

POLICE AND CRIME PANEL

Meeting to be held on 11 December 2017

Police & Crime Plan Performance Monitoring Report

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EXECUTIVE SUMMARY

The Purpose of this report is to provide Members of the Panel with an update on progress in delivering the current Police and Crime Plan (the Plan) for Lancashire 2016-2021.

This report covers the 'first quarter' from the 1 July 2017 to 30 September 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 1 December 2017 and published on the Police and Crime Commissioner's website. The majority of the data spans the 12 months to end of September 2017.
7. Attached at **Appendix B** is the note of the Strategic Scrutiny Meeting held on the 29 November 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 main focus of the Commissioner continues to be the performance of the Force Control Room (FCR).
11. The Panel will recall that at its last meeting that Chief Superintendent Lawson gave a presentation in relation to the FCR and referenced the introduction of a pilot 'pod working' which had produced some encouraging performance. Following an analysis of this data it has been agreed to roll out the 'pod' working force-wide.
12. The Constabulary held their first meeting in November 2017 to commence the roll out and have agreed that to minimise the risk to the public a full decant of the FCR would be required whilst the work was being undertaken. It was identified that the FCR would decant to 3 sites – Old HQ Control Room, Burnley and Preston.
13. Further, it was agreed that the Business case, due to be presented to the Commissioner at the end of January 2018, would include the requirements for a permanent 'partial' fall back room at the Preston Operating Centre (ability to relocate 1 pod on a permanent basis if required) in case of future disaster. This was preferred to a full fall back (ability to relocate FCR on a permanent basis if required).
14. Arrangements have now been made for a visit the Panel's Task and Finish Group to visit the Force Control Room on the 13 December 2017 to see the

'pod' in operation. A copy of the report on the Force Control Room presented to the Strategic Scrutiny Meeting is attached at Appendix D.

15. In the meantime, the Chief Constable has agreed to further increase the number of Police Control Room Operators by a further 50 to meet the increasing demand.
16. The Panel will be aware that in July Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (**HMICFRS**) completed the PEEL Spring Inspection of Efficiency, Legitimacy and Leadership. The Efficiency report was published on the 9th November 2017 with an overall judgement of Good. This will be followed by the Legitimacy report which is being published on the 7th December 2017 and the Commissioner will advise the Panel of the overall judgement at the meeting.
17. In July HMICFRS also completed their inspection of Crime Data Integrity. This comprised of reviewing approximately 2500 incident logs to ensure that if a crime had been reported then it had been recorded on the crime system or a suitable negation supplied, the data work was then followed up by four days of reality testing. The report was published on the 28th November 2017 with an overall judgement of 'inadequate'. Since the publication of the report the Commissioner has met with the Chief Constable and has been assured that work was already underway to urgently put into place the recommendations of HMICFRS.
18. Lancashire Constabulary has been selected for a Child Protection Inspection which took place on Monday 9th October 2017 for 2 weeks with regard to the Child Protection Programme. The report is scheduled to be published early December 2017 and the Commissioner will advise the Panel of the findings at the meeting if available.
19. At the beginning of October the Commissioner joined the police and local authority partners in launching Lancashire as the first White Ribbon County in the UK. Celebration events were also held in Preston, Blackpool, Pendle and Burnley.
20. Building on the work already happening around the county, the Commissioner led the effort to ensure all district councils could join the County Council and two unitaries in holding White Ribbon status, where men take a stand against domestic abuse.
21. As part of the 16 days of action, following International End Violence Against Women and Girls day, the Commissioner brought together 40 ambassadors from authorities across Lancashire for a workshop looking at future work and direction the White Ribbon campaign could take in the county.
22. 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).

23. 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.
24. 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.
25. The second of those review meetings was held on the 27 October 2017 and a summary report is attached at appendix E.

Recommendation

26. 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 29 November 2017

Appendix C: Performance Measures

Appendix D: Force Control Room Update

Appendix E: Note of the Victim Support Q2 Performance meeting.