



**Lancashire  
Constabulary**  
police and communities together

<b>REPORT TO :</b>	<b>STRATEGIC SCRUTINY MEETING</b>
<b>REPORT BY:</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> September 2017.

**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.

**4. Protecting Local Policing**

**a) Proportion of Force Budget Spent on Front Line Policing**

- (i) 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 30/09/2017</b>	<b>£m</b>	<b>Force %</b>
Visible	<b>£52.5m</b>	<b>41.1%</b>
Non Visible	<b>£40.6m</b>	<b>31.8%</b>
<b>Operational Frontline</b>	<b>£93.1m</b>	<b>72.9%</b>
<b>Frontline Support</b>	<b>£10.4m</b>	<b>8.1%</b>
<b>Business Support</b>	<b>£24.3m</b>	<b>19.0%</b>
Other *	<b>£6.1m</b>	
<b>Total</b>	<b>£133.9m</b>	

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

**b) Police Officers & Police Community Support Officers.**

- (i) The Constabulary has made a strategic decision to continue to recruit to a target of 2,881 FTE police officers in line with the force recruitment strategy and the requirements of the operating model.
- (ii) For Police Officers, the 'In Year Performance' versus the 'Previous 12 Month Period' is up 1.05% (30 officers) based on head count at the end 30th September 2017. The Full Time Equivalent (FTE) is up 1.04% (29.13 officers) as at 30th September 2017. Current Police Officer strength is at 2897 (2843.29 FTE).
- (iii) Between 1 July 2017 and 30 September 2017 there have been 51 Police Officer appointments; of this number, 24 (47.1%) are female and 6 (11.8%) are from a BME background.
- (iv) The Constabulary has recruited two additional engagement officers to work in Corporate Development starting on 5<sup>th</sup> December whose role will include the improvement of Workforce Representation. The following are examples of the numerous types of events attended:
  - Lancaster University Community Day and Careers Fair (2 separate events)
  - Festival of Culture hosted by Lancaster & Morecambe Hindu Society
  - Preston MELA
  - Blackburn Cathedral Careers Event
  - Gujarat Hindu Temple – large weekend evening community event speaking on stage to hundreds!
  - Graduate Careers Fairs at all Lancashire Universities and Bolton University
- (v) In preparation for the recruitment window opening in January 2018, Media and Engagement activity both via social Media, Community Events and targeted advertising campaigns will commence in October 2017.
- (vi) The Constabulary's first direct entry Superintendent was recruited on 30 October 2017 and will commence the College of Policing 18 Month programme. Support is already being undertaken to ensure her smooth transition in to the role.
- (vii) Transferee officers: There have been no Transferee appointments in this quarter. However, an intake of around 20 Officers is planned for November 2017 with a further intake taking place in March 2018. The recruitment window remains open.
- (viii) 16 Police Now Officers commenced training in July 2017; of this number, 5 (31.36%) are female.
- (ix) For Police and Community Support Officers (PCSOs), the 'In Year Performance' versus the 'Previous 12 Month Period' is up 3.7% (10 PCSO's) based on head count. The Full Time Equivalent (FTE) is up 4.3% (11.02 PCSOs). Current PCSO strength is at 281 (265.72 FTE).

- (x) PCSO Positive Action has continued since the last update and the team have provided information, advice and guidance to 17 PCSO applicants from under-represented groups. When the PCSO recruitment window opened, the PA Team identified individuals who had achieved the required standard for PCSO either through the Police Officer or Specials process. The potential applicants were then nurtured through this alternative career route with 10 (59%) passing interview and progressing through to the end stages of recruitment, 5 choosing not to progress and 2 being unsuccessful at interview.
- (xi) Between 1 July 2017 and 30 September 2017 there have been 12 Police Community Support Officer appointments; of this number, 2 (16.7%) are female and none are from a BME background.
- (xii) Additionally 51 applicants, 7 of which are BME and 20 are female, commenced training in October 2017 (after the reporting period). These will be appointed across the Constabulary.
- (xiii) A West specific recruitment window was opened, with candidates undertaking the various recruitment stages. The recruitment team are looking to appoint 32 applicants into the current vacancies, commencing January 2018.
- (xiv) Between 1 July 2017 and 30 September 2017 there have been 41 Police Staff appointments; of this number, 27 (65.8%) are female and 2 (4.9%) are from a BME background.
- (xv) The recruitment window for Police Control Room Operators remains open until 30 November 2017; to date 169 application forms have been received. We are looking to appoint 20 PCROs in both February and April 2018.

### **Update re Fracking Operation**

- (xvi) The Police and Crime Commissioner is separately briefed on the operation.
- (xvii) Fracking continues to be an ongoing commitment for the Constabulary. The current drilling activity on site will continue until after Christmas with the protestors entering a 'monitoring' phase for the next few months, with a stated intention that they will recommence more direct action when the actual hydraulic fracturing of the shale rocks starts sometime in early 2018. As a result, the public order operation has been scaled to match the current threat. We have been able to return to our preferred policing style of a PLT (Protester Liaison Team) led operation supplemented as necessary by an intelligence-led public order operation.

### **c) Citizens in Policing**

#### Special Constabulary

- (i) There are currently 393 Special Constabulary Officers within Lancashire Constabulary. This is in line with the agreed strategic slight reduction of Special Constabulary officers

- (ii) The recruitment window for Specials force-wide is open from 1<sup>st</sup> – 15<sup>th</sup> November. There is a recruitment event at HQ on the 1<sup>st</sup> November for interested parties and all 160 tickets have been claimed. The next intake of 25 will start on 18<sup>th</sup> November.
- (iii) We will shortly be running a promotion process for Specials which will mirror the regular process (as it currently stands). Recruiting for Deputy Chief Officer, Chief Inspector, Inspectors and Sergeants.

#### Volunteers

- (iv) Lancashire Constabulary has 506 volunteers a mixture of those in the application process and already volunteering. 20+ Cyber/Digital Community Support Volunteers attended a day's training at HQ that was arranged by Louisa Murphy. We are currently recruiting 11 different volunteering roles for the constabulary across the county.

#### Cadets

- (v) Lancashire Constabulary has 500 Police Cadets and an additional 70 Junior Cadets aged 7-13. (We now have junior cadet schemes in Morecambe – focusing on children with OCG family members, Broughton and Ribblesdale – focussing on children who need to build positive relationships with the police). Other units are maintaining numbers and improving on the social action they complete with cadets and the opportunities they offer.
- (vi) We are currently interviewing for 3 vacancies for PCSO Cadet Coordinators and these should be filled shortly
- (vii) The 5 year cadet timetable has been written with more 'work ready' focus for 16-18 year olds and has been implemented. Cadet leaders are receiving additional training in safeguarding and working with young people with mental health issues.

#### **d) Contact Management**

Subject to a separate agenda item.

#### **f) ICT- Connect**

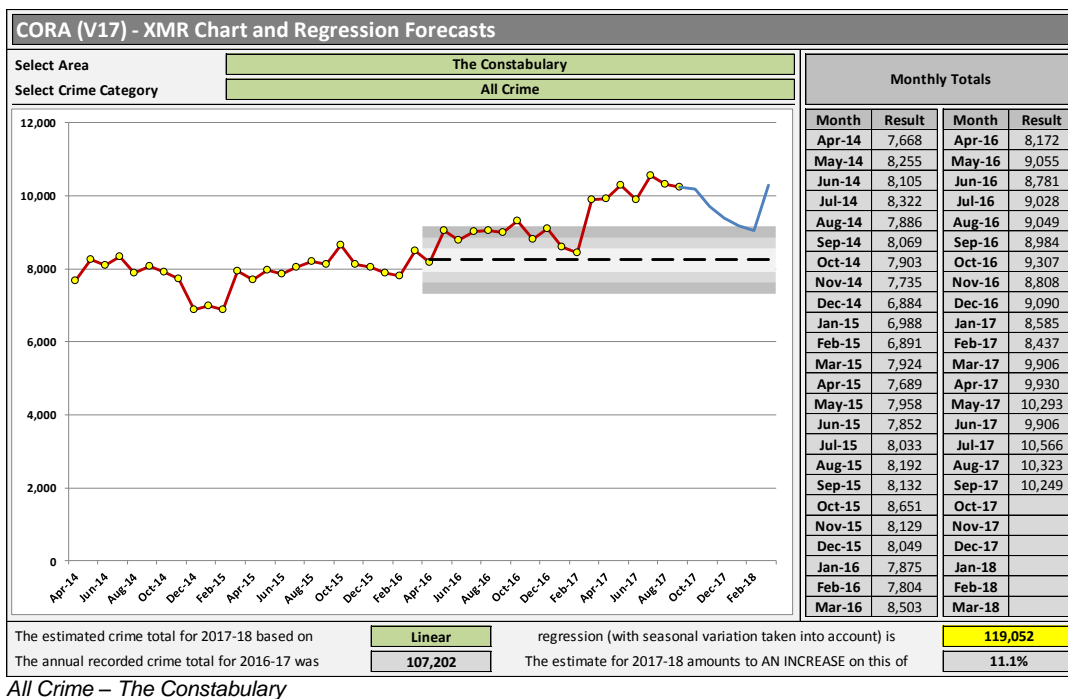
- (i) The Constabulary has requested key development work and functionality in the first phase of CONNECT that will not be ready until next spring, therefore chief officers have taken the decision to delay the rollout of CONNECT –Investigation and Intelligence until October 2018.
- (ii) The Public Engagement module of CONNECT will go live on 4<sup>th</sup> December. This will provide an online portal for members of the public to report crime, intelligence and other incidents directly to us. The Constabulary has had a similar system in place for three years called 'Do it online' through which we currently receive about 1,000 different reports each month, identifying a continuing demand for this function.

- (iii) There is significant work currently underway around data cleansing, back record conversion and MOPI assessments ahead of the introduction of the Investigation and Intelligence module to ensure good quality data, and business critical information is available in one place for the benefit of officers and staff for go live. This will significantly improve data connectivity allowing improved identification of and reduction in vulnerability

## 5. Tackling Crime & Re-Offending

### a) Number of Crimes Recorded

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 13,320 crimes (13.0%). This is forecast to continue increasing over 2017/18.



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

	England & Wales	NW Region	MSG	Lancashire
<b>12M Aug-17 -v- 12M Aug-16</b>	Up 15.5% (612,720 Crimes)	Up 26.6% (136,272 Crimes)	Up 21.2% (187,247 Crimes)	Up 13.3% (13,420 Crimes)

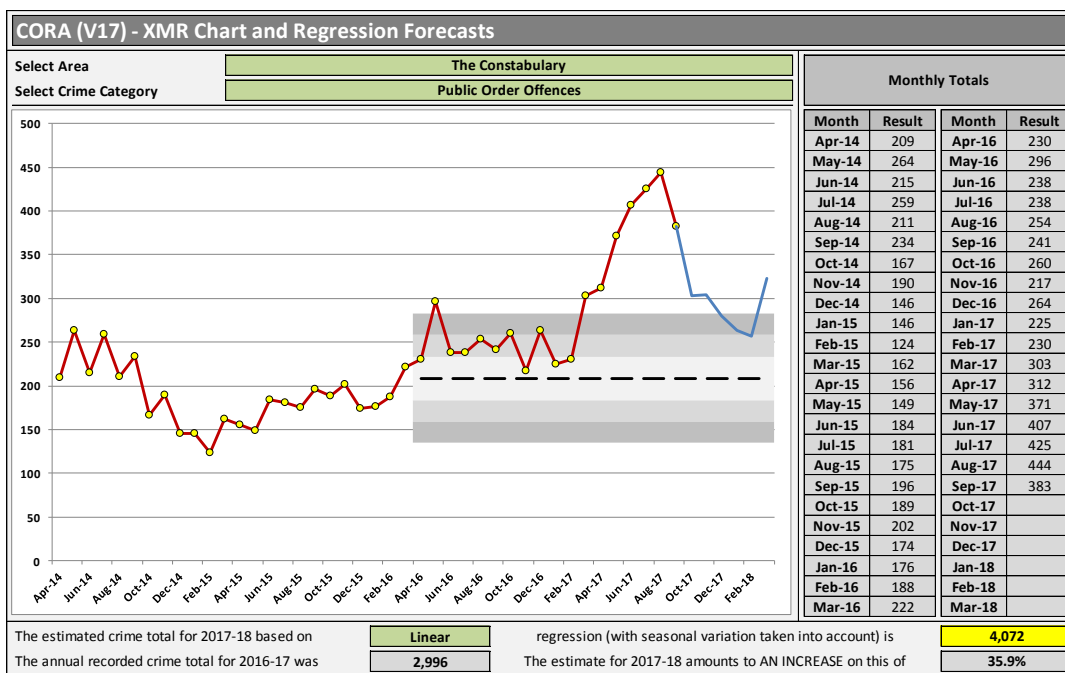
The All Crime category has continued on an upward trend, with Lancashire following just below the national level, and remaining well below the North West and MSG averages.

- 41 forces nationally have an increase in All Crime.

**b) The Contribution of Public Order and lower level violence offences to the All Crime increase.**

- Non-Injury Assault – Up 2,116 (23.0%)
- Assault - Less Serious Injury – Up 1,924 (14.2%)
- Harassment – Up 578 crimes (13.4%)
- Public Order Offences - Up 1,193 crimes (45.1%)

(i) The Public Order ‘In Year Performance’ versus the ‘Previous 12 Month Period’ shows an increase of 1,193 crimes (45.1%). Public Order continues on an upward trend with the exception of September with showed a drop. However if current trends are maintained we are projecting an increase of 35.9% for 2017/18 year end.



Public Order Offences – The Constabulary

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

	England & Wales	NW Region	MSG	Lancashire
<b>12M Aug-17 -v- 12M Aug-16</b>	Up 46.3% (103,611 Crimes)	Up 129.9% (37,424 Crimes)	Up 75.1% (33,455 Crimes)	Up 44.8% (1,180 Crimes)

- 41 forces nationally have an increase in Public Order Offences.

(iii) Public order offences are the stand out increase for all crime classes. As can be seen from the chart below this is in line with all forces across the country. An analysis was carried out to identify the causes of the increase. There was no identifiable factor for the increase in force however, given the rise across the country it has been postulated that the rise is systemic. Specifically the time scale for the increase matches HMIC’s crime data integrity (CDI) inspections. The Constabulary has further improved recording practices to comply with standards. This same observation also applies to lower level offences against the person. The Constabulary has not seen significant increases in violence but crimes have increased: The offences below make up 43% of the Constabulary’s all crime

increase and are in general due to improved recording on the back of the HMIC CDI inspection.

**c) Serious and Organised Crime Threats**

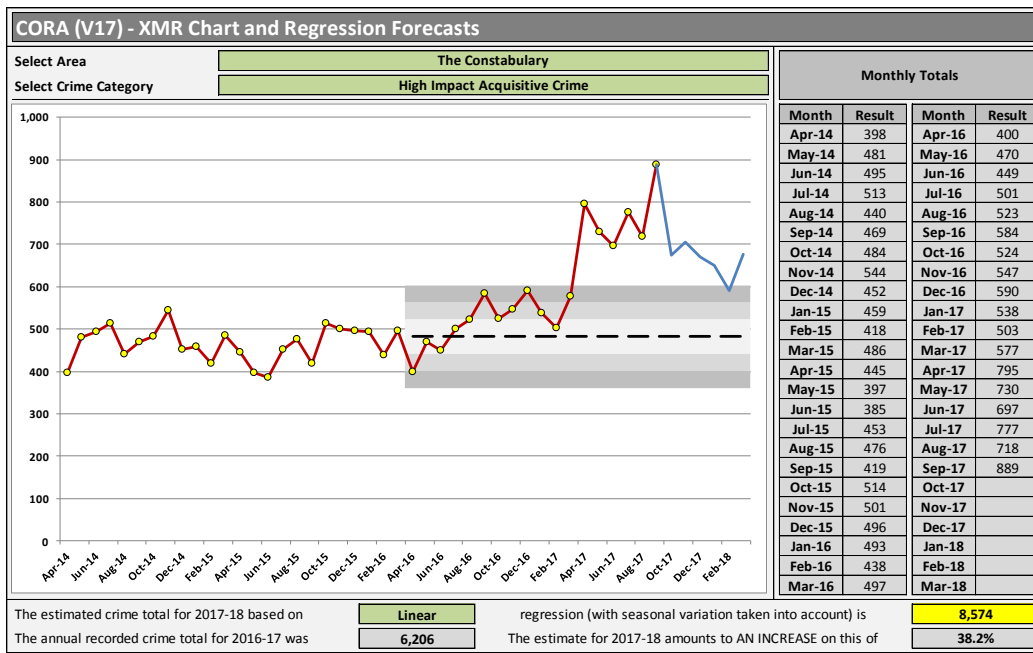
- (i) Cash and Valuables in Transit (CVIT) and organised robberies will continue to remain a force priority. There were two CVIT robberies in October. The Constabulary continues to:
- proactively analyse such to identify risk;
  - deliver high visibility deterrence via Op Vault, a force wide proactive operation involving both specialist officers and divisional staff;
  - carry out preventative liaison with businesses
  - and intelligence led-coordination at a regional level via TITAN. This will especially continue throughout the Christmas period when there is a heightened risk of CVIT offences taking place.
- (ii) ATM attacks: there were 26 ATM attacks in Lancashire from January to the end of October. At least £250,000 has been stolen in total. ATM attacks are a significant regional problem. Analysis is being undertaken and the Constabulary is consulting with Titan at a regional level to identify suspects. As above Operation Vault is also designed to address and prevent ATM attacks in Lancashire.

**d) Business Crimes**

- (i) The Commissioner will recall that he has recently funded a business crime coordinator. In her first month she has produced a draft business crime strategy and produced guidance for businesses covering areas including: combatting on line fraud, lone working, business crime prevention et al. She has identified measures to reduce making off without payment whose effects will be reported on at a future date following implementation.

**e) High Impact Acquisitive Crime**

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 2,019 crimes (34.4%).
- (ii) The crime categories which fall under the High Impact Acquisitive Crime classification are the following:
- Burglary Dwelling & Residential - Up 1,821 crimes (34.6%)
  - Robbery (Personal) – Up 198 crimes (33.2%)



High Impact Acquisitive Crime – The Constabulary

- (iii) Due to recent changes in burglary classifications within the Home Office Counting Rules for Recorded Crime: the new classification 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.
- (iv) 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 Aug-17 -v- 12M Aug-16</b>	Up 7.4% (29,773 Crimes)	Up 12.3% (7,129 Crimes)	Up 7.6% (7,175 Crimes)	Up 9.3% (1,108 Crimes)

- 29 forces nationally have an increase in Burglary (All)
- Lancashire increases are in line with the rest of the country as we would expect given the changed reporting.

Robbery (Personal)

	England & Wales	NW Region	MSG	Lancashire
<b>12M Aug-17 -v- 12M Aug-16</b>	Up 29.2% (13,645 Crimes)	Up 47.6% (2,324 Crimes)	Up 21.3% (1,457 Crimes)	Up 33.7% (194 Crimes)

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

- (v) Via TMB the Constabulary has reinstated Op Julius, a force wide proactive operation targeting Burglary offenders.
- (vi) Via the Investigation Quality Board the outcome of all Burglaries are being reviewed by the Detective Chief Superintendent.



- (vii) Whilst the Constabulary is in line with other forces it continues to proactively both target offenders in divisions plus support potential victims. A good example of the two coming together is the recent input to students at UCLan about their security followed by the targeting of a recently released burglar who was arrested for offences at the university and recalled to prison immediately.
- (viii) Op Forager is being trialled at East Division. This is designed to identify those premises most at risk of being targets following previous offences in the area.
- (ix) Western Division ran an operation to address a series of personal robberies involving clients of sex workers being targeted. This led to the arrest of several offenders.

**f) Road Safety – KSIs**

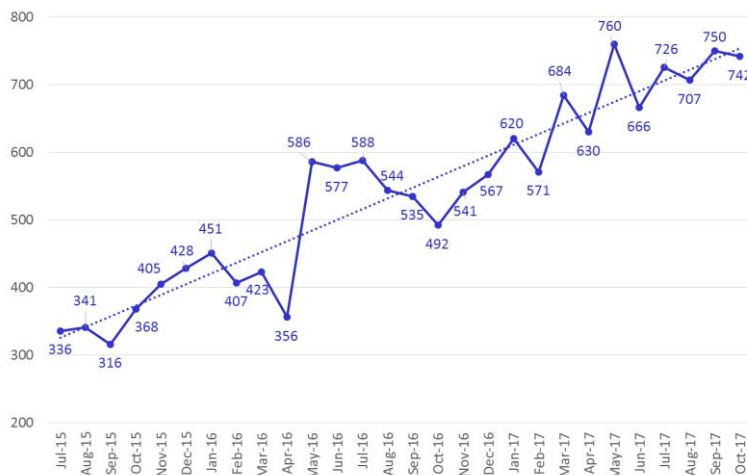
- (i) These figures relate to Road Traffic Collisions where the persons involved are either Killed or Seriously Injured.
- (ii) The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 5.9% (48 KSIs) at The Constabulary level. East Division has a reduction of 12.2% (36 KSIs), South Division has a reduction of 0.8% (2 KSIs) and West Division has a reduction of 3.7% (10 KSIs).
- (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:** There has been a reduction of 6.6% (48 KSIs) at The Constabulary level. East Division have a reduction of 10.5% (26 KSIs), South Division has a reduction of 4.1% (9 KSIs) and West Division has a reduction of 5.1% (13 KSIs),
  - **Child Casualty:** There is no change between the two periods at The Constabulary level (93 KSIs). East Division has a reduction of 21.3% (10 KSIs), South Division has an increase of 26.9% (7 KSIs) and West Division has an increase of 15.0% (3 KSIs).
- (iv) Please be aware that the fluctuations in the percentage changes should be considered alongside the small numbers involved in KSI figures.
- (v) The rollout of the average speed camera programme continues across the county with the fifth of eight due to go live on 24<sup>th</sup> November.

**6. Supporting Vulnerable People & Victims**

The Constabulary has recently published a new vulnerability strategy aimed at addressing all areas of vulnerability. It is designed to embed the principles of Safeguarding, Investigation and Early Action at all levels of the Constabulary with delivery being governed by daily, weekly and monthly management. All areas of vulnerability will have a discreet action plan managed at force level.

**a. Mental Health**

- (i) This continues to be an area of growth for the Constabulary. A significant amount of work has been done to understand the demand. We have seen a doubling of incidents with mental health markers (see below). This has not seen however a corresponding increase in the use of S136 powers to detain people under the mental health Act. Analysis of logs has been carried out and identified that the number of incidents has not altered significantly but our improved identification of them will allow the Constabulary to deal with the more appropriately.



*Incidents with Mental Health Markers – The Constabulary*

- (ii) The Constabulary vulnerable caller scheme which reduced demand in the FCR from this cohort was recently a finalist for the Goldstein Award at the annual International Problem Oriented Policing Conference.
- (iii) The Commissioner will be aware that the Constabulary is in the process of developing our responses and has established a Mental Health Task Force to deliver such.
- (iv) Following independent evaluation the previously embedded mental health professionals in response teams were discontinued. The Constabulary now has access to a 24/7 dedicated line within the NWS control room to provide officers with advice and support. Front line officers will receive training in this area with some to a higher level such that there will be a mental health responder per team.

**b. Rape and Sexual Offences**

- (i) The Rape offence 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 215 crimes (23.8%). Rape continues on an upward trend and if current trends are maintained we are projecting an increase of 13.5% for 2017/18 year end.
- (ii) The reporting increase in Lancashire for Rape and Sexual offences is in line with reporting nationally and both the NW region and most similar group of families and reflects the increased confidence to report. Approximately 27% of offences reported in the year to the end of the reporting period were historical. The offences do not indicate a surge in stranger offences.

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

Rape	England & Wales	NW Region	MSG	Lancashire
12M Aug-17 -v- 12M Aug-16	Up 28.4% (10,579 Crimes)	Up 38.1% (1,683 Crimes)	Up 42.6% (3,445 Crimes)	Up 22.0% (197 Crimes)

- 41 forces nationally have an increase in Rape.

(iv) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period' the category of Sexual Offences (Excluding Rape) is up 22.0% (450 crimes).

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

Other Sexual offences	England & Wales	NW Region	MSG	Lancashire
12M Aug-17 -v- 12M Aug-16	Up 20.8% (14,903 Crimes)	Up 29.3% (2,699 Crimes)	Up 30.5% (4,880 Crimes)	Up 20.9% (430 Crimes)

- 41 forces nationally have an increase in Sexual Offences (Excluding Rape)

(vi) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period', Sexual Offences against Children under 16 is up 20.5% (320 crimes). This figure should be linked with the CSE performance. There is no national data available for Sexual Offences on Children under 16.

(vii) The increases are being addressed by the force reorganisation of investigative capability plus improvements in efficiency and training under the force Vulnerability Strategy.

(viii) Offences are reviewed and managed within a variety of structures: Protecting Vulnerable People Meeting, Tactical Management Board, Investigative Quality Board.

(ix) A new MASH pan Lancs process went live on 4<sup>th</sup> September. In brief the MASH(s) now have the following place:

- Shared multi-agency governance arrangements at both Strategic and Operational level for decision making (Including agreed MOU and an active Operational Group)
- A drafted Information Sharing Agreement across all agencies
- An agreed single Continuum of need and Risk assessment process across 3 Local Authorities.
- Phase 2 (LCC) delivered of a single MASH for all agency referrals.
- LCC MASH room redesign implemented to provide 3x BCU (Minus unitary authorities) aligned teams with Police, Children's and Adult Social Care, Wellbeing Prevention & Early Help and Health Staff in each hub plus a range of other partners represented in MASH
- A bespoke response to each referral into the MASH

- LCC MASH - A complete process redesign across all partner agencies (Including CSC) (implemented Sept 2017) which has significantly reduced end to end times and made significant reductions to legacy queues.
- Retraining and upskilling of staff including sustainability plans (Ongoing)
- Significantly improved relationships and information flow in the MASH
- A series of leading measures to understand capacity and capability and inform learning.
- Ongoing experimentation with new system of direct contact of Divisional PPU to locally aligned Social Workers for S47 enquiry (Child at immediate risk) (impossible in previous system)
- Direct access to a Social worker for all partner agencies with a S47 enquiry.
- Agreed training on CON/Risk sensible/MASH update for frontline staff timetabled for late 2017.

In essence we are now in the stages of implementing a tested model for the MASH which has significantly improved our effectiveness in terms of identifying early and appropriate support for vulnerable people.

### **c. Domestic Abuse Crime**

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 2,033 crimes (20.6%).
- (ii) The significant peaks in May 16, December 16 and May 17 continued to support that upwards trend until July 17 where it peaked at 1,194 crimes. However, both August 17 and September 17 have shown month on month reductions.
- (iii) Again increased confidence to report is a factor in the increase. Improved constabulary systems have also led to better identification of domestic abuse. Furthermore it is reasonable to postulate that given the rise in lower level violence offences attributed to the CDI process there will have been a corresponding increase in those offences within domestic abuse.
- (iv) The recent HMIC Crime Data Integrity Inspection found that in we found that in domestic abuse cases, safeguarding had been conducted on nearly every occasion and it was clear that officers and staff fully understood their responsibilities in this respect..." (HMIC, 2017).
- (v) Following a MASH systems review the service has been enhanced including:
  - All DA being referred by phone call or PVP
  - Immediate safeguarding advice id provided
  - IDVA support / advice
  - Step down to Early Action where appropriate
  - Dedicated local safeguarding officers in place
- (vi) There is significant training has being and is been undertaken across the force to improve our response to Vulnerability and Domestic Abuse. This includes:

- Understanding Risk and Vulnerability' has recently been delivered to all the Forces Immediate Response and Neighbourhood Policing resources.
- In total 426 people that received training in Coercive Control which included a group exercise, video and a legislation input.
- Coercive control video has been put on the Intranet as a NCALT package
- CON & Risk Sensible training has commenced (108 trained to date). This training is now planned every week until March 2018.
- 7 Minute briefings on Domestic Abuse, Stalking & Harassment, coercion and control, Crime data integrity, Modern Slavery, Sexting & Revenge Porn.
- There have been CPD events covering internal generic Domestic Abuse subjects and a Pan Lancashire Multi Agency event covering FGM

- (vii) The Domestic Abuse Action Plan is forms part of the vulnerability Strategy and is led by the head of PPU.
- (viii) As the Commissioner will be aware Lancashire is now a White Ribbon County across local authorities, the Constabulary and OPCC awarded by the White Ribbon Campaign to recognise the county's contribution to tackling domestic abuse.
- (ix) On 27<sup>th</sup> November the Constabulary will be launching 16 days of action to support our commitment as a force to the White Ribbon Campaign. The key messages of the campaign will be delivered through the daily marketing and messaging to re-emphasise our commitment to DA. In addition, a number of 'Place' based events to raise awareness and commitment to the campaign will take place. This will include a Chief Officer led, reward and recognition event for staff who have performed above and beyond in respect of their contribution.

#### **d. Hate Crime**

- (i) 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.

	<b>England &amp; Wales</b>	<b>NW Region</b>	<b>MSG</b>	<b>Lancashire</b>
<b>12M Aug-17 -v- 12M Aug-16</b>	Up 18.4% (7,892 Crimes)	Up 27.2% (1,655 Crimes)	Up 24.3% (1,925 Crimes)	Up 14.7% (69 Crimes)

- 38 forces nationally have an increase in Racially/Religiously Aggravated Offences.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 273 crimes (27.9%).
- (iii) National data in the ONS ForceSight file shows that Lancashire is now in line with MSG and England & Wales for reporting of Hate Crime following increased reporting this year
- (iv) The context of our hate crime performance is one of moving into line with other forces following increased awareness amongst the public due to both national

events and significant work by the Constabulary to deliberately increase reporting and close the gap between Lancashire and other forces.

- (v) Hate Crime is an important issue for the people of Lancashire. The following is a summary of activity currently undertaken by the Constabulary and partners both generally and especially around Hate Crime Awareness week.
- (vi) Lancashire Hate Crime Strategy: The county wide partnership strategy was recently endorsed by the Lancashire Public Services board. It is the basis for work across the Lancashire 14 including statutory authorities and third sector organisations.
- (vii) Hate Crime Awareness Week (HCAW) 14th – 20th October 2017 had a focus on officer awareness such as;
  - 7 minute briefings
  - Hate crime and RJ
  - Hate Crime aimed at our officers
  - Victims perspectives /blogs
  - Hate Crime internal video
  - Change of Sherlock banner for hate crime awareness week
  - Change of desk top logo for a month – to include the victim learning
- (viii) Hate Crime Panel - 12 volunteers now form our panel with this being launched in HCAW. The panel is fully representative and will sit at least 4 times a year to offer critical advice form incident, crimes and body camera footage.
- (ix) Hate Incident Reporting Centres / Third Party Reporting Centres - this year we have trained over 20 different centres and over 60 people who own / operate in services /centres who can offer empathy and support. These include our universities, Asylum Seeker Drop in Centres, Sahara, LCM and several others. The aim is to support these centres to go for 'kite mark' status sponsored by the Constabulary and OPCC. This approach ensures a consistent and competent approach to this area of increasing confidence.
- (x) 'Kite Marked' Hate Incident Reporting Centres / Third Party Reporting Centres – the first 5 centres have attained the kite mark status. They are:
  - Lancashire Council of Mosques
  - Sophie Lancaster Foundation
  - Disability Equality North West
  - Club Casa Romanilor and
  - Renaissance

With two more coming on line in the near future:

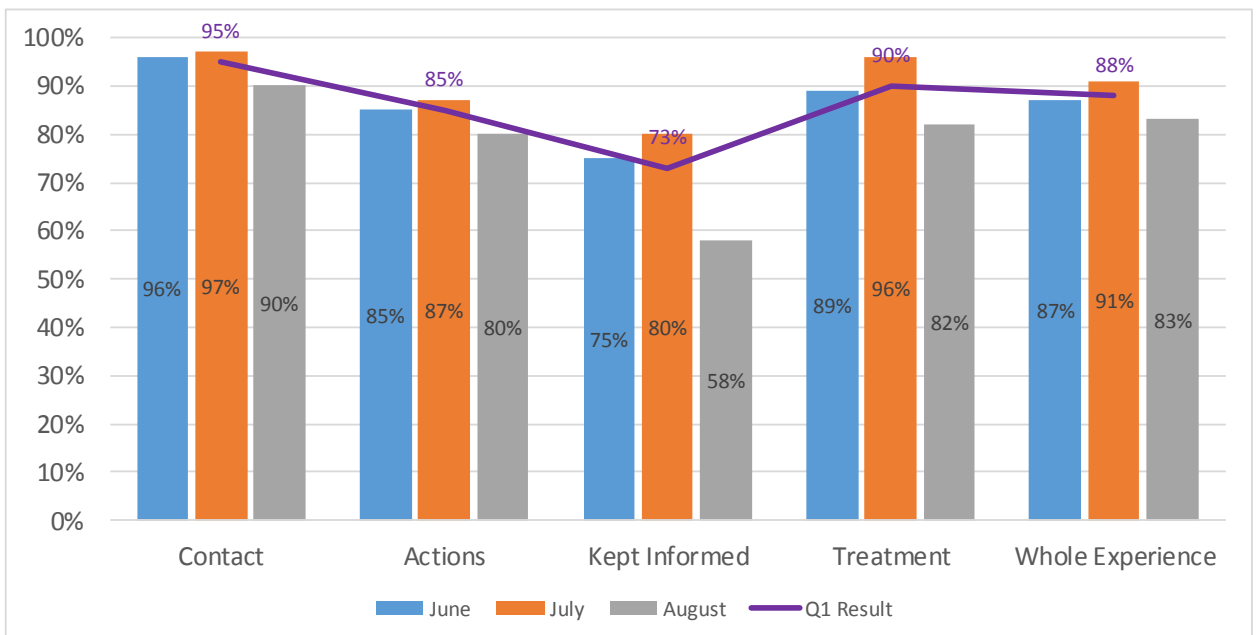
- Your Support Your Choice – Blackburn
- Lancashire LGBT

- (xi) Hate Crime Evidence Based Research – conducted with the University of Leeds has developed an algorithm that extracts hate speech from twitter and an analysis of our hate crime victim, offender and location profile for the Constabulary.
- (xii) Other activities include:
  - OPCC hate crime campaign;
  - Linking Hate Crime / Engagement / Work force representation / Cohesion- as part of the Valuing Difference approach to better inform place based understanding and delivery;
  - Partnership External Hate Crime 7 minute Briefing is being used by all local authorities and has been translated into Urdu, Arabic and Romanian.

**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 was introduced for Domestic Abuse victims in April 2017 and results are now available in an analytical report for the first quarter (June 17 to August 17). Whilst comparison data is not available the following is illustrative:



- (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 3.9% from 81.3% to 77.4%. However there has been a levelling out and slight increase in satisfaction in the last 3 months.

- Violent Crime down 4.5% from 75.5% to 71.0%. This has latterly remained static.
- Hate Incidents down 1.0% from 76.3% to 75.3%. Again this has levelled out and there was a slight increase in the last three months.

**b) Confidence – Crime Survey for England & Wales**

- Lancashire Constabulary has cancelled its contract with SMSR and now utilises the Crime Survey in England and Wales confidence data.
- 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 June 2017.
- Comparing the ‘In Year Performance’ versus the ‘Previous 12 Month Period’, Overall Public Confidence is up by 1.5% from 78.3% to 79.8%.
- When compared to our MSG, Lancashire is 2nd and when compared to the North West Region, Lancashire is 3rd.
- 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	60.7%	23 <sup>rd</sup> ↓1	4 <sup>th</sup> ↔	4 <sup>th</sup> ↔
Police would treat you with respect	88.8%	15 <sup>th</sup> ↑8	2 <sup>nd</sup> ↑1	1 <sup>st</sup> ↑1
Police would treat you fairly	72.6%	9 <sup>th</sup> ↑1	1 <sup>st</sup> ↔	2 <sup>nd</sup> ↔
Police understand local concerns	73.2%	14 <sup>th</sup> ↔	2 <sup>nd</sup> ↔	4 <sup>th</sup> ↓1
Police deal with local concerns	63.5%	13 <sup>th</sup> ↑6	1 <sup>st</sup> ↑1	4 <sup>th</sup> ↑1

**8. 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.

**9. List of attachments / appendices**

Appendix A – Performance Data