

## **STRATEGIC SCRUTINY MEETING**

**WEDNESDAY 29<sup>th</sup> NOVEMBER 2017 AT 9AM IN THE LANCASTRIA ROOM AT HQ, 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  
Joanne Greaves – Head of Legal, Lancashire Constabulary  
Ian Cosh – Director of Resources, Lancashire Constabulary  
Peter Simm, Head of PSD, Lancashire Constabulary  
John Martin – Lancashire Constabulary  
Steve Freeman – Chief Finance Officer, Office of the Police & Crime Commissioner  
Ian Dickinson – Governance & Policing Lead, 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 Transformation Plan Action, the Chief informed the Commissioner that the initial meeting had taken place regarding this and once the work was completed, the Plan would be shared with the Commissioner.

### **ITEM 2 – NOTE OF THE EXTRAORDINARY SCRUTINY MEETING**

There were no actions to be completed and the report was noted.

### **ITEM 3 – PERFORMANCE REPORT**

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

The Chief informed the Commissioner that they were working hard in relation to the recruitment of Police Staff, for more staff in Contact Management and for Police Officers. They are hoping to all be recruited prior to Summer next year.

The Chief informed the Commissioner that BME levels were currently at 4% across the force. Three additional workforce representation recruitment officers were working in communities to develop applications from diverse communities ahead of Police Officer and Police Staff recruitment.

**ACTION:- The Chief to update the Commissioner on the Plan in relation to recruitment of BME**

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

The Commissioner was informed that the number of police officers, compared to the previous 12 months was up 1.05% (30 officers). Current police officer strength is at 2897 (2843.29 FTE).

It was noted that between 1<sup>st</sup> July 2017 and 30<sup>th</sup> September 2017, there had been 51 Police Officer appointments; of this number 24 (47.1%) were female and 6 (11.8%) were from a BME background.

The Constabulary's first direct entry Superintendent was recruited on 30<sup>th</sup> October 2017 and will commence the College of Policing 18 month programme.

It was noted that there had been no 'Transferee' appointments, however an intake of around 20 Officers was planned for November 2017, with a further intake in March 2018. The recruitment window remains open.

16 Police Now Officers commenced training in July 2017, of this 5 were female (31.36%).

In relation to PCSO's, the Full Time Equivalent (FTE) was up 4.3% (11.02 PCSO's) compared to the previous 12 month period. Current PCSO strength was at 281 (265.72 FTE).

Between 1<sup>st</sup> July 2017 and 30<sup>th</sup> September 2017, there had been 12 PCSO appointments, of which 2 were female and none were from a BME background.

The Commissioner noted that 51 applicants, of which 20 were female and 7 were from a BME background, commenced training in October 2017.

**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 393 Officers within the Special Constabulary.

It was noted that the recruitment window for Specials was open from 1<sup>st</sup>-15<sup>th</sup> November 2017 and that a recruitment event would be run at HQ for the 160 people that had applied. The next intake of 25 started on 18<sup>th</sup> November 2017.

### Volunteers

It was noted that currently, Lancashire Constabulary has 506 volunteers. There was a recruitment window currently open for 11 different volunteering roles across the County.

### Cadets

It was noted that the Constabulary has 500 police cadets and an additional 70 junior cadets, aged 7-13.

### **ICT – Connect**

The Commissioner was informed Chief Officers had decided to delay the rollout of CONNECT – Investigation and Intelligence until October 2018.

The Public Engagement module of CONNECT would still go live on 4<sup>th</sup> December 2017. This would provide an online portal for members of the public to report crime, intelligence and other incidents direct.

In response to a question, the Chief explained that the delay was due to it being a significant and challenging task in relation to the transfer of records and information, data cleansing, back record conversion and MOPI assessments. This work would significantly improve data connectivity allowing improved identification of and reduction in vulnerability

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

#### **Number of Crimes Recorded**

It was noted that the 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 13,320 crimes (13%) and that this was forecast to continue increasing over 2017/18.

The contribution of Public Order and lower level violence offences to the All crime increase:

- a. Non-Injury Assault – up 2,116 (23%)
- b. Assault – Less Serious Injury – Up 1,924 (14.2%)
- c. Harassment – Up 578 crimes (13.4%)
- d. Public Order Offences – Up 1,193 crimes (45.1%)

The Public Order 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,193 crimes (45.1%). Public Order continues to increase. If increases are maintained, Constabulary are projecting an increase of 35.9% for 2017/18 year end.

The Commissioner was informed that the Constabulary were currently looking at undertaking a peer review by another force in relation to their Crime Data Integrity following as a result of the recent HMIC Inspection.

The Chief informed the Commissioner that whilst the HMIC inspection identified that the Constabulary was good at dealing with the incidents and victims, including safeguarding, questions remained in relation to recording. Therefore, as the Constabulary improves its processes in relation to the recording of crime, it was expected that the crime figures would increase in the next few months.

**ACTION:- The Chief Constable to present the CDI Action Plan at a future meeting.**

### Business Crimes

The Commissioner was pleased to note that the new Business Crime Coordinator had commenced their role and was beginning to have a positive impact.

### High Impact Acquisitive Crime

It was noted that the 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 2,019 crimes (34.4%).

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

- Burglary Dwelling & Residential – Up 1,821 crimes (34.6%)
- Robbery (Personal) – Up 198 crimes (33.2%)

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.

It was noted that 29 forces nationally have an increase in all Burglary and 42 forces nationally have an increase in Robbery (personal).

The Commissioner was informed that Constabulary has reinstated Op Julius, a force wide proactive operation targeting Burglary offenders and all Burglaries are being reviewed by the Detective Chief Superintendent.

Op Forager is being trialled in East Division. This is designed to identify those premises most at risk of being targeted following previous offences in the area.

The Commissioner asked the Chief Constable if he could provide a breakdown of residential burglaries. The Chief described that residential burglaries had remained static throughout this period.

## **Road Safety - KSIs**

The Commissioner noted the information and was pleased to see the rollout of the average speed camera programme continue and noted that there had been a decrease in the number of drivers caught speeding.

Mindful that a reduction in speeding fines would impact on the work of the Road Safety Partnership and potentially increase the possibility of core funding from partner agencies the Commissioner asked for a future report to be presented in relation to road safety.

**ACTION: A report from Lara Barr regarding average speed cameras to go to the next scrutiny meeting.**

## **Supporting Vulnerable People & Victims**

### Mental Health

The Commissioner noted that a significant amount of work had been done to understand the demand being placed on the Constabulary in relation to mental health. The Chief Constable advised the Commissioner that the Constabulary had seen incidents doubling with mental health markers. However, this had not seen a corresponding increase in the use of S136 powers to detain people under the Mental Health Act. Analysis of logs had been carried out and it had identified that the number of incidents had not altered significantly, but their improved identification of them would allow Constabulary to deal with them more appropriately.

The Commissioner was pleased that progress has been made in relation to addressing mental health issues and enquired if there was any further initiatives being developed. The Chief Constable informed the Commissioner that the Strategic Public Service Board had prioritised mental health across Lancashire.

## **Rape & Sexual Offences**

The Rape offence 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 215 crimes (23.8%) which was in line with reporting nationally. Approximately 27% of offences reported in the year to the end of the reporting period were historical. The offences did not indicate an increase in stranger offences.

It was noted that 41 forces nationally had an increase in Rape and 41 forces nationally have an increase in Sexual Offences.

## **Domestic Abuse Crime**

The 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 2,033 crimes (20.6%).

Increased confidence to report was a factor in the increase as well as improved constabulary systems leading to better identification of domestic abuse.

The recent HMIC Crime Data Integrity (CDI) Inspection found that Lancashire Constabulary, 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.

Significant training had been and is being undertaken across the force to improve Constabulary's response to vulnerability and domestic abuse.

On 27<sup>th</sup> November 2017, the Constabulary launched 16 days of action to support their commitment as a force to the White Ribbon Campaign.

## **Hate Crime**

In noting the report the Commissioner asked the Chief Constable that even though the figures showed an increase in hate crime (273 crimes (27.9%)), still believed the figure was low compared to similar forces. The Chief Constable agreed that whilst incident spiked following attacks such as the one in Manchester they did appear to be low. It was noted that Lancashire had established a number of 3<sup>rd</sup> party reporting centres but these didn't appear to be greatly used and the Constabulary needed to understand why that was.

Hate Crime Awareness week had delivered a number of new initiatives throughout November.

The Commissioner and the Chief Constable both agreed that the reporting of hate crime needs prioritising and that they need to understand the reasons why people aren't reporting. A large amount of work had already been undertaken in this respect including the commissioned academic work and this was continuing.

## **ITEM 4 – CONTACT MANAGEMENT**

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

The Chief Constable updated the Commissioner on the progress for Contact Management. The Chief informed the Commissioner that since the evaluation that launched the South Pod pilot, it has now progressed from the initial pilot and is running successfully. Therefore, the rollout of the South Pod was now to be force wide.

This rollout will involve:

1. a full decant of the FCR whilst the work was being undertaken.  
It was identified that the FCR would decant to 3 sites – Old HQ Control Room, Burnley and Preston.
2. That the Business case would include the requirements for a permanent 'partial' fall back room (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). The proposed site for the permanent 'partial' fall back site would be Preston Operating Centre.

**Step 1** would be to develop the Business Case (including costings) to present to the Commissioner and Chief Constable for sign off by Jan/Feb '18.

- Identify the requirements for the Force Control Room
- Identify the requirements for 'fall back' to alternative sites
- Scope the decant to the fall back sites
- Plan the refurbishment of the Force Control Room
- Plan the refurbishment of the 'fall back' room
- Plan the relocation to the Force Control Room

**Step 2** is to implement the roll out of the pod working.

It was that the Constabulary were planning to hold training/information days for staff in the New Year to keep staff updated on progress. Further, it was noted that the Police Federation and Unison would be involved around the wellbeing issues.

The Commissioner raised concerns around cost and asked the Chief how much disruption this will cause to the service the public receive.

The Chief Constable stated that the redesign for pod working was about quality of service and deployment. The Chief confirmed that they would be increasing the staff by 50 in the room before the redesign commences. Currently, there were 321 staff in Contact Management instead of 295. This is an increase of 26 above the staffing level.

The Commissioner stated it was important to maintain confidence in the service and that a public engagement strategy was important to keep the public informed.

The Commissioner asked the Chief what would happen to the 3 sites once staff were moved back to the Contact Management room. The Chief informed the Commissioner that the Preston site would be the 'fall back' option should any issues arise. and that the other 2 spaces would be used when needed. The increase in staffing levels have led to an improvement in the performance of answering 999 and 101 calls over the last 5 months.

## **PSD UPDATE**

The Commissioner noted the report.

It was noted that there was now a service recovery triage team within PSD which includes a Detective Sergeant and 2 other members of staff. This had resulted in a significant number of complaints being dealt with in a timely manner. Simon Timms from the IPCC was coming in to look at the results of a recently completed internal audit.

The Commissioner was informed that the Head of PSD had been out to all BCU's and held divisional surgeries around complaints. This has resulted in less complaints being referred to PSD.

It was noted that a dedicated team had been assigned to the management of complaints received in relation to fracking. Since April 2017, there had been 111 complaint allegations received, which accounts for 11% of all complaints received in Lancashire. Activity at the site had settled down in recent months, which had led to a review of staffing levels. It was hoped that this would result in a reduced number of complaints going forward.

With regard to sexual misconduct complaints in the force, positive comments were made by HMIC recently and there had been 100% increase in reporting via the integrity line. It was noted that there were a number of misconduct and gross misconducts being investigated currently within the force.

The Commissioner was pleased with the positive feedback and progress around these issues.

## **HR UPDATE**

The Commissioner noted the report.

The Commissioner was informed that there had been an improvement in Police Staff sickness and an improvement in sickness in staff working in Contact Management. There had also been an improvement in psychological related sickness throughout the force.

The Chief Constable informed that Commissioner that they were in the process of doubling the Counselling staff within the force and that a new Psychologist had recently started. As the Chief Constable is the lead for Wellbeing nationally, the Constabulary had put a bid in from the Welfare fund and they were currently waiting to hear back.

## **DATE OF NEXT MEETING**

It was noted that the next scheduled Strategic Scrutiny meeting will be held on 21<sup>st</sup> February 2018 at 12:30pm in Room CH1:08, County Hall, Preston

## **PART II**

### **CIVIL CLAIMS**

The Police and Crime Commissioner received a report in relation to civil claims.

### **HMIC UPDATE**

The Commissioner received an update in respect of the forthcoming HMICFRS Inspections and the progress on publication of reports



It was noted that the PEEL Spring Inspection report on Efficiency was published on 9<sup>th</sup> November 2017 with an overall judgement of Good. This would be followed by the Legitimacy report which will be published on 12<sup>th</sup> December 2017.

The Commissioner was informed that in July 2017, HMICFRS completed their inspection on Crime Data Integrity. This comprised of reviewing approx. 2,500 incident logs to ensure if a crime had been reported, and if it had been recorded on the crime system or a suitable negation supplied. The report was published on 28<sup>th</sup> November 2017 with Lancashire Constabulary receiving a grading of 'inadequate'.

The Commissioner commented that the report on CDI was disappointing, noted that elements of the report had already been picked up and Constabulary were currently working on the issues highlighted, as previously described in these notes through the CDI Action Plan.