

## **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.