <li>• Develop <i>Let's Talk Policing</i> as our main priorities and precept engagement activity</li> <li>• Support the Constabulary in delivering their campaigns aimed at tackling crime and reducing re-offending</li> <li>• Lobby for legislative change where I see issues likely to create risk of harm to Lancashire residents</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓ ✓

## APPENDIX B

### FUNDING SUMMARY 2016-17

<b>Police and Crime Commissioner Funding</b>	
<b>Project</b>	<b>Amount</b>
<b>Tackling Crime &amp; Re-offending</b>	
<b>2016-17</b>	
LCC Substance Misuse/ Red Rose Recovery	£280,000.00
Blackburn with Darwen Substance Misuse Services	£81,000.00
Blackpool Substance Misuse Services	£128,000.00
Lancashire Sport Partnership - Challenge through Sport Initiative	£10,000.00
Burnley CSP - Military School	£9,000.00
Blackburn CSP - Child Action North West	£35,677.00
Blackburn CSP - Streetwise	£2,927.40
Fylde CSP - AFC Fylde	£10,000.00
Wyre CSP - Fleetwood Town Community Trust	£14,400.00
CLA - Printing 'Hare Coursing is illegal' signs	£300.00
The Foxton Centre - Youthlink	£8,500.00
Preston CSP - Winckley Square CCTV	£20,000.00
LCC Safeguarding Training for Elected Members	£1,442.16
Hope for Justice - Blackpool Hoteliers and Landlords	£300.00
CAF Projects	£100,000.00
YOT Triage Scheme	£175,000.00
Positive Together	£118,000.00
Princes Trust, Get Started Blackpool Programme	£20,000.00
<b>Community Safety</b>	
MADE Website	£39,850.00
Partnership Analysts	£70,000.00
Trauma Injuries Investigation Group (TIIG) Data	£17,509.00
12 x Districts Councils	£144,000.00
Blackburn with Darwen	£90,000.00
Blackpool	£91,000.00
Domestic Homicide Reviews	£20,000.00
<b>Protecting Vulnerable People</b>	
Making Every Adult Matter (MEAM)	£12,106.00
National Ugly Mugs (NUM) Scheme	£7,000.00
Preston Street Pastors	£10,000.00
Chorley Street Pastors	£5,000.00
Blackpool & Fylde Street Angels	£5,000.00
Blackburn with Darwen – Domestic Abuse Services	£51,000.00
Blackpool – Domestic Abuse Services	£51,000.00
Child Sexual Exploitation – Youth Conference	£1,950.00
<b>Champion the Rights of Victims</b>	
Victim Support Core Services	£659,164.00
Victim Support Domestic Violence Team	£55,264.00
Trust House / Birchall Trust – Young Persons Counselling and Therapy	£119,590.00



Victims Voice - Hate Crime Support Services	£190,831.00
Victims Voice - Mediation and Restorative Interventions	£16,444.20
FHWB – NEST (Young Victims Service)	£220,000.00
Lancashire Constabulary – Restorative Justice Staff & Services	£47,906.00
Community Restorative Justice Panels	£5,000.00
Prison Victim Awareness Course	£15,098.00
Blackpool Teaching Hospital – IDVA Pilot	£24,021.25
CSA Support Fund	£169,326.41

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## POLICE AND CRIME PLAN MEASURES

## APPENDIX C

PROTECTING LOCAL POLICING			
Measure	Previous Period (April 16 - December 16)	March 2017 Performance Versus Previous Period	Position as at March 2017 (April 16 - March 17)
Proportion of Force Budget Spent on Front Line Policing	73.5%	Down 0.5%	73.0%
Measure	Previous Period March 16	March 2017 Performance Versus March 2016	Position as at March 2017 March 17
Grade 1 - Emergency Response Average Time to Arrive	10.0 Minutes	Up 1.3 Minutes	11.3 Minutes
Grade 2 - Priority Response Average Time to Arrive	41.8 Minutes	Up 18.5 Minutes	60.3 Minutes
Grade 3 - Planned Response Average Time to Arrive	15.8 Hours	Up 5.9 Hours	21.7 Hours
999 Calls - Service Level	88.6%	Down 16.3%	72.3%
999 Calls - Average Time To Answer	4.6 Seconds	Up 3.6 Seconds	8.2 Seconds
101 Calls - Service Level	81.1%	Down 37.7%	43.4%
101 Calls - Average Time To Answer	21.8 Seconds	Up 97.4 Seconds	119.2 Seconds



TACKLING CRIME & RE-OFFENDING			
Measure	Previous 12 Month Period (April 15 - March 16)	March 2017 Performance Versus 12 Month Ending Mar-16	Position as at March 2017 (April 16 - March 17)
All Crime	96,887	Up 10.8% (10,438 Crimes)	107,325
Serious Assault	855	Up 9.8% (76 Crimes)	779
High Impact Acquisitive Crime	5,517	Up 12.6% (697 Crimes)	6,214
Business Crime	9,141	Up 14.4% (1,312 Crimes)	10,453
Road Safety - KSI	846	Down 5.9% (50 KSI's)	796
Number of Anti-Social Behaviour Incidents	77,091	Down 1.5% (1,149 Incidents)	75,942
ASB Repeats Proportion	11.0%	No Change	11.0%



SUPPORTING VULNERABLE PEOPLE & VICTIMS			
Measure	Previous 12 Month Period (April 15 - March 16)	March 2017 Performance Versus 12 Month Ending Mar-16	Position as at March 2017 (April 16 - March 17)
Victims Code of Practice	<i>New measure - data not available</i>		
Rape	811	Up 30.1% (244 Crimes)	1,055
Sexual Offences	1,811	Up 21.0% (380 Crimes)	2,191
Sexual Offences Against Under 16's	1,345	Up 31.7% (427 Crimes)	1,772
CSE Crime	787	Up 30.4% (269 Crimes)	1,026
Modern Slavery Crimes (Only introduced 1st April 2015)	6	Up 550.0 (33 Crimes)	39
Domestic Abuse Crime	8,899	Up 19.4% (1,730 Crimes)	10,629
Hate Crime	821	Up 27.3 (224 Crimes)	1,045
Missing Person Incidents	7,113	Up 27.1% (1,931 Incidents)	9,044



DEVELOPING CONFIDENT COMMUNITIES			
Measure	Previous 12 Month Period (April 15 - March 16)	March 2017 Performance Versus 12 Month Ending Mar-16	Position as at March 2017 (April 16 - March 17)
Local Policing Visibility	<i>New measure - data not available</i>		
User Satisfaction - Four Groups Combined	78.5%	Down 2.1%	76.6%
User Satisfaction - Anti-Social Behaviour	77.4%	Up 5.0%	82.4%
Confidence - CSEW(Overall Confidence)	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)
	80.7%	Down 2.8%	83.5%



## **POLICE AND CRIME PANEL**

**Meeting to be held on 20 September 2017**

### **Police & Crime Plan Performance Monitoring Report**

Contact for further information Ian Dickinson, 01772 533587, Office of the Police and Crime Commissioner, [ian.dickinson@lancashire-pcc.gov.uk](mailto:ian.dickinson@lancashire-pcc.gov.uk)

#### **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.

This report covers the 'first quarter' from the 1 April 2017 to 30 June 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.
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 three 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 Plane 2016-2021.

6. The document is updated and published publically quarterly. The latest report, attached in full, was presented to the Commissioner on the 24 August 2017 and published on the Police and Crime Commissioner's website. The majority of the data spans the 12 months to end of June 2017.
7. Attached at **Appendix B** is the note of the Strategic Scrutiny Meeting held on the 24 August 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. Copies of all the reports presented by Lancashire Constabulary to the Strategic Scrutiny meeting are available for inspection on the Commissioner's website via the following link - <http://lancashire-pcc.gov.uk/meetings-and-decisions/meetings-and-reports/strategic-scrutiny-meetings/>
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.

## Performance Headlines

10. The first quarter has continued to be challenging for the Force Control Room. Increases in the number of calls received compared to corresponding months in 2016 continued to show large percentage increases.
11. 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.
12. A presentation in relation to the Force Control Room will be given at the meeting.
13. As at the 30th June 2017, the Police Officer strength was at 2867. There will be an intake of 51 recruits in August this year, a further 60 planned in December 2017 and a further 60 in February 2018.
14. Also during the first quarter the first appointments took place from candidates who have a Foundation Degree in Policing. 16 officers have been appointed onto the Police Now scheme and the officers have commenced 6 weeks training in London and once complete will then be posted to Blackpool, Blackburn and Preston.
15. Police and Community Support Officers strength (FTE) is down 24% on the same period last year and as at 30 June 2017 was 271 (254.7 FTE). The reduction is a reflection of the reduced funding from Local Authority partners

for posts that were previously joint-funded. Up to 14 PCSOs will be appointed in September with a further 60 being appointed in October.

16. The Police and Crime Commissioner has received regular briefings from the Gold Commander Chief Superintendent Noble and is being kept apprised of developments on the fracking site. The delivery of the drilling rig has increased activity and as a result of increased protester activity the site is now being policed on a 24 hour basis and mutual aid is being provided from 14 forces.
17. The Commissioner has undertaken lobbying activity regarding the reimbursement the costs of policing the anti-fracking protests at energy firm Cuadrilla's Preston New Road site, between Preston and Blackpool. As the Panel are aware, Fracking was imposed on Lancashire by national government, after local decision makers repeatedly decided not to back the industry. The Commissioner therefore believes it is unfair for Lancashire to carry the costs of these protests. The Commissioner outlined his stance in a letter to the Minister for Policing and Fire Services, Nick Hurd MP.
18. Following a meeting between the Commissioner and many of Lancashire's MPs in Westminster, MPs from both major parties co-signed a letter to Mr Hurd outlining their support for the Commissioner's stance. Mr Hurd responded to both the MPs and the Commissioner explaining the existing rules which allow reimbursement to be considered once costs rise to 1% of the annual policing budget (£2.6m).
19. The Commissioner and Lancashire Constabulary are continuing to work with the Home Office to explore all options regarding the reimbursement the costs of policing the anti-fracking protests.
20. The Panel will recall that at the previous meeting the Commissioner raised proposals to close front counters at 11 police stations across Lancashire. The closures form part of the Constabulary's move towards place-based policing. The changes went out to consultation for four weeks, closing on 21<sup>st</sup> July 2017. Following this consultation period, the Commissioner and the Chief Constable agreed that the closures should go ahead as initially outlined, apart from the proposed closure at Clitheroe police station, which is subject to further discussions surrounding proposals brought forward for the use of the public enquiry space during the consultation process.
21. The Commissioner has been appointed as the national lead for Fraud and Cyber Crime by the Association of Police and Crime Commissioner (APCC). Whilst the APCC have yet to approve the remit of the portfolio, the Commissioner intends to adopt a preventative approach, ensuring that the public, particularly those who are vulnerable can protect themselves online.
22. Over the 12 month period ending 30 June 2017, Lancashire has seen an increase of 12.2% (12,168 Crimes). By comparison Lancashire are below the national level, and remaining well below the North West and Most Similar Group averages. All 43 forces nationally have an increase in crime.

23. The main crime categories which have contributed to the increase are predominantly in the following:

- Violence Against the Person – Up 4,704 crimes (17.1%)
  - Harassment – Up 1,100 crimes (29.4%)
  - Assault - Less Serious Injury – Up 2,380 (19%)
- Vehicle Offences - Up 1,706 crimes (19.2%)
  - Theft from a Motor Vehicle - Up 1,353 crimes (24.6%)
- Shoplifting - Up 1,222 crimes (15.7%)
- Public Order Offences - Up 884 crimes (35.8%)
- Public Fear, Alarm or Distress - Up 793 crimes (50.4%)

24. The full performance report is attached at Appendix A.

25. 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 78.3% and is down by 2.1%.

26. 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 March 2017.

27. When compared to our MSG, Lancashire is 2nd and when compared to the North West Region, Lancashire is 3rd.

28. In relation to 'user satisfaction' the 'In Year Performance' compared to the 'Previous 12 Month Period' shows an increase of 2.6% to 81.1% when looking at the 'Whole Experience'.

29. As the Panel are aware, the Victim Services contract was awarded to Lancashire Victim Support. The contract award runs for 3 years from 1st April 2017 up until 31st March 2020, with the option to extend for up to a further 2 years (to 2022).

30. A comprehensive suite of Key Performance Indicators has been developed and agreed, which will form the basis of ongoing scrutiny by the PCC's office. All support services for victims will be delivered in line with the requirements of the Victims Code and the EU Victims Directive.

31. During this financial year, four quarterly review meetings will be scheduled in order that performance is monitored, and LVS management allowed the opportunity to meet with OPCC staff in order to discuss any issues of concern.

32. The first of those review meetings was held on the 23 August 2017 and a summary report is attached at appendix D.

33. Along with the Chief Constable, the Police and Crime Commissioner has agreed a joint Procurement Strategy which provides a formal framework within which procurement activity takes place.

34. Effective delivery of the Procurement Strategy will support the Police and Crime Commissioner's objectives within the Police and Crime Plan, and the Constabulary, in achieving its strategic objective of making best possible use of our resources.

35. As at 31st March 2017, the Constabulary's current expenditure on goods and services was £46.1M.

36. Out of this £46.1M,

- £41.5M of expenditure was covered by over 300 contracts
- £1.6M of savings generated by the procurement team in 2016/17
- Local spend with suppliers in the North West region was 60%
- Collaborative spend with other public sector partners and frameworks was 69%
- Annual Audit awarded the Procurement function full assurance rating.

37. A full grant evaluation has been undertaken by the Commissioner's office in relation to all the grant funded commissioning which took place during 2016/17 and is available for inspection on the Commissioner's website via the following link. <http://lancashire-pcc.gov.uk/meetings-and-decisions/decisions/>

38. Each of the projects/initiatives funded supported one or more of the Commissioners Police and Crime Plan priorities.

#### Recommendation

39. 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: Note of the Victim Support Q1 Performance meeting.**





**Lancashire  
Constabulary**  
police and communities together

<b>REPORT TO :</b>	<b>STRATEGIC SCRUTINY MEETING</b>
<b>REPORT BY:</b>	<b>RYAN BRETHERTON</b>
<b>TITLE:</b>	<b>PERFORMANCE REPORT</b>

**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 30<sup>th</sup> June 2017.
- b) 'In Year Performance' refers to the 12 month period July 2016 to June 2017 unless stated otherwise on Appendix A.
- c) 'Previous 12 Month Period' refers to the 12 month period July 2015 to June 2016 unless stated otherwise on Appendix A.

**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 indicators which are reported to the Police and Crime Panel.
- b) Appendix A of this report sets out the performance of Lancashire Constabulary to the 30<sup>th</sup> June 2017 on performance measures created under each Police and Crime Plan priority.
- c) The dates for Strategic Scrutiny Meetings have been realigned to match the standard quarterly periods. The previous meeting was delayed and as a result, this report follows very closely on from the last Strategic Scrutiny meeting held in July. Many issues were covered last month so there may appear to be some repetition in the supporting notes.

#### **4. Protecting Local Policing**

##### **a. Proportion of Force Budget Spent on Front Line Policing**

- (i) Her Majesty's Inspectorate of Constabulary (HMIC) no longer require us to provide the proportion of our budget spent on the frontline therefore there are no national comparators available.
- (ii) The following table shows the breakdown of our budget by both Visible and non-Visible and by Frontline, Frontline Support and Business Support.

<b>SPEND at 30/06/2017</b>	<b>£m</b>	<b>Force %</b>
Visible	<b>£26.3m</b>	<b>40.1%</b>
Non Visible	<b>£19.9m</b>	<b>30.4%</b>
<b>Operational Frontline</b>	<b>£46.2m</b>	<b>70.5%</b>
<b>Frontline Support</b>	<b>£6.0m</b>	<b>9.3%</b>
<b>Business Support</b>	<b>£13.2m</b>	<b>20.1%</b>
Other *	<b>£17.6m</b>	
<b>Total</b>	<b>£83.0m</b>	

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

##### **b) Number of Police Officers & PCSOs**

- (i) For Police Officers, the 'In Year Performance' versus the 'Previous 12 Month Period' is up 0.14% (4 officers) based on head count at the end 30th June 2017. The Full Time Equivalent (FTE) is up 0.04% (1.23 officers) as at 30th June 2017. Current Police Officer strength is at 2867 (2814.16 FTE)
- (ii) The first appointments took place in June 2017 and were candidates who have a Foundation Degree in Policing.
- (iii) Transferee officers: A further intake of 12 officers commenced on 12 June 2017. There will be a further intake of around 25 in November 2017 and 20 in March 2018.
- (iv) 16 officers have been appointed onto the Police Now scheme and the officers have commenced 6 weeks training in London and once complete will then be posted to Blackpool, Blackburn and Preston.
- (v) There was an intake of 51 recruits in August this year, a further 60 planned in December 2017 and a further 60 in February 2018.
- (vi) For Police and Community Support Officers (PCSOs), the 'In Year Performance' versus the 'Previous 12 Month Period' is down 24% (86 PCSO's) based on head count. The Full Time Equivalent (FTE) is down 24% (80.53 PCSOs). Current PCSO strength is at 271 (254.7 FTE).



- (vii) PCSO numbers are a reflection of the reduced funding from Local Authority partners for posts that were previously joint-funded. Up to 14 PCSOs will be appointed in September with a further 60 being appointed in October.

**c. Update re Fracking Operation.**

- (i) The Police and Crime Commissioner has received regular briefings from the Gold Commander Ch. Supt Noble and is being kept apprised of developments. He is aware of the delivery of the rig and increased activity and thus staffing at the site. As a result of increased protester activity the site is now being policed on a 24 hour basis and mutual aid is being provided by North Wales, Cumbria, North Yorkshire and Merseyside.  
The increase in activity is likely to continue into August and plans are currently being developed ongoing with Cuadrilla in order to facilitate this safely.
- (ii) Construction Phases Timeline
- August onwards - flaring and potential drilling.
  - January – February 2018 construction of pipeline to the National Grid.
- (iii) Resourcing There is a public order operation in place that is being tailored on a daily basis according to the information and intelligence received.

**d. Citizens in Policing**

Special Constabulary

- (i) There are currently 472 Special Constabulary Officers within Lancashire Constabulary. There was an intake of 53 officers in April 2017 and the December 2016 recruitment window attracted 213 applications which are being processed with appointments being made in July.
- (ii) There is no recruitment window currently open for application to the Special Constabulary.
- (iii) 52 Special Constabulary Officers were successful in the PC recruitment process and there are currently 37 Special Constabulary Officers in the PCSO process.
- (iv) University of Central Lancashire (UCLAN) – there will be one more intake at some point next year which will be the last owing to the new PEQF and the value of the Foundation degree in that framework.
- (v) Developments have been made with the Special Constabulary to facilitate their support of the Summer Resilience Programme.

Volunteers

- (vi) Lancashire Constabulary has 506 volunteers. Recent recruitment has taken place for Cyber/Digital Community Support Volunteers with a large number of volunteers applying.

- (vii) Cyber/Digital Community Support - Cyber/Digital presentations will be made to the local community. The aim of the sessions are to inform and educate people about using the internet and will cover items such as; the information they post, the sites they buy from and online banking. We're currently recruiting for a minimum of 20 volunteers to cover Lancashire.
- (viii) Recruitment is under way for the Hate Crime Scrutiny Panel. Similar to the Stop Search Scrutiny Panel, these volunteers will meet on a quarterly basis to discuss the police response to Hate Crime and Incidents

#### Lancashire Volunteer Partnership

- (ix) The Lancashire Volunteer Partnership (LVP) has made further progress:
  - All top tier authorities are now engaged as Blackpool has joined the partnership.
  - The Police restructure took place on 1st June 2017. There are still a few roles to fill once redeployments have been completed. Volunteer Officers now also carry a case load of Community Support Volunteers.
  - The Better Impact Volunteer ICT system has been reconfigured to place based accounts.
  - 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 is to be based at Police HQ.

#### Cadets

- (x) 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 Morecambe starting in September. Other units are maintaining numbers and improving on the social action they complete with cadets and the opportunities they offer.
- (xi) The recruitment window is currently open force wide to fill the vacancies of those turning 18 and leaving the Cadets. The plans are to maintain unit numbers and improve the social action they complete.
- (xii) We still have 3 PCSO Cadet Coordinator vacancies. Once the PCSOs are in place and trained we will look to introduce more mini cadets in deprived areas, particularly those that have issues with OCG's. We are currently reviewing the mini cadet pilot from Preston.
- (xiii) The 5 year cadet timetable has been written with more 'work ready' focus for 16-18 year olds. It is currently with BCU's for consultation.

#### **e. Contact Management**

Subject to a separate agenda item.

## **5. Tackling Crime & Re-Offending**

The Police and Crime Commissioner will recall that he received a briefing from Detective Chief Superintendent Clarke on 11 May 2017 outlining the high levels of investigative demand. He was also briefed on the levels of cross border organised crime and operations targeting the perpetrators, the significant investigative demand on all detectives & staff and also on the Scientific Support Department.

### **a) Number of Crimes Recorded**

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 12,020 crimes (12.1%). This is forecast to continue increasing over 2017/18.
- (ii) The divisional all crime performance is as follows
  - East Division: Up 13% (+4,741 crimes)
  - South Division: Up 13.2% (+3,654 crimes)
  - West Division: Up 10.3% (+3,625 crimes)
- (iii) 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 4,704 crimes (17.1%)
    - Harassment – Up 1,100 crimes (29.4%)
    - Assault - Less Serious Injury – Up 2,380 (19%)
  - Vehicle Offences - Up 1,706 crimes (19.2%)
    - Theft from a Motor Vehicle - Up 1,353 crimes (24.6%)
  - Shoplifting - Up 1,222 crimes (15.7%)
  - Public Order Offences - Up 884 crimes (35.8%)
  - Public Fear, Alarm or Distress - Up 793 crimes (50.4%)

In future the newly agreed performance framework will be used to support the Police and Crime Plan, holding the force to account by place based areas.

Previous Strategic Scrutiny meetings have noted the introduction of Malicious Communications in April 2015 as being causal in the increase in Harassment. It was suggested that the figures in relation to Harassment were likely to decrease as Malicious Communications was taken out of the category from April 2017.

Although there was an initial drop in April 2017, this category continues on an upwards trend. As above the 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 29.4%.

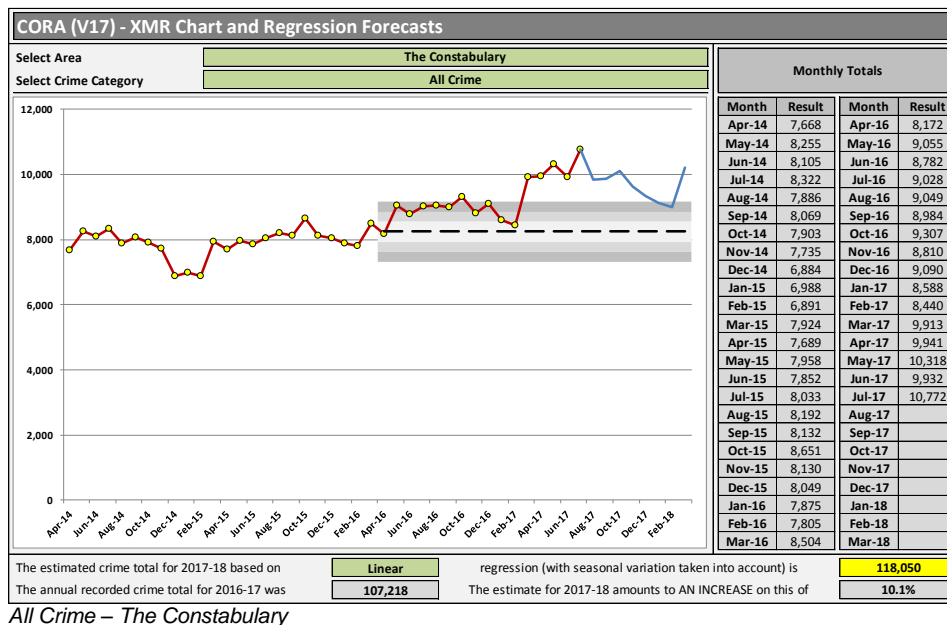
The increase in Vehicle Offences is mainly attributable to the 'Theft from a Motor Vehicle' offences which increased significantly through August 16 to December 16 before returning to average levels in January & February 17. They again spiked from March to May 2017 returning to average levels in June 2017. Although South Division experienced spikes in October 16, April and May 2017 it is evident that the increases in Vehicle Offences are mainly attributable to East Division and

West Division. Divisional operations were carried out in direct response to the increases.

There have been favourable results in:

- Bicycle Theft - Down 170 crimes (- 8.8%)
- Damage to Vehicles – Down 247 crimes (- 3.4%)
- Drug Offences - Down by 702 crimes (- 26.8%)

The largest section of the reduction in Drugs Offences is in the 'Drugs – Possession' offences. The view of this locally, as well as nationally, is that these offences are generally 'found' by Police Officers. The reduction in drugs offences correlates with a reduction in stop searches for drugs across the Constabulary.



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

	England & Wales	NW Region	MSG	Lancashire
<b>12M Jun-17 -v- 12M Jun-16</b>	Up 14.1% (548,727 Crimes)	Up 22% (111,809 Crimes)	Up 19.4% (168,177 Crimes)	Up 12.2% (12,168 Crimes)

The All Crime category has continued on an upward trend, with Lancashire following just below the national level, and remaining well below the North West and MSG averages.

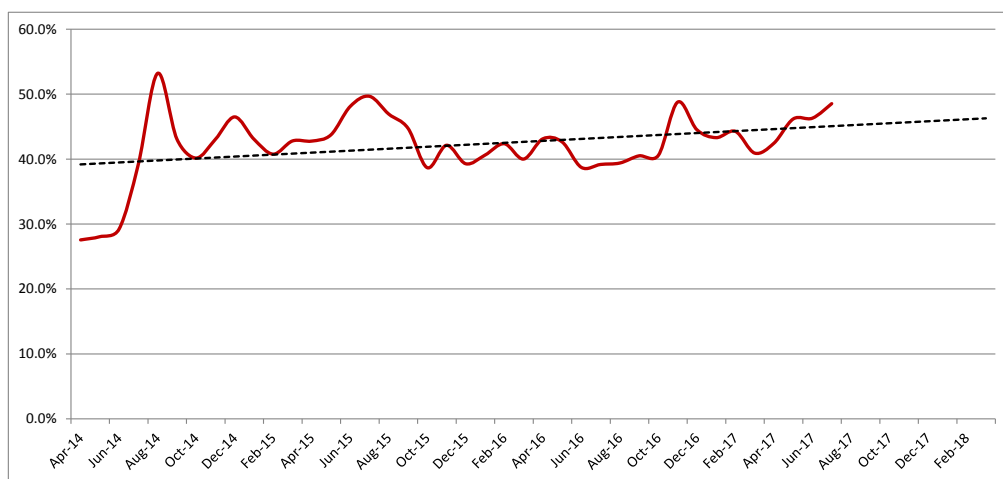
- 43 forces nationally have an increase in All Crime.

## b) Crime Outcomes – All Outcomes Ratio

- The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 0.4% from 42.7% to 43.1%.
- 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 the chart below:

Outcome Group	Ratio
All Outcomes	43.1%
Action Outcomes	16.5%

The decreased performance in Action outcomes from 21.4% to 16.5% is mainly due to an increased rate of investigations being “No Further Action” (NFA) due to Evidential Difficulty. As described within the specific crime elements of this report further investigation is being undertaken to understand our use of the outcome framework.



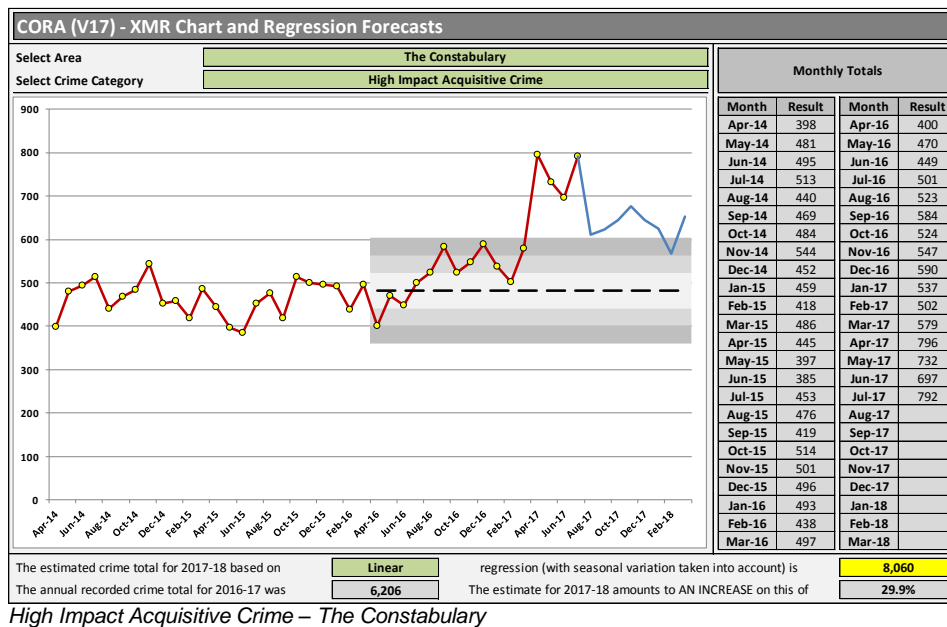
All Outcomes Ratio

### c) Serious Assault

- (i) The ‘In Year Performance’ versus the ‘Previous 12 Month Period’ shows an increase of 4 crimes (0.5%).
- (ii) The crime categories which fall under the Serious Assault classification are the following:
  - Homicide – Up 5 crimes (15.2%)
    - Homicide levels have returned to slightly below what may be seen as the normal level at 5 crimes in Q1 2017/18. However this year compared to last is still affected by the peak period in 16/17 Q4 on which the Commissioner was briefed in May.
  - Acts Endangering Life - Down 1 crime (0.1%)
    - Acts Endangering Life consists of a wide variety of offences many of which are esoteric. In Lancashire the bulk consists of “Wounding with intent (s18)”. East and South Division have had low levels of Acts Endangering Life in the first quarter of 2017/18 which has resulted in a decrease in crimes when comparing ‘In Year Performance’ to the ‘Previous 12 Month Period’. Having had an exceptional number of crimes in October 2015, levels have varied around the three year mean.

### d) High Impact Acquisitive Crime

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,506 crimes (12.02%).
- (ii) The crime categories which fall under the High Impact Acquisitive Crime classification are the following:
- All Burglary - Up 1,300 crimes (11.1%)
  - Robbery (Personal) – Up 171 crimes (30.3%)



- (iii) Due to recent changes in burglary classifications within the Home Office Counting Rules for Recorded Crime: the introduction of Burglary (Residential) and the redundancy of Burglary (Dwelling) the Constabulary is now using All Burglary (which includes commercial premises) within the High Impact Acquisitive Crime group. Burglary (Residential) includes detached garages and sheds which were not included in Burglary (Dwelling) and it is therefore impossible to use the categories in a comparison of crime level changes across time, hence the move to using All Burglary from April 2017 onwards.
- (iv) Following a period of low levels of Burglary (February – June 2016) levels of Burglary across the Constabulary increased to above the average with exceptional increases in March and April 2017.
- (v) Focus has been on Burglary Residential in keeping with main focus of the NPCCs Delivery Plan
- (vi) Following a peak in September 2016 East Division has seen reductions falling below the three year average in some months although retuning to it in June 2017.
- (vii) South Division has seen an increase in crimes since May 2016 where there had been a significant drop. This reached a peak in March 2017 following a dip in February 2017 and has decreased although remained high to June 2017.
- (viii) The figures in the table below are taken from national data in the ForceSight file:

## All Burglary

	England & Wales	NW Region	MSG	Lancashire
<b>12M Jun-17 -v- 12M Jun-16</b>	Up 5.7% (22,867 Crimes)	Up 9.7% (5,604 Crimes)	Up 7% (6,525 Crimes)	Up 11.2% (1,312 Crimes)

- 26 forces nationally have an increase in Burglary (All)

## Robbery (Personal)

	England & Wales	NW Region	MSG	Lancashire
<b>12M Jun-17 -v- 12M Jun-16</b>	Up 25.5% (11,658 Crimes)	Up 47.6% (2,198 Crimes)	Up 21.3% (1,416 Crimes)	Up 38.9% (210 Crimes)

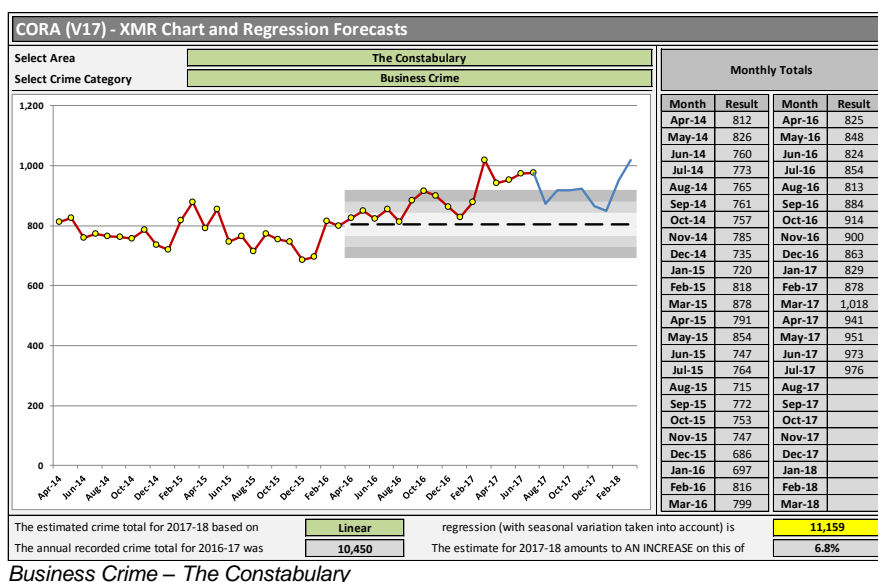
- 39 forces nationally have an increase in Robbery (Personal)

- (ix) Analytical work commissioned in Lancashire to establish the cause for the large increase concluded that some Robbery (Personal) crimes had been incorrectly recorded as such (based on a dip sample for exceptional areas in the force). This however was a small percentage of crimes and cannot explain the high increase in the category.
- (x) South Division had a peak of 33 in May 2017, over twice the average. East Division had a peak of 27 in December 2016, nearly twice the average; levels have since come down although still well above the average. West Division had a peak of 32 crimes in April 2017, nearly twice the average; levels have since decreased in May and June 2017 but remain exceptional with an increase in July 2017.
- (xi) In West Division there has been targeted work carried out against offences relating to the night-time economy and a number of arrests made.

## e) 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 17% (1,572 crimes). This is due to a pattern of increases in the levels of Business Crime overall that saw a short drop in December 16 and January 17 (which appears to be seasonal) followed by a sharp increase to March 2017. Further increases have followed a small drop in April 2017.





(iii) Shoplifting accounts for approximately 83% of Business crime. This has seen an increase of 15.7% when comparing the 'In Year Performance' to the 'previous 12 Month Period'.

- There has been a step change in offences from around Feb 16 onwards. It is a force wide increase.

(iv) Making Off Without Payment has accounted for 16% of Business Crime. The 'In Year Performance' shows an increase of 24.6% compared to the 'Previous 12 Month Period'.

(v) Shoplifting offences account for approximately 78% of the increase in Business Crime, whereas Making Off Without Payment accounts for approximately 22%.

(vi) Robbery Business has accounted for 0.9% of Business Crime. The 'In Year Performance' shows an increase of 8.5% compared to the 'Previous 12 Month Period', albeit this actually only equates to 8 crimes.

## g) Road Safety – KSIs

(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 2.7% (22 KSI's) at The Constabulary level. East Division have a reduction of 20.2% (62 KSI's), South Division have an increase of 14.7% (34 KSI's) whilst West Division have an increase of 2.1% (6 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 2.1% (15 KSI's) at The Constabulary level. East Division have a reduction of 17.5% (44 KSI's), South Division have an increase of 13.7% (28 KSI's) whilst West Division have an increase of 0.4% (1 KSI's),



- **Child Casualty:** A reduction of 6.9% (7 KSI's) at The Constabulary level. East Division have a reduction of 32.7% (18 KSI's), South Division have an increase of 21.4% (6 KSI's) whilst West Division have an increase of 26.3% (5 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 roll-out of eight permanent Average Speed Camera routes across Lancashire is well under way with three sections now operational, the latest on the 565 near Tarleton now being enforced. Installation is currently underway for the other five sections.

#### **h) 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. ASB has continually been reducing year on year for some time now and the 'In Year Performance' figures compared against the 'Previous 12 Month Period' is showing a small decrease of 1.5% at The Constabulary level. East Division is showing a decrease of 2.9%, South Division is showing a decrease of 3.8% and West Division is currently showing an increase of 1.9%.

#### **i) Anti-Social Behaviour Incidents – Repeats Percentage**

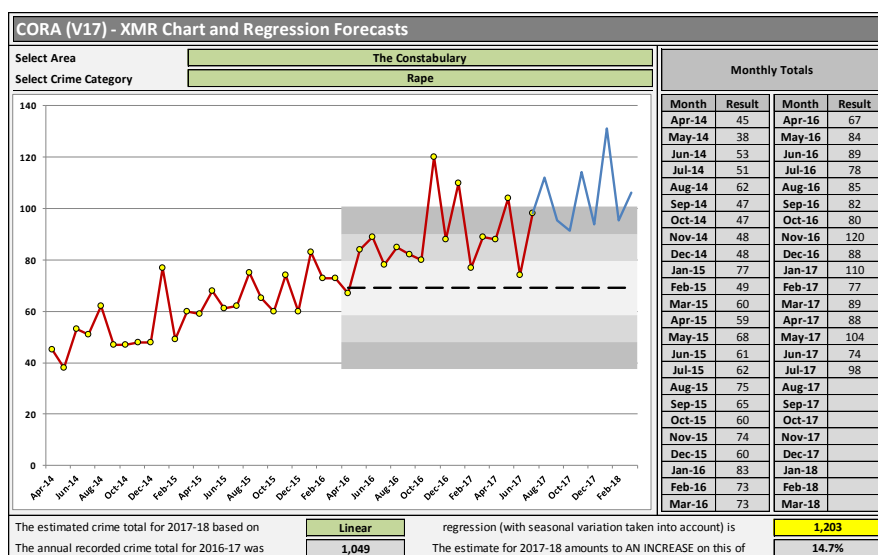
- (i) Anti-Social Behaviour repeats are based on the callers address and the police area in which they reside. The definition of a repeat is: *'If the incident is the 5<sup>th</sup> (or more) incident in the last rolling 180 day period'*. Therefore, if the most recent incident is the 5<sup>th</sup> one 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 decrease of 0.3% at The Constabulary level from 11.1% to 10.8%. East Division is showing a small increase of 0.4% (9.5% to 9.9%), South Division is showing a reduction of 0.7% (10.9% to 10.3%) and West Division is currently showing a small reduction of 0.8% from 13.1% to 12.3%.

### **6. Supporting Vulnerable People & Victims**

Across all themes within this area, the head of the Public Protection Unit provides governance via a monthly vulnerability meeting.

#### **a. Rape**

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 210 crimes (24.3%). Rape continues on an upward trend and if current trends are maintained we are projecting an increase of 14.7% in 2017/18.



**Please note that the above chart is not currently accurate as the N100 (Rape Incidents) for May and June 2017 are yet to be processed, some of which will be converted into Rape crimes.**

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

	England & Wales	NW Region	MSG	Lancashire
<b>12M Jun-17 -v- 12M Jun-16</b>	Up 22.7% (8,333 Crimes)	Up 28.1% (1,228 Crimes)	Up 35% (2,794 Crimes)	Up 33.8% (285 Crimes)

- 41 forces nationally have an increase in Rape.

(iii) There were two significant peaks in November 16 and January 17 of 120 and 114 crimes respectively. The divisional figures show:

- East Division: Up 23.9% (77 crimes)
- South Division: Up 25.7% (54 crimes)
- West Division: Up 23.7% (79 crimes)

(iv) The increases are believed to have resulted from both an improvement in the recording of sexual offences by the police and an increased willingness of victims to come forward and report these crimes to the police. However, regardless of the reasons behind it, the resulting increase in demand on police and support services is nevertheless real.

(v) Recent offences (those committed within 12 months prior to being recorded) accounted for 63% of rape offences in 2017 to June with the remaining 37% being non-recent. There is a downward trend in the proportion of offences which are recent and a corresponding upward trend in the proportion although 2017 so far has seen a slight decrease in the proportion of offences that were historic being reported compared to last year. In 2012 recent offences accounted for 74% of all rapes with 26% being none recent.

(vi) Audit, file scrutiny and focused supervisory reviews, will continue to take place in the forthcoming 12 months, in order to ascertain if officers are utilising the Rape Toolkits provided at the training sessions

- (vii) Work is ongoing in order to better understand our use of the outcome framework in relation to Rape outcomes.

**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 17.3% (340 crimes).
- (ii) Although this category was previously identified as being on an upward trend this increase in crimes has now steeply risen. The previous peak of 228 crimes in March 17 has been exceeded with 249 crimes recorded in June 2017.
- (iii) The divisional figures for Sexual Offences (Excluding Rape) show:
- East Division: Up 11.6% (80 crimes)
  - South Division: Up 24.1% (128 crimes)
  - West Division: Up 17.7% (132 crimes)
- (iv) The figures in the table below are taken from national data in the ForceSight file:

	England & Wales	NW Region	MSG	Lancashire
<b>12M Jun-17 -v- 12M Jun-16</b>	Up 17% (12,007 Crimes)	Up 25.3% (2,287 Crimes)	Up 25% (3,934 Crimes)	Up 15.6% (315 Crimes)

- 39 forces nationally have an increase in Sexual Offences (Excluding Rape)
- (v) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period', Sexual Offences against Children under 16 is up 23.7% (347 crimes). This figure should be linked with the CSE performance. There is no national data available for Sexual Offences on Children under 16.
- (vi) High demand in serious crime investigations throughout the last quarter in particular as outlined in the briefing to the PCC, across CID and PPU, have caused real issues in investigative resilience, meeting daily demand and resourcing major investigations.

**c) Child Sexual Exploitation (CSE) Crime**

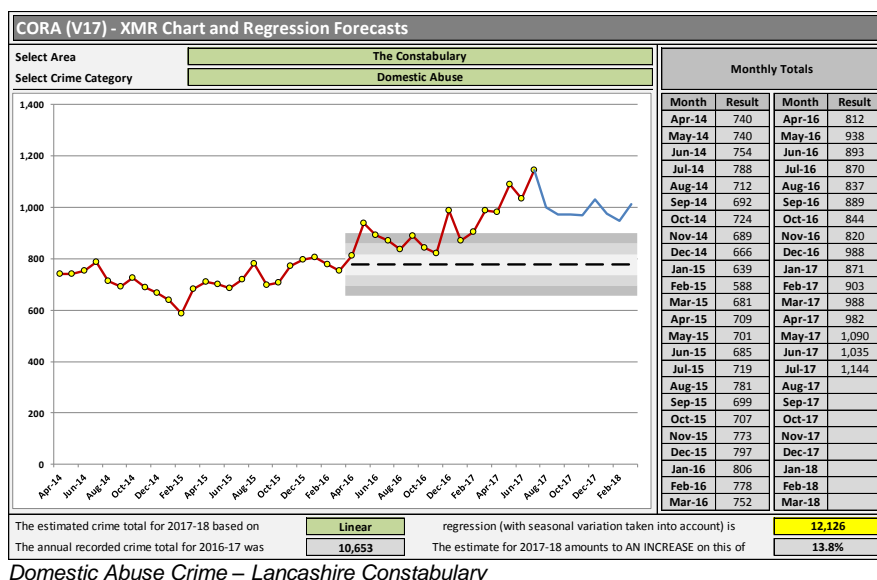
- (i) A crime is deemed to be CSE related if the appropriate marker has been applied to the crime within the Crime2 system.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 140 crimes (16.4%).
- (iii) A review of Child Protection investigations and safeguarding arrangements commenced on 4<sup>th</sup> of June to complement the on-going review of multi-agency safeguarding hubs in Lancashire and is closely linked to the development of multi-agency integrated locality teams being led under the Early Action / Local Policing work streams. These are in addition to the systems thinking development of the MASH which is well into the delivery phase.
- (iv) A new MASH pan Lancs process will be going live on 4<sup>th</sup> September

**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 1<sup>st</sup> April 2015.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 49 crimes (612.5%).
- (iii) Please be aware that the large percentage changes can be attributable to the small numbers involved in Modern Slavery figures and we still do not know what the expected level would be.
- (iv) Local and National awareness raising is one of the major factors in bringing this crime to the attention of the public, resulting in more crimes being recorded over time so we would expect the numbers to be increasing.

**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 1,662 crimes (17.6%).
- (iii) Divisionally this breaks down as follows:
  - East Division: Up 17.9% (572 crimes)
  - South Division: Up 24.4% (619 crimes)
  - West Division: Up 12.7% (471 crimes)

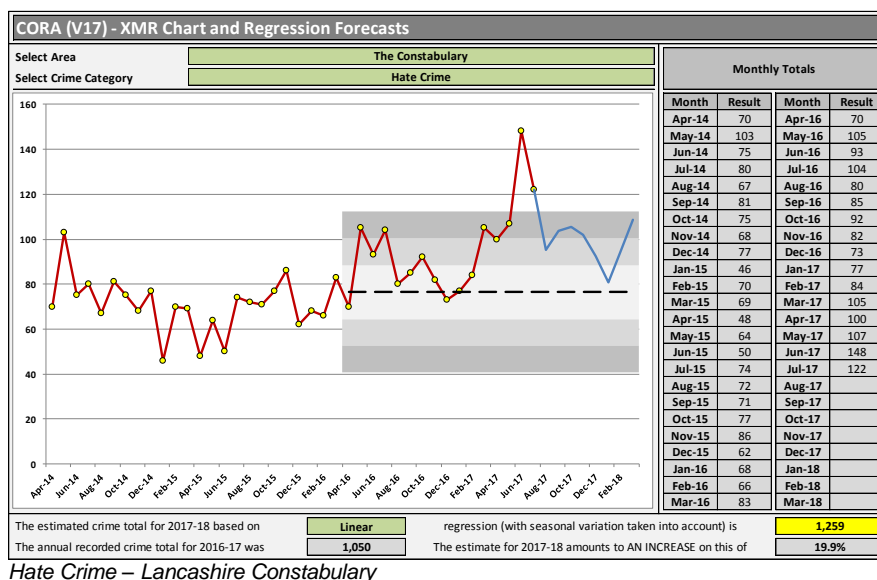


- (iv) As can be seen from the chart above, Domestic Abuse Crime has been on an upward trend since February 2015. The significant peaks in May 16 December 16 and May 17 have continued to support that upwards trend.

- (v) 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.
- (vi) 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 8.7% points from 33.7% to 25%. Performance data would indicate that the majority of the reduction is accounted for by an increase in investigations being unsuccessful due to evidential difficulty. However this is offset by a high conviction rate at court. Available data from CPS for last year is limited but from July 16 to February 17 the monthly performance was consistently above the CPS target of 75% with a peak of 85% in January 17.
- (vii) 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, Criminal Justice Support (CJS) and HM Courts and Tribunals Service (HMCTS).
- (viii) A dip sample of cases continues to be reviewed quarterly by the Out of Court Disposal Scrutiny Panel. A recent meeting examined a selection of domestic abuse cases and will result in a number of actions being taken forward.

## f) Hate Crime

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 210 crimes (22.7%).



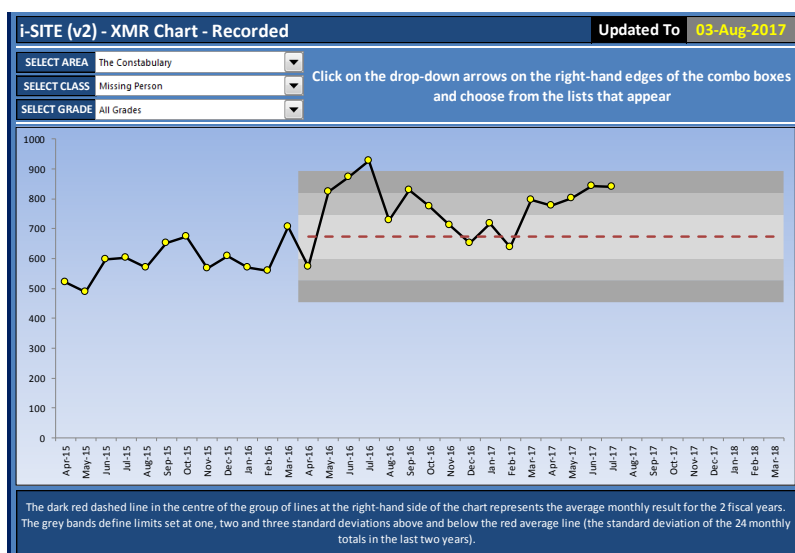
- (ii) The figures in the table below are taken from national data in the ForceSight file. The national data is available for Racially/Religiously Aggravated Offences as per the Home Office Counting Rules for Recorded Crime.

	England & Wales	NW Region	MSG	Lancashire
12M Jun-17 -v- 12M Jun-16	Up 24.8% (10,042 Crimes)	Up 28% (1,634 Crimes)	Up 34.1% (2,476 Crimes)	Up 15.6% (70 Crimes)

- 42 forces nationally have an increase in Racially/Religiously Aggravated Offences.
- (iii) Weekly returns to the National Community Tensions Teams have continued since the EU Referendum. Daily returns were submitted for some time following the Westminster, Manchester and London Bridge incidents, this has now ceased.
- (iv) Whilst the Constabulary saw an increase in hate crime in the last two months of the year, following a drive to increase reporting, it has not seen a significant rise in hate crime following the terrorist events, nor has there been an increase in the severity of offences. However the Constabulary continues to monitor the situation and proactively engage with communities to offer reassurance.
- (v) The clicker project was conducted with four different groups across Lancashire earlier this year. Taxi drivers and members of Polish, Romanian and BME community groups were involved that looked to increase awareness of how many times those involved felt vulnerable or they a need to edit their behaviour with an aim to increase awareness and hate incident / crime recording. The evaluation of the project is ongoing.

#### **g) Missing Person Incidents**

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,995 incidents (19.4%).
- (ii) As you can see from the chart below Missing Person incidents increased from May 16 and were exceptionally high through the summer of 2016. Incidents have reduced slightly to February 2017 but increased from March 2017 onwards.
- (iii) Those reported involving children and young people continue to create the most demand. Early action teams are beginning to work with MFH Co-ordinators to target those most at risk of going missing.
- (iv) It should be noted that approximately 25% of persons reported missing have been reported missing on previous occasions.



*Missing Person Incidents – The Constabulary*

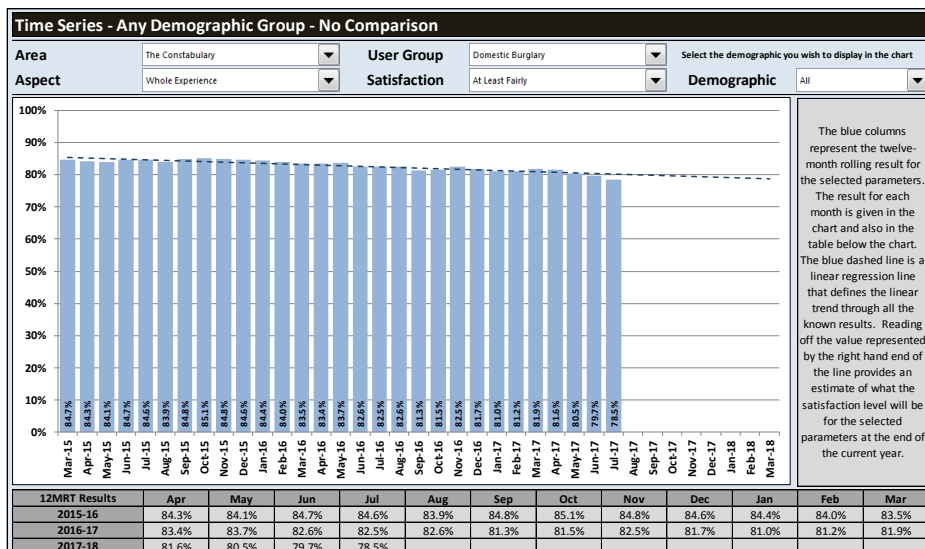
- (v) Lancashire continues to house a growing number of children's homes (a new high of 130) which in turn bring challenges in terms of those children and young people cared for within them. The vast majority of high-risk MFHs come from care homes. (This is corroborated by recent figures from June 17 which identifies 15 of the top repeat missing persons come from care homes)
- (vi) 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.
- (vii) Missing from home coordinators work closely with staff in children's homes 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. Lead responsible persons are identified via the monthly Vulnerability meeting chaired by the head of PPU.

## **7. Developing Confident Communities**

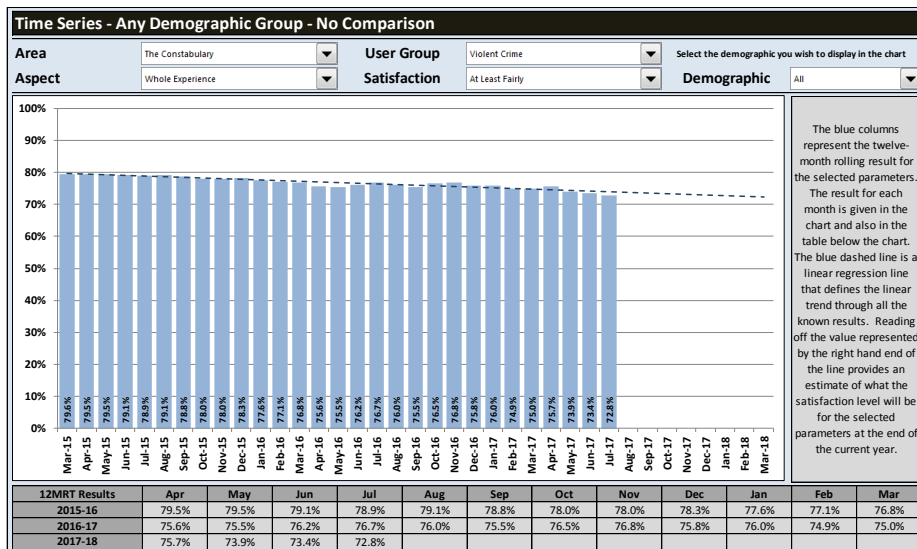
### **a) User Satisfaction – Three Groups**

- (i) As of 1<sup>st</sup> April 2017 we ceased to survey victims of vehicle crime, made amendments to the burglary and violent crime surveys and also reduced the number of questions asked within the surveys. Due to these amendments it should be noted that the data should not be compared to any previous data and any figures quoted here in relation to increases and decreases should be treated with caution.
- (ii) A new survey has been introduced for Domestic Abuse victims which went live in April 2017 and results will be reported upon once an adequately sized dataset is achieved. This will be provided in the form of an analytical report.

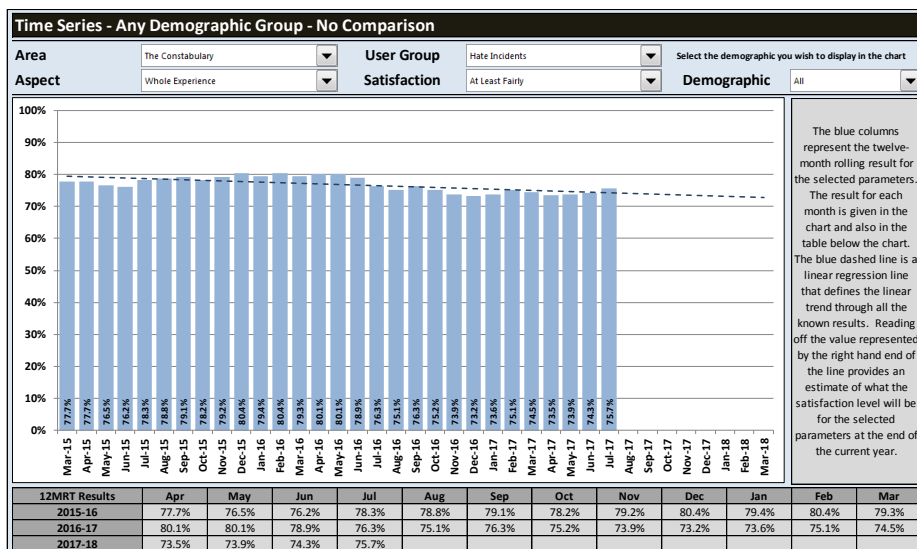




User Satisfaction – Domestic/All Burglary – Whole Experience - The Constabulary



User Satisfaction – Violent Crime – Whole Experience - The Constabulary



User Satisfaction – Hate Incidents – Whole Experience - The Constabulary

- (iii) 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 2.9% from 82.6% to 79.7%. This is not statistically significant and should be treated as no change.
  - Violent Crime down 2.8% from 76.2% to 73.4%. This is not statistically significant and should be treated as no change.
  - Hate Incidents down 4.6% from 78.9% to 74.3%. This is not statistically significant and should be treated as no change.
- (iv) It is worth noting that the figures provided at point (iii) and in Appendix A for 'User Satisfaction' 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'.
- (v) It is evident that satisfaction levels are lowest in the aspects of 'Police Actions' and 'Follow-Up'. Although Hate Incident victims levels of satisfaction for Follow Up and Police Actions are increasing.
- (vi) The Home Office has removed the mandatory requirements under ADR 443 for User Satisfaction in the ADR notice for 2017/18.
- (vii) 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.
- (viii) The 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. The next meeting is to be held on 11<sup>th</sup> September 2017 at West Midlands Police HQ.
- (ix) The Constabulary is currently in the process of developing our surveying / customer insight approach for the future. There is a need for us to become more of a 'learning organisation' and our ongoing work is key to that principle. Going forward we will look to ensure that surveying will be linked to:
- The Police and Crime Plan.
  - The Constabularies Policing Plan.
  - Scrutiny and Inspections.
  - Our Values and Beliefs.
  - Our Outcomes.
  - Place Based Learning.
  - Organisational Learning i.e. Learning and Development.
- (x) To increase our effectiveness and add extra insight into our learning the following has been completed:
- Continue with Burglary, Hate and ASB surveys.
  - Amend the Violent survey to include section 47 assaults and above.
  - All surveys to be amended to only the previously mandated 5 questions followed by a 'qualitative' response box – so no change to our data collection and measures.
  - Commence the HO approved, Lancashire tweaked DV survey from the 1st of April.

(xi) Work is still ongoing in relation to the following:

- Develop and introduce a Resolved Without Deployment Survey.
- Develop a method of attaining and overlaying other data alongside satisfaction for a deeper analysis into areas and teams i.e. Human Resources, Professional Standards Dept. etc.
- Develop appropriate dashboard measures.
- Quality of Service work to help reduce demand in the Force Control Room

**b) User Satisfaction – Anti-Social Behaviour**

- (i) The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a non- statistically significant increase of 2.6% to 81.1% when looking at the 'Whole Experience'.
- (ii) It is worth noting that the figures provided at point (i) 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) Lancashire Constabulary has cancelled its contract with SMSR and now utilises the Crime Survey in England and Wales confidence data.
- (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 March 2017.
- (iii) Comparing the 'In Year Performance' versus the 'Previous 12 Month Period', Overall Public Confidence is down by 2.1% from 80.4% to 78.3%.
- (iv) When compared to our MSG, Lancashire is 2nd and when compared to the North West Region, Lancashire is 3rd.
- (v) 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	60.6%	22 <sup>nd</sup> ↓11	4 <sup>th</sup> ↓2	4 <sup>th</sup> ↓2
Police would treat you with respect	87.7%	23 <sup>rd</sup> ↑4	3 <sup>rd</sup> ↑1	2 <sup>nd</sup> ↔
Police would treat you fairly	71.2%	10 <sup>th</sup> ↑7	1 <sup>st</sup> ↔	2 <sup>nd</sup> ↑1
Police understand local concerns	72.3%	14 <sup>th</sup> ↑1	2 <sup>nd</sup> ↔	3 <sup>rd</sup> ↔
Police deal with local concerns	61.2%	19 <sup>th</sup> ↓8	2 <sup>nd</sup> ↓1	5 <sup>th</sup> ↓3

## Implications

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

## 8. List of attachments / appendices

Appendix A – Performance Data



## **STRATEGIC SCRUTINY MEETING**

**TUESDAY 24<sup>th</sup> AUGUST 2017 AT 12:30 IN ROOM CH3:02, COUNTY HALL, PRESTON**

### **NOTE**

### **PRESENT**

Clive Grunshaw - Police & Crime Commissioner  
Andy Rhodes - Chief Constable, Lancashire Constabulary

### **IN ATTENDANCE**

Terry Woods – ACC, Lancashire Constabulary  
Ian Dawson - Superintendent, Lancashire Constabulary  
Angela Harrison – Director, Office of the Police & Crime Commissioner  
Jane Pearson – Project Support Officer, Office of Police & Crime Commissioner

### **NOTE AND ACTIONS FROM LAST MEETING**

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

With regard to the Hate Crime Action, the Commissioner asked the Chief what we need to do to get people to report hate crime. It was suggested that we could ask Victims Services if hate crime is being reported. The Chief explained that a Clicker project had been conducted with different groups across Lancashire. Taxi drivers and members of Polish, Romanian and BME community groups were involved. The evaluation of the project is ongoing.

The Chief also informed the Commissioner that they are currently looking at data and how they record hate crime incidents. They have also started up a Hate Crime Scrutiny Group, which allow them to understand the gap. The results will be fed back to the Commissioner at a future meeting.

### **ITEM 2 - PERFORMANCE**

The Chief Constable presented a report in relation to the performance of Lancashire Constabulary to the 30<sup>th</sup> June 2017.

The Commissioner stated that the Performance Report needed to include a plan of action and not simply highlight issues. The Report needed to include what the Constabulary are doing about the issues and not just include the figures.

## **Number of Police Officers & PCSO's**

The Commissioner was informed that the number of police officers, compared to the previous 12 months was up 0.04% (1.23 officers FTE). Current police officer strength is at 2867 (2814.16 FTE).

It was noted that the first appointments took place in June and were candidates who have a Foundation Degree in Policing. A further intake of 12 officers commenced on 12<sup>th</sup> June 2017, with a further intake of approx. 25 in November 2017 March 2018.

16 Officers have been appointed onto the Police Now Scheme and have commenced their 6 weeks training. Once completed, they will be posted to Blackpool, Blackburn and Preston.

It was noted that there will be an intake of 51 recruits in August this year, with a further 60 planned for December 2017 and 60 in February 2018.

In relation to PCSO's, the Full Time Equivalent (FTE) was down 24% (80.53 PCSO's) compared to the previous 12 month period. Current PCSO strength is at 271 (254.7 FTE).

It noted that PCSO numbers are a reflection of the reduced funding from Local Authorities. Up to 14 PCSOs will be appointed in September 2017, with a further 60 being appointed in October.

## **Update re Fracking Operation**

It was noted that the Commissioner received separate briefings from the Gold Command and was being kept updated of any developments.

## **Citizens in Policing**

### Special Constabulary

The Commissioner was informed that currently, there were 472 Officers within the Special Constabulary following an intake of 53 in April 2017. The Commissioner stated that the numbers were right, however it depends how they are being "used" and what is beneficial to the force.

It was noted that specials were involved in response and there were different opportunities for specials in each area.

The Commissioner asked why there was no recruitment window currently open for applications. The Commissioner was informed that a window for recruitment would open up in the next few months and this would be a constant window of opportunity. It was noted that there would be one more intake next year via UCLAN. Further, it was noted that it was anticipated that the new Policing Education Qualification Framework would be introduced in 2019/20.

## Volunteers

The Commissioner was informed that the Cyber/Digital presentations will be made on 4<sup>th</sup>/5<sup>th</sup> September 2017.

The Commissioner was informed that the recruitment was underway for the Hate Crime Scrutiny Panel. Constabulary had received 36 applications, of which 26 would be interviewed. There will be between 12-15 people on the Panel together with a Chair.

The Commissioner questioned the name of the group as it had the word "scrutiny" in the title and asked who they would report to. It was confirmed that the word "scrutiny" shouldn't be in it and the group would be called the Hate Crime Panel. The Commissioner stated that this Group needs to report to his office, giving any feedback and learning as well as to the Lancashire Hate Crime Group .

## Lancashire Volunteer Partnership

It was noted that Lancashire Volunteer Partnership was progressing well and that more roles had been filled.

## Cadets

It was noted that the Constabulary has 500 police cadets and an additional 22 junior cadets, aged 10-13. The Constabulary will be extending the age range for junior cadets. The recruitment window is currently open to fill vacancies of those turning 18 and leaving the cadets.

The Commissioner asked if the fire and rescue service cadets would be joining the police cadets. It was stated that this could be a possibility and that it should be looked in to.

**ACTION:-** Ian Dawson to arrange for the Commissioner to visit the junior cadets

## **Tackling Crime & Re-Offending**

The Commissioner has recently been briefed on the progress of various areas of Tackling Crime and Re-Offending.

## Number of Crimes Recorded

It was noted that the 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 12,020 crimes (12.1%) and that this was forecast to continue increasing over 2017/18.

The Commissioner was advised that the divisional all crime performance was as follows:-



- a. East: +13% (+4,741 crimes)
- b. South: +13.2% (+3,654 “ )
- c. West: +10.3% (+3,625 “ )

The main crime categories which had contributed to the increase were predominantly in the following areas:

- Violence Against the Person – Up 4,704 crimes (17.1%)
- Harassment – Up 1,100 crimes (29.4%)
- Assault – Less Serious Injury – Up 2,380 (19%)
- Public Order Offences - Up 825 crimes (37.7%)
- Public Fear, Alarm or Distress - Up 793 crimes (50.4%)
- Shoplifting - Up 1,222 crimes (15.7%)
- Vehicle Offences - Up 1,706 crimes (19.2%)
- Theft from a Motor Vehicle - Up 1,353 crimes (24.6%)

In future, the newly agreed performance framework will be used to support the Police & Crime Plan, holding the force to account by place based areas.

The Commissioner noted that there had been favourable results in:

- Bicycle Theft - Down 170 crimes (-8.8%)
- Drug Offences - Down by 702 crimes (-26.8%)
- Damage to Vehicles – Down by 247 crimes (-3.4%)

The largest section of the reduction in Drugs Offences is in the 'Drugs Possession' offences.

#### Crime Outcomes – All Outcomes Ratio

It was noted that the 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 0.4%, from 42.7% to 43.1%.

It was noted that all crime has continued on an upward trend and all 43 forces nationally, reporting an increase in all Crime. Lancashire falling just below the national level and remaining well below the North West and MSG averages.

#### Serious Assault

It was noted that the 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 4 crimes (0.5%).

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

- Homicide – Up 5 crimes (15.2%)
- Acts Endangering Life – Down 1 crime (0.1%)

### High Impact Acquisitive Crime

It was noted that the 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,506 crimes (12.02%).

The crime categories which fall under the High Impact Acquisitive Crime classification are:

- All Burglary – Up 1,300 crimes (11.1%)
- Robbery – Up 171 crimes (30.3%)

Due to recent changes in burglary classifications within the Home Office Counting Rules for Recorded Crime: the introduction of Burglary (Residential) and the redundancy of Burglary (Dwelling) the Constabulary is now using All Burglary (which includes commercial premises) within the High Impact Acquisitive Crime group. Burglary (Residential) includes detached garages and sheds which were not included in Burglary (Dwelling) and it is therefore impossible to use the categories in a comparison of crime level changes across time, hence the move to using All Burglary from April 2017 onwards.

It was noted that 26 forces nationally have an increase in all Burglary and 39 forces nationally have an increase in Robbery (personal).

Analytical work commissioned in Lancashire to establish the cause for the large increase concluded that some Robbery (Personal) crimes had been incorrectly recorded as such (based on a dip sample for exceptional areas in the force). This however was a small percentage of crimes and cannot explain the high increase in the category.

### **Developing Confident Communities**

The Commissioner raised the using of the phrase "This is not statistically significant and should be treated as no change". It was agreed this should be taken out in future reports.

### **ITEM 3 – CONTACT MANAGEMENT**

It was noted that this reporting period had continued to be challenging for the Force Control Room and remains the number 1 priority.

It was stated that BT deal with over 80,000 999 calls a day and no-one can work out why there are such a large amount of 999 calls.

The Commissioner was informed that the South Pod had achieved significant results in dealing with 999 and 101 calls. 78% of calls were answered in 10 seconds.

The Commissioner stated that something further need to be done as this was a major issue and had been a long standing problem. The Commissioner asked what do the Constabulary want to achieve and over what period of time. Does there need to be a national campaign?

It was noted that over the last few weeks, Lancashire had received 10, 999 calls from London, due to the number of calls being received down South, the overflow system diverted the calls out.

It was suggested that recruitment to the Control Room needs to be regular and the Chief Superintendent Pete Lawson needs to start looking at resourcing the room up and if necessary, start measuring up the set up of the pods against the Control Room.

The Commissioner asked the Chief to check the progress of an Action Plan that Constabulary had developed back in October 2016 and report back to him with any activity. Has any progress been made and can they give us some realistic timescales on when things will be done/improved. The Commissioner stated he needs to see a plan and a system in place with regard to IT and the telephone system within Contact Management. The landscape review needs more long term actions on it to ensure resilience.

It was noted that the work Constabulary have done with the South Pod has been successful and 78% of calls were answered immediately or within 10 seconds. This is currently being evaluated prior to decisions made about how to develop it further.

It was noted that other forces throughout the UK had reported rises in both 999/101 calls recently.

The Commissioner indicated that the current performance was not acceptable and that he wanted to see in the next two weeks, for further scrutiny an action plan which sets out the way forward. The plan needs to give realistic timescales and how the changes/actions proposed will improve the service to the public.

**ACTION:- Constabulary to produce an up to date action plan for an extraordinary scrutiny meeting mid- September.**

## **PART II - HMIC Update**

The Commissioner noted the update given and was pleased with the progress made on the Custody inspection. In terms of CDI it was noted that this would be reported on formally in the autumn. The Chief explained that the constabulary were working on a Transformation Plan to aid future planning of work.

**ACTION:- The Constabulary agreed to brief the Commissioner on the Transformation Plan at the end of September 2017.**

## **URGENT BUSINESS**

No items of urgent business was presented

## **DATE OF NEXT MEETING**

It was noted that the next scheduled Strategic Scrutiny meeting will be held on 21<sup>st</sup> November 2017.

## APPENDIX C - STRATEGIC SCRUTINY MEETING

### PROTECTING LOCAL POLICING

Measure	Previous 12 Month Period (April 16 - March 17)	In Year Performance Versus Previous 12 Month Period	In Year Performance (April 17 - June 17)
Proportion of Force Budget Spent on Front Line Policing	73.0%	Down 0.5%	70.5%
Measure	Previous 12 Month Period (July 15 - June 16)	In Year Performance Versus Previous 12 Month Period	In Year Performance (July 16 - June 17)
Grade 1 - Emergency Response Average Time to Arrive	10.7 Minutes	Up 1.3 Minutes	12 Minutes
Grade 2 - Priority Response Average Time to Arrive	56.2 Minutes	Up 27.7 Minutes	83.9 Minutes
Grade 3 - Planned Response Average Time to Arrive	19.3 Hours	Up 8.8 Hours	28.1 Hours
999 Calls - Service Level	71.5%	Down 19.2%	52.2%
999 Calls - Average Time To Answer	10.4 Seconds	Up 3.5 Seconds	13.9 Seconds
101 Calls - Service Level	56.2%	Down 32%	24.2%
101 Calls - Average Time To Answer	71.7 Seconds	Up 143.1 Seconds	214.8 Seconds

### TACKLING CRIME & RE-OFFENDING

Measure	Previous 12 Month Period (July 15 - June 16)	In Year Performance Versus Previous 12 Month Period	In Year Performance (July 16 - June 17)
All Crime	99,380	Up 12.1% (12,020 Crimes)	111,400

Serious Assault	801	Up 0.5% (4 Crimes)	805
High Impact Acquisitive Crime	12,239	Up 12.0% (1,471 Crimes)	13,710
Business Crime	9,246	Up 17.0% (1,572 Crimes)	10,818
Road Safety - KSI	821	Down 2.7% (22 KSI's)	799
Number of Anti-Social Behaviour Incidents	77,082	Down 1.5% (1,147 Incidents)	75,935
ASB Repeats Proportion	11.1%	Down 0.3%	10.8%

#### SUPPORTING VULNERABLE PEOPLE & VICTIMS

Measure	Previous 12 Month Period (July 15 - June 16)	In Year Performance Versus Previous 12 Month Period	In Year Performance (July 16 - June 17)
Victims Code of Practice	<i>New measure - data not available</i>		
Rape	865	Up 24.3% (210 Crimes)	1,075
Sexual Offences	1,965	Up 17.3% (340 Crimes)	2,305
Sexual Offences Against Under 16's	1,465	Up 23.7% (347 Crimes)	1,812
CSE Crime	854	Up 16.4% (140 Crimes)	994
Modern Slavery Crimes (Only introduced 1st April 2015)	8	Up 612.5% (49 Crimes)	57
Domestic Abuse Crime	9,455	Up 17.6% (1,662 Crimes)	11,117
Hate Crime	927	Up 22.7% (210 Crimes)	1,137
Missing Person Incidents	7,777	Up 18.2% (1,419 Incidents)	9,196

DEVELOPING CONFIDENT COMMUNITIES			
Measure	Previous 12 Month Period (July 15 - June 16)	In Year Performance Versus Previous 12 Month Period	In Year Performance (July 16 - June 17)
Local Policing Visibility	<i>New measure - data not available</i>		
User Satisfaction - Burglary	82.6%	Down 2.9%	79.7%
User Satisfaction - Violent	76.2%	Down 2.8%	73.4%
User Satisfaction - Hate	78.9%	Down 4.6%	74.3%
User Satisfaction - Anti-Social Behaviour	78.5%	Up 2.6%	81.1%
Confidence - CSEW (Overall Confidence)	Previous 12 Month Period (January 16 - December 16)	In Year Performance Versus Previous 12 Month Period	In Year Performance (April 16 - March 17)
	80.4%	Down 2.1%	78.3%



## VICTIM SUPPORT Q1 PERFORMANCE MEETING WEDNESDAY 23<sup>RD</sup> AUGUST, 2017 | 1:30PM

### IN ATTENDANCE

Brett Biscomb	Procurement & Commissioning Lead, OPCC
Dee Conlon	Domestic Abuse & Sexual Violence Operations Manager, Victim Support
Clive Grunshaw	Police and Crime Commissioner
Angela Harrison	Director, OPCC
Steff Hull	Project Support Officer, OPCC
Ellen Miller	Victims Services Director, Victim Support
Claire Powell	Contracts Manager (Lancashire & Cumbria), Victim Support
Robert Ruston	Victims & Vulnerable People Lead, OPCC

### SERVICE OVERVIEW:

This is the first performance meeting under the new commission to look back at Q1 performance data. Victim Support expressed it has been a huge transition and they are happy to report they have not had to make as many redundancies as expected.

Victim Support have a training schedule in place, which has already started to ensure all staff have accessed the same level of training.

Claire Powell talked through Q1 data which was submitted prior to the meeting. For Q1, Victim Support received 15,487 referrals into the service. This is a huge increase of referrals into the service but is to be expected due to Victim Support offering support to victims of Domestic Abuse, Hate Crime etc. under the new contract.

However, Ellen Miller highlighted the figures from the Manchester MEN Arena attack are included in this quarter and informed that Victim Support have asked the MOJ for funding to cover an extra part time worker in Lancashire to cope with the impact.

Concerns were raised in relation to the % of vulnerable people being contacted within 48 hours – in particular the % of vulnerable young people contacted within 48 hours through NEST was 5%.

Claire explained that as it was the first quarter, Victim Support did not have the full NEST team in place and there has also been a recording issue and that the figures don't do the NEST aspect of the service justice. Victim Support expect to see a huge improvement in Q2.

Claire informed the OPCC that 3,717 of the 15,487 referrals into Lancashire Victim Services had incorrect or insufficient data meaning Victim Support staff have to chase contact details from Police Officers. This has affected Victim Support's ability to contact vulnerable people within 48 hours.



**COUNSELLING SERVICE:**

Victim Support expressed they were extremely happy with their partnership with Lancashire Womens Centres and victims are being contacted within 3 days to arrange an assessment / first session.

**NEST LANCASHIRE:**

NEST have also been holding 'Manchester Support Group sessions' around the County in schools and community venues for those affected by the Manchester attack, in particular targeting young people. Victim Support confirmed these have been highly successful, especially as Lancashire is the only area to have a dedicated young people's service.

**ACTION:** NEST Coordinator, Adrian to provide a report on the sessions.

There is a high demand from schools to get NEST in and work with children. Victim Support are recruiting a schools worker to deliver the 'switched on' programme.

**HATE CRIME:**

Victim Support said they are happy with the partnership with their Hate Crime partners; DENW, LCM & Renaissance.

The Commission raised concerns that the hate crime figures are low and we would really like to see the 'bigger picture' in terms of where hate crime is happening.

**FUTURE PERFORMANCE:**

- Further training to Victim Support staff on the case management system to avoid recording issues
- Particular note of low levels of data for the NEST Lancashire service
- Record MASH referrals separate to other Police referrals
- Quality of referral data – OPCC to raise the issue of incorrect / insufficient data from Officers with the Constabulary
- Aim to increase the Engagement rate – currently approx. 9%
  - 20%-25% Overall engagement rate
  - 40% High risk DA engagement rate
- Increase in % of contact with vulnerable people within 48 hours
- Improve information from Hate Crime partners to include referrals they receive through other projects and initiatives to provide a better overview of the level of Hate Crime occurring
- Include a category for referrals into Restorative Justice on the Overview performance spreadsheet
- Ensure that referrals to Restorative Justice is included in Case Studies

**NEXT MEETING**

The Q2 performance meeting will be arranged for the w/c 30<sup>th</sup> October.

## **POLICE AND CRIME PANEL**

**Meeting to be held on 20 September 2017**

### **Police & Crime Commissioner Decisions**

Contact for further information: Ian Dickinson, 01772 533462, Office of the Police and Crime Commissioner, [ian.dickinson@lancashire-pcc.gov.uk](mailto:ian.dickinson@lancashire-pcc.gov.uk)

#### **EXECUTIVE SUMMARY**

The purpose of the report is to highlight decisions made by

- i) the Police and Crime Commissioner for Lancashire, and
- ii) the Director, under delegated authority in the period since the last meeting of the Panel on the 19 June 2017.

#### **RECOMMENDATION**

The Panel is asked to consider the report and raise any issues identified on the decisions presented.

## **1 Background**

- 1.1. Under Section 28(6) of the Police Reform and Social responsibility Act 2011, the Panel is obliged to review or scrutinise decisions made, or other action taken, by the Police and Crime Commissioner's functions and, where necessary, make reports or recommendations to the Police and Crime Commissioner with respect to the discharge of the Commissioner's functions.
- 1.2. The Commissioner is under a statutory obligation under the terms of the Specified Information Order to publish details of decisions of significant public interest. In more general terms under Section 13 of the 2011 Act, the Commissioner is obliged to ensure that he provides the Panel with any information that it might reasonably require to allow it to carry out its functions. This would include the provision of information regarding the Commissioner's decisions and actions, irrespective of whether they were to be considered to be of 'significant public interest'.
- 1.3. In this respect, the Commissioner publishes on his website all decisions he has made.
- 1.4. Further details on all these decisions are available for scrutiny on the Commissioner's Website at:-  
  
<http://lancashire-pcc.gov.uk/meetings-and-decisions/decisions/>
- 1.5. Additionally, Members may access the Strategic Scrutiny Agenda and Minutes at  
  
<http://lancashire-pcc.gov.uk/meetings-and-decisions/meetings-and-reports/strategic-scrutiny-meetings/>

and the Joint Management Board papers at

<http://lancashire-pcc.gov.uk/meetings-and-decisions/meetings-and-reports/joint-management-board/>

## 2 Decisions made and/or published since the last scheduled meeting of the Police and Crime Panel

2.1 Drawing on the information published on the Commissioner's website, a number of decisions have been made since the report to the Panel at its last meeting on 19 June 2017. These are set out in the table below.

Decision Reference	Decision Title	PCC Priority	Date of Decision
2017/05	Revenue and Capital Financial Position As At 31 March 2017	Governance	13 June 2017
2017/06	Lancashire Constabulary Fees and Charges	Governance	13 June 2017
2017/07	Front Counters Business Case	Protecting Local Policing	13 June 2017
2017/08	Community Action fund Applications	All applications recommended support one or more of the priorities detailed in the Police and Crime Plan.	14 June 2017
2017/09	Burnley Council – Summer Camp	Vulnerable People at risk of offending	26 June 2017
2017/10	Community Solutions North West – Transitions Solutions	Tackling crime and re-offending  Supporting Vulnerable People and witnesses	29 June 2017
2017/11	Fraud Safeguarding Officer	Tackling crime and re-offending	29 June 2017
2017/12	Community Action Fund Applications	All applications recommended support one or more of the priorities detailed in the Police and Crime Plan.	13 July 2017
2017/13	Community Safety Grant Funding 2016/17 Year End Evaluation	All projects evaluated supported one or more of the priorities detailed in the Police and Crime Plan.	August 2017
2017/14	Front Counters (Restricted until staff consultation process completed)	Protecting Local Policing	21 August 2017
2017/15	S.22 for the provision of a regional organised crime unit (Titan) (Restricted) <a href="#">Page 90 of 106</a>	Tackling crime and re-offending	11 September 2017

2017/16	Tender from Capita Translation and Interpreting for the provision of Interpretation, Translation and Transcription Services from 15 <sup>th</sup> October 2017 to 14 <sup>th</sup> October 2019 with the option to 14 <sup>th</sup> October 2021. (Restricted)	Supporting Vulnerable people and witnesses	24 August 2017
2017/17	2016/17 Treasury Management Year End Position	Governance	24 August 2017
2017/18	Community Action Fund Applications	All applications recommended support one or more of the priorities detailed in the Police and Crime Plan	4 September
2017/18	Modern Slavery Project Work	Tackling crime and re-offending  Supporting Vulnerable People and witnesses	1 September
	Delegated Decisions	Governance	11 September 2017

### 3. Director's Delegated Decisions

- 3.1 The Panel will recall that the Commissioner has agreed to the Director's delegated decisions being published.
- 3.2 A report detailing the exercise of her delegations made since the last meeting was presented to the Commissioner on the 11 September 2017. This report has been published along with all other decisions made by the Commissioner on the website and is available for inspection via the following link.

<http://lancashire-pcc.gov.uk/meetings-and-decisions/decisions/>

### 4. Conclusion

- 4.2 In accordance with its statutory duty, the Panel has the opportunity to scrutinise and review the decisions made and published as set out in the report now presented.



## **POLICE AND CRIME PANEL**

Meeting to be held on 20<sup>th</sup> September 2017

### **TASK AND FINISH GROUP – FRONTLINE POLICING**

Contact for further information: Phil Llewellyn (01254) 585369, HR, Legal and Corporate Services, [phil.llewellyn@blackburn.gov.uk](mailto:phil.llewellyn@blackburn.gov.uk)

#### **Executive Summary**

This report advises of the re-commencement of scrutiny of Frontline Policing by the Task and Finish Group, Members of which will provide a verbal update at the meeting.

#### **Recommendation**

The Panel is asked to note the re-commencement of scrutiny of Frontline Policing by the Task and Finish Group and note the verbal update provided.

#### **Background and Advice**

Members of the Panel will recall that a Task and Finish Group looked at this topic during the 2015/16 Municipal Year and reported back to the meeting of the Panel in January 2016.

It was agreed that this item would be looked at again in 12 months and be added to the Forward Plan for 2016/17.

At the April 2017 meeting of the Panel this matter was discussed and it was considered appropriate to wait until the AGM meeting when the new Membership of the Panel would be known, post Elections and Councils Appointment processes, before undertaking the review.

At the AGM meeting in June 2107, Councillors Roger Berry, David Whipp and Paul Elms were appointed to the Task and Finish Group. Since that time, Councillor Elms has had to withdraw from the Task and Finish Group due to work commitments.

Work is ongoing on the review, with a meeting held on Monday 18<sup>th</sup> September 2017, and Councillors Berry and Whipp will provide an update on their work to date at the meeting today.

#### **Consultations**

N/A

#### **Implications:**

N/A

**Legal Implications**

N/A

**Financial Implications**

N/A

**Risk management**

N/A

**Local Government (Access to Information) Act 1985  
List of Background Papers**

None.

**Contact/Directorate/Tel**

Phil Llewellyn, HR, Legal &  
Corporate Services  
(01254) 585369

Reasons for inclusion in Part II, if appropriate  
N/A

## **POLICE AND CRIME PANEL**

Meeting to be held on 20<sup>th</sup> September 2017

### **LGA Police and Crime Panels Workshop and proposals for national representation for Police and Crime Panels**

Contact for further information: Phil Llewellyn (01254) 585369, HR, Legal and Corporate Services, [phil.llewellyn@blackburn.gov.uk](mailto:phil.llewellyn@blackburn.gov.uk)

### **Executive Summary**

This report gives details of a Police and Crime Panels Workshop held at the Local Government Association (LGA) in July and a consultation exercise towards a national representative body for PCPs.

### **Recommendation**

The Panel is asked to note the report and give feedback on the consultation paper attached.

### **Background and Advice**

A workshop was held at the LGA in London on 12<sup>th</sup> July 2017, the aim of which was to bring Panel representatives from across the Country up to date on emerging policy and matters for consideration going forward.

The Chair agreed that the Vice Chair, Paul Elms would attend the workshop to represent the Lancashire Police and Crime Panel, along with Phil Llewellyn from the host authority on behalf of the Secretary.

The meeting was very well attended by members and officers from PCPs across England. The meeting was convened and facilitated by the LGA.

Much of the morning session was dedicated to changes relating to the Fire and Rescue Service. The Police and Crime Act 2017 enables Police and Crime Commissioners to take on governance of their local fire and rescue service through the creation of new PCC style Fire and Rescue Authorities (FRA) where it can be demonstrated to be in the interests of economy, efficiency and effectiveness or public safety. In order to take on responsibility for fire governance, the PCC and FRA boundaries had to be coterminous, and any PCC taking on responsibility for fire would occupy two separate legal entities, that of the Police and Crime Commissioner and Fire Rescue Authority and would be known as the Police, Fire and Crime Commissioner. In terms of funding, there would be separate precepts and budgets for each service, but with the scope for collaborative projects.

Several PCCs were already going through the process to take on the responsibilities referred to above, and clearly there would be a significant impact for the PCPs in those areas in terms of scrutiny of the new arrangements.



Further to previous discussions there was an update on the proposed Association of Police and Crime Panels. The favoured approach from feedback at the workshop was for a Special Interest Group (SIG) to be established, supported by the LGA, and it was agreed that an options paper would be produced for consultation with all PCPs with a final draft being submitted to the Annual National PCP Conference in November 2017. There was a general feeling that whilst the Association/SIG needed to be as independent as possible, the most appropriate option was to go with support from the LGA, although this was subject to the consultation referred to above. The consultation paper is attached at Appendix 1 and Members views are sought on options proposed.

The other main topic discussed was effective Panel scrutiny of the PCCs work on counter extremism and counter terrorism, particularly the need to check that funding of projects was not inadvertently supporting terrorism/extremism.

The Workshop provided a good opportunity to gain knowledge of the latest policy developments and also to network with other Members and Officers, and the National Conference in November should provide a further opportunity to gain more information and share good practice. It is hoped that once the proposed way forward for an SIG/Association is established that will provide another platform for Panel representatives to work more closely together and improve outcomes nationally for Police and Crime Panels.

## **Consultations**

The views of the Panel are being sought.

## **Implications:**

N/A

## **Legal Implications**

N/A

## **Financial Implications**

None at this stage.

## **Risk management**

N/A

**Local Government (Access to Information) Act 1985**  
**List of Background Papers**

Various documents and presentations from the LGA Workshop held on 12<sup>th</sup> July 2017.

Contact/Directorate/Tel

Phil Llewellyn, HR, Legal &  
Corporate Services  
(01254) 585369

Reasons for inclusion in Part II, if appropriate  
N/A



## **Appendix 1**

### **Police and Crime Panels – Consultation on proposals for national representation**

#### **Introduction**

The first Police and Crime Commissioners (PCCs) were elected in November 2012 following the enactment of the legislation which also made provision for Police and Crime Panels (PCPs) to scrutinise various aspects of their activities to ensure that the PCCs were delivering according to the needs and wishes of the localities they serve. Since their establishment, concerns have been widely expressed that the PCPs' ability to carry out this task has been somewhat hampered by the terms of reference under which they were set up, many of which are broadly regarded as being unnecessarily limited and often ambiguous.

Concerns have also been raised that, unlike the PCCs who have established a National Association, the effectiveness and development of PCPs has been restricted by the lack of a collective voice through which representation to Government and the sharing of best practice can be channelled.

At meetings of representatives of PCPs from across the country in February and July 2017 these concerns were widely aired and almost unanimously shared, as was the view that a national voice for the PCPs was urgently required. This view has arguably been further reinforced following the recent Policing and Crime Act 2017 which added further to the PCCs' powers without adding to those of the PCPs.

At the July meeting it was agreed that PCPs would seek to address their concerns by establishing a national voice and the following timetable was agreed.

1. This consultation paper would be prepared and circulated to the Chairs and Clerks of all PCPs in early August seeking responses by 22 September.
2. A paper containing the results of the consultation including options/recommendations would be circulated by 13 October.
3. Options and recommendations would be discussed at the PCPs' Annual Conference on 6 November and a decision made as to the way forward.

This paper seeks to highlight the principal arguments for the establishment of a national body and in doing so to suggest options for moving forward.

#### **The Case**

Before entering into lengthy argument, it is important to answer the central question as to whether or not there is a need for a national voice to provide a channel of communication with Government, other stakeholders and partners. Would such a voice increase the visibility of PCPs, support their development and engender greater understanding of their role? The response from representatives of PCPs has been overwhelmingly, yes.

In both meetings there was strong agreement that a clear benefit would be derived from enabling Panels to come together to share and exchange views and experience, and to provide a strong

national voice to influence the national landscape. There was agreement too that Panels would benefit from being better able to engage and forge new relationships with other national stakeholders.

Central to the view that a national voice was required was a strongly held belief that there was a need for PCPs to have a vehicle through which we could express our views and concerns with the Home Office. As stated above, the role of the PCCs is expanding at a considerable pace bringing additional challenges to the PCPs that are required to scrutinise them. The need for them to have the facility and credibility to address these increasing demands is self-evident as, indeed, they would from having a vehicle to share best practice and innovation and identify ways to achieve efficiencies through working together.

Underlining all these arguments was the strongly held view that PCPs currently lacked parity of esteem with other key players and, of course, that there was a need for us to have a vehicle through which we could express our views and concerns to the Home Office.

In reflecting on these thoughts it is important to recall that all those present were anxious to ensure that, whatever vehicle was put in place, unnecessary bureaucracy and expense was to be avoided at all cost. Whilst seeking a common voice, where appropriate, it was also essential to note the sovereignty of individual PCPs and their right to operate independently. As they develop their thinking it is also important to note that PCPs across the country contain a wide range of experience and expertise and that their overwhelming intention is to provide constructive and supportive input.

## **Options**

At both of the above meetings, through subsequent conversations and feedback, three principal options seem to have emerged, which are summarised below:

### **Association of Police and Crime Panels**

Setting up an independent Association to develop a voice for PCPs across the UK seemed to be a popular option.

#### **Advantages**

- Greater levels of independence
- A parallel body to the Association of Police and Crime Commissioners
- Ability to engage PCPs from across the UK
- Opportunity to develop parity of esteem with other stakeholders

#### **Disadvantages**

- Would need to establish an administration and the funding to support it
- Starting from scratch, the APCP would quickly need to establish a level of credibility
- Would need to be funded by the PCPs directly

#### **Possible next steps**

- Agree an Interim Chair and Steering Committee at the forthcoming national conference
- Agree a timetable for establishing a Constitution

- Agree a manifesto/policy statement

### **Special Interest Group within the LGA**

A Special Interest Group (SIG) within the LGA would arguably more quickly enable the establishing of a national voice for PCPs. It might also provide a convenient first step towards establishing APCP.

#### **Advantages**

- Part of a nationally recognised body with strong links to Central Government
- Some (limited) administration support
- Venue for meetings
- Funding would be met as part of LGA membership

#### **Disadvantages**

- Not all PCPs' home authorities are members of LGA
- Possibility of clashes with wider LGA policy
- PCPs' independence might be challenged

#### **Possible next Steps**

- Agree protocols with LGA including arrangements for non LGA members to fully participate

### **Combination**

At a time when the landscape surrounding PCPs is changing rapidly, it might be argued that the need to set up a national voice is pressing and that we need to move forward more quickly. If one accepts that argument, a combination of both the above options would be feasible whereby a SIG might be set up as a 'stepping stone' towards the establishment of a National Association.

#### **Advantages**

- This could be achieved relatively quickly
- It would 'buy time' to ensure we establish ourselves in a credible fashion
- It would provide immediate support

#### **Disadvantages**

- Would require work to ensure that all PCPs across the UK have a voice regardless of their status within the LGA

### **Other**

One final option involving a possible link with the Centre for Public Scrutiny (CfPS) has been floated, but not pursued at this point although it is intended to explore this once the holiday period has ended, with any feedback being issued as an addendum to this paper at that time.

## Conclusions

As with all ventures of this type there will be challenges but the clear, and commonly held, view seems to be that a body to represent the interests of PCPs across the UK should be established. Whichever option is pursued, it is acknowledged that there will need to be a degree of pragmatism but, in so acknowledging, two key tenets must be respected. It must:

- be able to provide equal representation for all its members;
- respect the individual independence of each PCP.

It would be helpful if feedback on this paper could be provided by Friday 22 September via Clive Head, the Clerk to the Hertfordshire PCP, at [clive.head@broxbourne.gov.uk](mailto:clive.head@broxbourne.gov.uk) so that a final paper can be produced and circulated by Friday 13 October for consideration at the Annual Conference on Monday 6 November.

# Agenda item

## Police and Crime Panel

Meeting to be held on 20<sup>th</sup> September 2017

### MONITORING OF COMPLAINTS

Contact for further information:

David Fairclough (01254) 585642 Secretary Lancashire Police & Crime Panel,  
[david.fairclough@blackburn.gov.uk](mailto:david.fairclough@blackburn.gov.uk)

### Executive Summary

This report sets out the current position with regard to communications relating to potential complaints received up to 31<sup>st</sup> August 2017 in relation to the Police and Crime Commissioner.

### Recommendation

That the update in relation to communications and complaints be noted.

### Background and Advice

Since the commencement of the Panel in 2012 there have been 35 recorded communications which at the outset were described as potential complaints against the commissioner. Many of these communications as reported previously however did/do not relate directly to the conduct of the PCC and therefore do not, under the terms of the governing regulations come under the jurisdiction of the Police & Crime Panel.

Many communications received focus on the alleged conduct of police officers or the chief constable, and these are matters for which there are other complaints processes and appropriate authorities to deal with such matters.

There has been one (36) further communication of this nature recently although the complainant has not responded to a request for further details via the completion of the required form.

A complaint (37) was also received making allegations which following initial assessment are already the subject of consideration via the complainant's ongoing appeal to another appropriate authority. The Panel therefore could not consider this matter as to do so would be an abuse of process under the Panel's Procedure.

The third complaint (38) received since the last meeting was also making allegations which following initial assessment were already the subject of



consideration via the complainant's ongoing appeal to another appropriate authority. The Panel therefore could equally not consider this matter as to do so would be an abuse of process under the Panel's Procedure.

The final complaint (39) in this report is ongoing and the matter is currently the subject of initial assessment, the outcome of which will be reported to the next meeting.

## **Consultations**

N/A

## **Implications:**

This item has the following implications, as indicated:

### **Legal Implications**

The procedures adopted by the Panel comply with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 which are issued under the Police Reform and Social Responsibility Act 2011 for the handling of complaints and matters concerning the conduct of the holders of the office of Police and Crime Commissioner.

### **Financial Implications**

There are no direct financial implications arising from this report. It is proposed the handling of such complaints will be contained within existing resources.

### **Risk management**

The requirement to monitor and record complaints against the PCC and DPCC is in accordance with the provisions of The Elected Policing Bodies (Complaints and Misconduct) Regulations 2012.

## **Local Government (Access to Information) Act 1985**

### **List of Background Papers**

<u>Paper</u>	<u>Date</u>	<u>Contact/Directorate/Tel</u>
Agenda and Minutes from	November 2012	David Fairclough HR, Legal & Corporate Services 01254 585642
Agenda and Minutes from	July 2014	David Fairclough HR, Legal & Corporate Services 01254 585642

Agenda and Minutes from      March 2016

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