

POLICE AND CRIME PANEL

Meeting to be held on 12 March 2018

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 October 2017 to 31 December 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 21 February 2018 and published on the Police and Crime Commissioner's website. The majority of the data spans the 12 months to end of December 2017.
7. Attached at **Appendix B** is the note of the Strategic Scrutiny Meeting held on the 21 February 2018. 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. Work continues to develop a costed business case to replicate the South Pod trial across all three policing divisions which will be ready for consideration by the Chief Officer Team and the Commissioner in May 2018.
12. Members are aware that 2017 had been a particularly challenging year for the 101 call performance and whilst the trend was showing a gradual improvement, the Constabulary were continuing to monitor this closely with recruitment a key factor in improving performance.
13. The staffing levels for the Force Control Room had increased through this recruitment and was currently at 332 to meet demand. However, the attrition of staff and police officer recruitment of PCRO's means that reductions in staffing levels will be bolstered by a further recruitment in May 2018 of 50 staff to bring the staffing up to 345 on a permanent basis.
14. Arrangements have been made for the Panel's Task and Finish Group to meet with officers from the OPCC in relation to the Force Control Room on the 5 March 2018. A copy of the report on the Force Control Room presented to the Strategic Scrutiny Meeting is attached at Appendix D.

15. The HMICFRS have published their National Police Leadership 2017 report which looks at how leadership is understood in policing across the country and how well it is shown in a force. It is not Force specific and no specific grading are given to individual Forces.
16. The Commissioner is pleased that Lancashire has been specifically praised in the report for the work the Constabulary do in relation to staff engagement through 'The Buzz' and on its focus, leadership and commitment to the wellbeing agenda.
17. Members will recall that they raised a number of concerns with the Commissioner at their meeting in December 2017, in relation to the HMICFRS Crime Data Integrity inspection. At the request of the Panel a substantive report is provided elsewhere on the Agenda on the response to the findings of the HMICFRS on Crime Data Integrity.
18. HMICFRS have completed their PEEL Effectiveness Inspection. The Constabulary was inspected on Vulnerability (Mental Health and Domestic Abuse) and Strategic Capabilities.
19. The report is due to be published towards the end of March 2018 and the Commissioner will advise the Panel of the overall judgement at the next meeting.
20. The Panel will recall that in October 2017, HMICFRS conducted a wide ranging Child Protection (CP) Inspection of Lancashire Constabulary as part of its National Child Protection Inspection Programme. Again the report is to be published in March 2018 and the Commissioner will advise the Panel of the overall judgement at the next meeting.
21. Members will recall that at the Police and Crime Panel precept meeting in January, they raised questions about ICT and spend; efficiency monitoring; Estate and collaboration. With the agreement of the Panel, the Commissioner is proposing to hold one seminar for Members to cover these areas of business. Members are asked to indicate their preference of date 5th of April 2018 10 – 3pm or 1st of May 2018 11 – 4pm. Members are asked to decide if they want to come to Blackburn for the seminar or to go to Preston.
22. Since the Last meeting, the main engagement the Commissioner has undertaken has been around the policing precept for Lancashire. Residents were consulted on how much they would be happy to pay towards policing in the council via a telephone poll, online survey or paper questionnaires which were promoted in the local media as well as through the Commissioner's website and social media channels. Over 3,400 people responded and 78.4% backed an increase of at least £12 per year.
23. Supporting partnership working is a key way that the Commissioner seeks to make Lancashire a safer place and he has launched a pocket booklet for

frontline workers to help them spot the signs of modern slavery and how partner organisations can help potential victims get to safety. Victims of modern slavery are some of the most vulnerable in society while the perpetrators are usually involved in other elements of organised crime which affect communities. The booklets will help ensure that health workers, council staff, fire service and paramedics among others can play a role in tackling this and ensuring that the police have the best intelligence to be able to tackle this often hidden crime.

24. As the Panel are aware, the Commissioner has a Lancashire Victim Service.

25. A comprehensive suite of Key Performance Indicators has been developed and agreed to monitor contract performance, which forms 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.

26. 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.

27. The third of those review meetings was held on the 9 February 2018 and a summary report is attached at appendix E.

Recommendation

28. 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 21 February 2018

Appendix C: Performance Measures

Appendix D: Force Control Room Update

Appendix E: Note of the Victim Support Q3 Performance meeting.