



**Lancashire
Constabulary**
police and communities together

REPORT TO:	STRATEGIC SCRUTINY MEETING
REPORT BY:	KIRSTY MALCOLM / INSPECTOR ANDREW PROCTER
TITLE:	PERFORMANCE REPORT

1. Issue for Consideration

- a) The purpose of this report is to provide an update in relation to the performance of Lancashire Constabulary to 31st December 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. The Commissioner will note that an Awards section has been added to the end of this report (at section 8) as the Constabulary has recently received three National awards, two for its approach to diversity and valuing difference and one for Restorative Justice.

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.

SPEND at 31/12/2017	£m	Force %	Previous Quarter
Visible	£79.5m	42.6%	41.1%
Non-Visible	£58.4m	31.3%	31.8%
Operational Frontline	£137.9m	73.8%	72.9%
Frontline Support	£14.9m	8.0%	8.1%
Business Support	£34.0m	18.2%	19%
Other *	£14.3m		
Total	£201.1m		

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

- (ii) Spending on front line policing remains essentially the same as in previous quarters. The slight increase in percentage terms from the last scrutiny meeting is due to a small reduction in spending on business support. There also remains an investment in 45 Assistant Investigators to provide investigative support in Investigation Hubs across Lancashire.
- (iii) A full Human Resources (HR) update will be provided at the next Scrutiny meeting as this has been agreed on a biannual basis

b. Update re Fracking Operation

- (i) The Police and Crime Commissioner is additionally briefed separately briefed on the operation.

Policing Style

- (ii) The Constabulary have a positive obligation under European Convention on Human Rights (ECHR) to facilitate peaceful protest and to do that they employ wherever possible a Police Liaison Team led approach to dealing with protestors. They have to balance this right with the rights of Cuadrilla and associates to go about their lawful business and the right of the local community to live without disruption.
- (iii) In order to deal with people that go beyond peaceful protest and commit unlawful acts they have to show reasonableness at all stages. That is why they use a five-step appeal approach (there are literally 5 stages in requesting a protester to stop committing an offence).
- (iv) This highlights two key points
 - As a result of the Constabulary's reasonable/facilitative approach they have been highly successful at convicting people who have persistently gone beyond peaceful protest (over 350 arrests and a conviction rate of over 50% compared with single figures in other forces)
 - The vast majority of protestors/campaigners are local groups and are a true representation of the community in Fylde. The Constabulary must always bear in mind that they police with consent and that how they treat the anti-fracking protesters today will have a legacy going forward.

Determination and Review of Resources to meet actual requirements

- (v) Resources are determined on a resource to risk basis and the strategic and tactical commanders review them on a bi-weekly basis. In essence, the baseline is to identify enough resources to keep everybody safe (Public, protestors, Cuadrilla and associated staff and the public)

- (vi) Compared with similar operations around the country, Lancashire Constabulary has been lean in its use of resources.

Activity

- (vii) Cuadrilla's timeline is difficult to predict due to a number of factors: weather, geology, Government licences and logistics.
- (viii) Based upon all the various stages of their processes and the intentions of the campaigners, the policing operation commanders expect activity will be similar to last year with a peak in spring summer and autumn. However, they we can draw on the experience from last year and feel better prepared. The Commissioner will note that the strategic resource requirement for 2018 has been outlined through the Business Management Model.

Potential New Fracking Sites

- (ix) [Halsall](#) – Aurora have notified LCC that they intend to submit an application to frack. It is felt likely that this will take a significant period before it is progressed bearing in mind the strength of local opposition.

c. Citizens in Policing

Special Constabulary

- (i) There are currently 383 Special Constabulary Officers within Lancashire Constabulary, 33 of these are the current intake, which started in early December, their attestation is arranged for 18th March, which is their final day of training.
- (ii) The specials carried out a total of 18,022 duties and volunteered 128,422 hours in 2017.
- (iii) Paul Airlie Chief Officer has retired. His last day with us was the 22nd December 2017. Peter Allen Special Chief Inspector is now based at HQ and will be assisting with the review of the Special Constabulary along with Ch. Insp Ian Sewart.
- (iv) From a total number of 1702 applicants, 120 Special Constables have applied to become regular officers during the latest recruitment window.

Volunteers

- (v) We currently have just over 500 volunteers within the Constabulary just over 100 of these are new applicants. We are currently recruiting again for more cyber volunteers across the county, Restorative Justice have also just completed a county wide recruitment of volunteers for their panels.

Cadets

- (vi) Lancashire Constabulary has 518 Police Cadets and an additional 80 Junior Cadets aged 7-13 We now have junior cadet schemes in Morecambe – focussing

on children from disadvantaged backgrounds, Broughton and Ribbleton – 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.

- (vii) £4000 of POCA money has been made available for Cadet Leaders to receive training from the Sylvia Lancaster Foundation. This will then enable them to deliver hate crime presentations to the cadets.
- (viii) All PCSO Cadet Coordinator vacancies have now been filled and the new starters attended a training day on the 9th January.
- (ix) The Commissioner has recently visited a Junior cadet scheme.

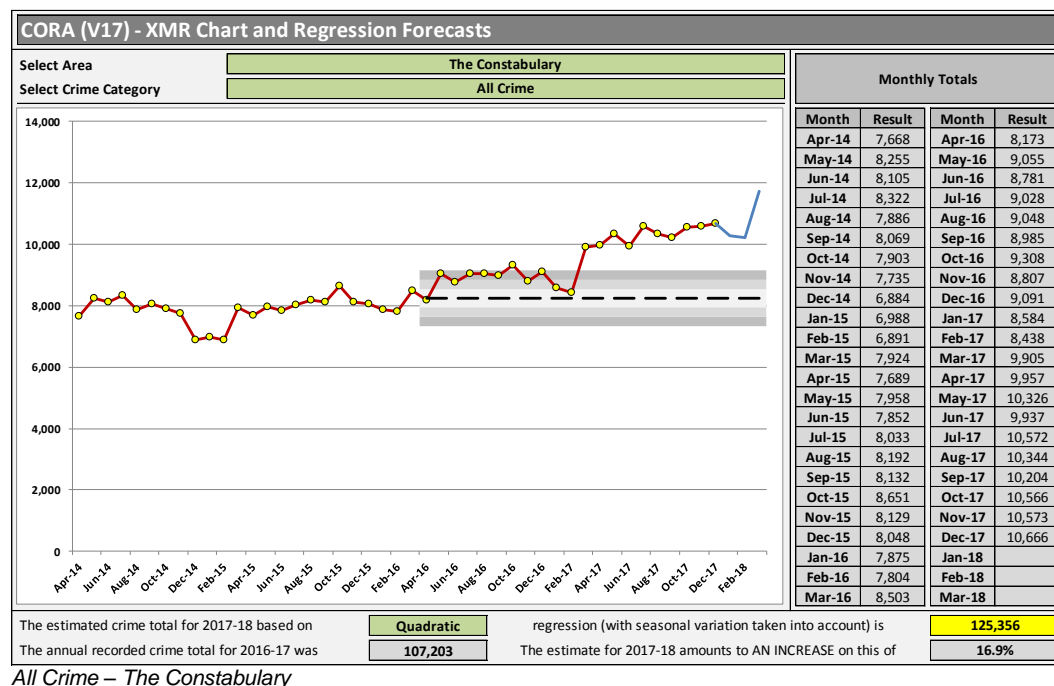
d. Contact Management

Subject to a separate agenda item.

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 15,614 crimes (14.9%). 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
--	-----------------	-----------	-----	------------

12M Dec-17 -v- 12M Dec-16	Up 15.2% (625,991 Crimes)	Up 26.2% (142,343 Crimes)	Up 20.3% (189,907 Crimes)	Up 15.2% (15,894 Crimes)
----------------------------------	------------------------------	------------------------------	------------------------------	-----------------------------

(There is slight difference between the Foresight comparative data and Constabulary internal data as the former has an early cut-off date whilst the latter continues to be updated and is hence more accurate.)

The All Crime category has continued on an upward trend, with Lancashire following the national level, currently remaining well below the North West and MSG averages. However, as the effects of the Constabulary response to the Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services' (HMICFRS) Crime Data Integrity (CDI) inspection report begin to take effect it is likely that this increase will *accelerate* over the coming 12 months, as is also likely nationally. The regional figures are significantly skewed by Greater Manchester Police crime recording increases: they were one of the first forces subject to the CDI and since have shown significant increases in recorded crime.

In previous years the All Crime figure could have been expected to show a seasonal reduction in January thus reducing the year end figure. Predictions allowing for a change in circumstances due to CDI related activity initially suggested an end of year position of 125,326 crimes, an increase of 16.9% on 2016/17 when calculated at the end of December. However, when January's increase due to increased CDI activity (as opposed to a reduction) is taken into account the end of year prediction is higher at 126,454 representing an 18% increase on 2016/17.

The CDI Inspection response has been scrutinised by the Commissioner on the 5th February 2018 and is mentioned in the separate HMICFRS item on the agenda.

- All 43 forces nationally have shown an increase in All Crime.

(iii) As the Commissioner will recall from the last scrutiny meeting public order offences and lower level violence contributed significantly to the increase in recorded crime. This position has continued this quarter as below:

- Non-Injury Assault – Up 2,706 (28.4%)
- Assault - Less Serious Injury – Up 1,896 (13.6%)
- Harassment – Up 555 crimes (12.3%)
- Public Order Offences - Up 1,735 crimes (61.5%)

(iv) Other offences which add most proportionately to the increase include:

- All Criminal Damage offences – Up 1244 (6.9%)
- Other Theft offences – Up 1541 (11.8%)
- All Burglary – Up 1171 (9.6%)
- Shoplifting – Up 932 (11.1%)

(v) The Public Order 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,735 crimes (61.5%). Public Order continues on an upward trend with the exception of September. However, if trends based on December's figures were to be maintained there would be a projected increase of 73.5% (5,195 crimes) for 2017/18 year-end. However, when January's increase is

taken into account this prediction is higher at 5,487 representing an 83.4% increase on 2016/17.

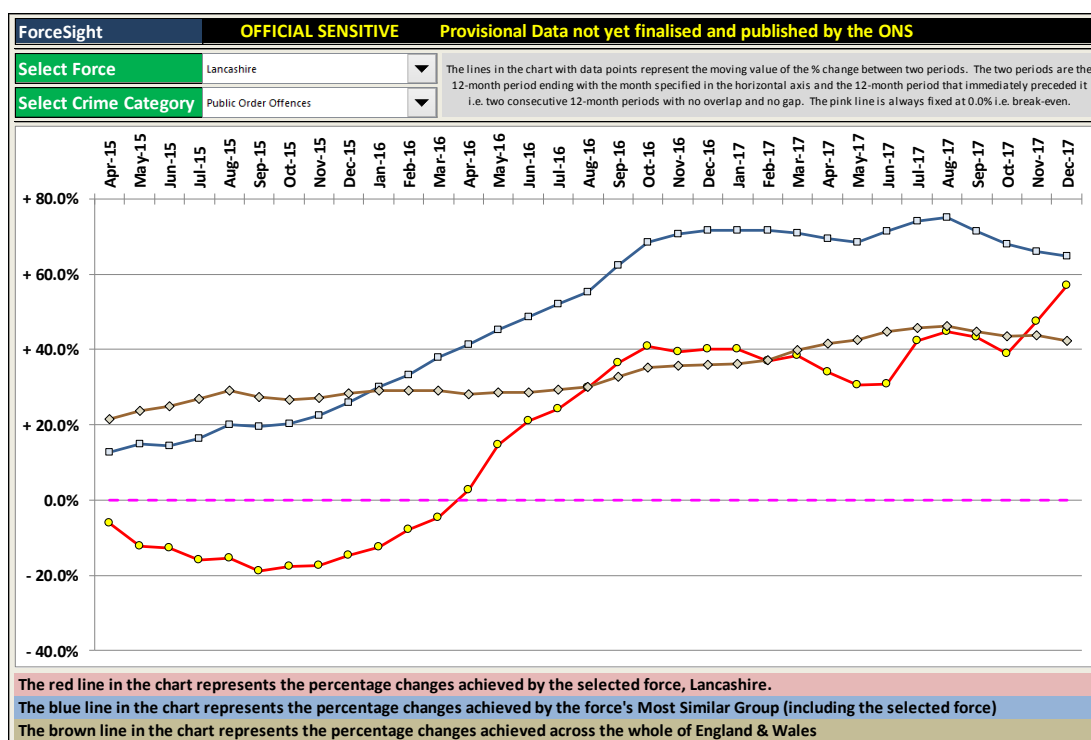
(vi) The figures in the table below are taken from national data in the ForceSight file:

	England & Wales	NW Region	MSG	Lancashire
12M Dec-17 -v- 12M Dec-16	Up 42.3% (106,560 Crimes)	Up 114.3% (41,770 Crimes)	Up 64.7% (35, 236 Crimes)	Up 56.9% (1,653 Crimes)

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

(vii) As can be seen from the chart below this is in line with all forces across the country, although we have shown a sharp increase for the last 2 months. It is postulated that this is a reflection of internal recording activity directly correlated with the CDI Inspections (note the significant increase in crimes since June 2017 – CDI Inspection) as opposed to an actual rise in this area of crime evidenced by the Crime Survey for England and Wales. As the commissioner will remember this issue was discussed in some detail at the last scrutiny meeting and crime recording will continue to remain under scrutiny via HMIC inspections (separate agenda item). The Crime Data Integrity action plan is being overseen by CSupt Lawson and the Force Crime Registrar. As part of this work analyses are being carried out to identify how the increased recording of crime is made up to provide a true picture, these could be described as;

- wholly new crime
- crimes recorded as an incident but not previously recorded as a crime and investigated as such
- additional crimes attached to existing incidents/crimes.



b. Serious and Organised Crime Threats

(i) County Lines:

County Lines is the term used by police and law enforcement to commonly describe the approach taken by gangs and criminal networks originating from urban areas, who travel to locations such as county or coastal towns to sell class A drugs. Gangs typically use children and vulnerable people to deliver drugs to customers and this often involves deception, intimidation, violence, debt bondage and/or grooming. The County Lines business model is linked by a marketed mobile phone line, through which drug users call for specific drugs to be supplied.

- (ii) The Constabulary has produced an initial analysis to indicate the distribution of such activity within the county and is now working to further refine the intelligence picture to continue to support enforcement.
- (iii) Enforcement activity is carried out at both a force and divisional level with oversight and tactics being prioritised through daily Risk and Threat briefings and Tactical Operations reviews being carried out on a weekly basis in light of the updated intelligence picture enabling the deployment of overt resources. Other operational responses are overseen by the monthly Level 2 board with exceptions being reported through the Operations board.

c. Business Crime

- (i) Lancashire Constabulary currently has a Business Crime Strategy in place for 2014-2018 which due to both local and national changes requires updating.

- (ii) In 2015 a national definition for Business Crime was agreed by the Association of Chief Police Officers (ACPO) in 2015:

'Business crime is any offence that is committed against a person or property which is associated by the connection of that person or property to a business'

This will also include circumstances, based on the perception of the victim at the time of reporting of the offence, that it is a business-related crime.

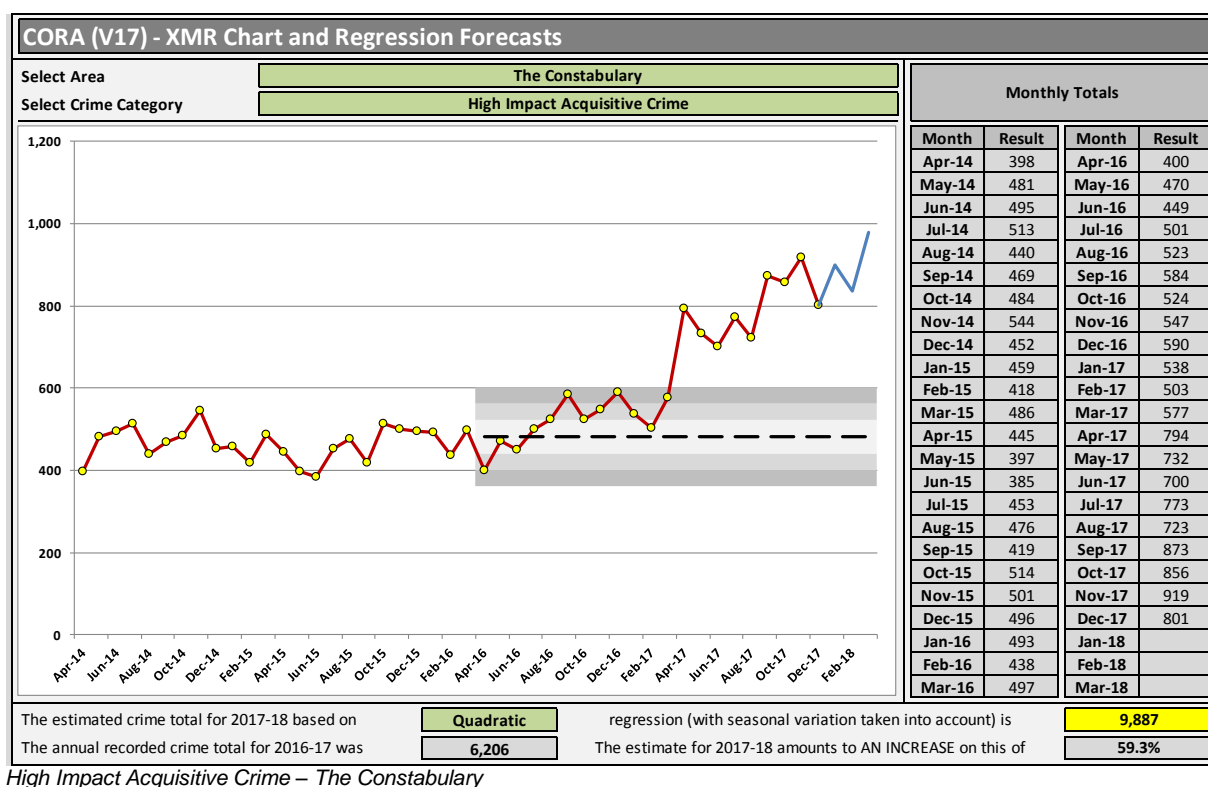
- (iii) As the Commissioner will recall, he funded a Business Crime Coordinator Post. The post has now been in place since Oct 2017 and the coordinator is developing Constabulary Business Crime Strategy and delivery plan with key recommendations to bring the Constabulary into line with national practices: These recommendations include the adoption of the national definition and various technical amendments to allow improved identification of business crime in line with that national definition. These have recently been agreed by the Chief Officer Group.

Other activity:

- (iv) The British Oil Security Syndicate (B.O.S.S) scheme (to reduce police attendance at garage drive offs whilst supporting the retailer to obtain civil restitution without unnecessary police involvement) is being actively considered. The service level agreement is with the Constabulary Legal department for their assessment.
- (v) A Business Crime Survey is currently underway to gain some feedback from businesses on our current stance towards business crime. It will run for the next 4 weeks: <https://www.surveymonkey.co.uk/r/LancsBusinessCrimeSurvey>
The results of this survey will help determine how the Constabulary might move forward with the communication of Business crime issues.
- (vi) The coordinator has organised a Business Cybercrime Conference for the 13th March, to be at the Dunkenhall Hotel, Clayton le Moors. This is in partnership with the OPCC, National Business Crime Centre (NBCC) and Lancashire Partnership against Crime (LANPAC). The coordinator secured funding from the NBCC towards the event.
- (vii) The coordinator has had discussions with a variety of partners with a view to the setting up of local business crime prevention partnerships initially with the eventual intention of a Lancashire Business Crime Forum.

d. High Impact Acquisitive Crime

- (i) The crime categories which fall under the High Impact Acquisitive Crime classification are All Burglary and Robbery.



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

Robbery (Personal)

	England & Wales	NW Region	MSG	Lancashire
12M Dec-17 -v- 12M Dec-16	Up 32.3% (16,158 Crimes)	Up 47.7% (2,574 Crimes)	Up 24.0% (1,704 Crimes)	Up 34.6% (213 Crimes)

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

(iii) Following an increase culminating in a significant peak in November 2017, there have been reductions in Robbery (personal) in both December and January with noticeable increases in detection rates in the same months following successful action by the Constabulary.

All Burglary

	England & Wales	NW Region	MSG	Lancashire
12M Dec-17 -v- 12M Dec-16	Up 8.2% (33,254 Crimes)	Up 11.1% (6,556 Crimes)	Up 7.9% (7,576 Crimes)	Up 9.6% (1,175 Crimes)

- 30 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.

- (iv) Due to 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. This is why the proxy measurement of *all burglary* is currently being used for comparison purposes.
- (v) Divisions continue to regularly run successful operations both proactively targeting burglary offenders and vulnerable areas. All Burglary increases are continuing to slow and year to date increases are at 8.1%.
- (vi) A particular current threat is Burglaries committed by organised groups to steal car keys; specifically for high value cars which themselves are subsequently stolen. Subject to a specific intelligence product, offenders are targeted by proactively tasked tactical operations officers. Governance is via daily Risk and Threat, Tactical Operations with Forcewide exceptions through the Operations Board. The level of offences is a priority for monthly Basic Command Unit Performance meetings chaired by an Assistant Chief Constable (ACC). The response is having a significant impact with evidence of extensive success against travelling criminals.

e. Road Safety – Killed or Seriously Injured (KSI)

- (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 12.0% (98 KSI's) at The Constabulary level. East Division has a reduction of 11.9% (34 KSI's), South Division has a reduction of 13.6% (34 KSI's) and West Division has a reduction of 10.8% (30 KSI's).
- (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:** A reduction of 12.1% (87 KSI's) at The Constabulary level. East Division have a reduction of 9.6% (23 KSI's), South Division have a reduction of 12.7% (28 KSI's) and West Division have a reduction of 14.0% (36 KSI's),
 - **Child Casualty:** A reduction of 11.2% (11 KSI's) at The Constabulary level. East Division has a reduction of 23.4% (11 KSI's), South Division has a reduction of 20.0% (6 KSI's) and West Division has an increase of 28.6% (6 KSI's).
- (iv) Please be aware that fluctuations in the percentage changes will be attributable to the small numbers involved in KSI figures.

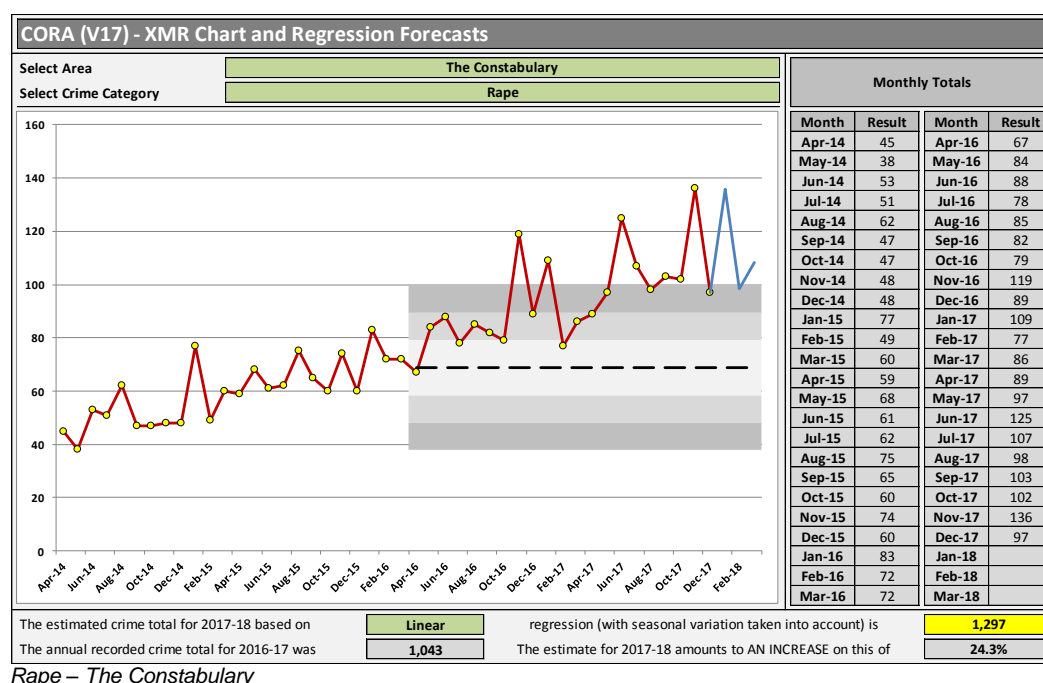
6. Supporting Vulnerable People & Victims

The Constabulary's vulnerability strategy, aimed at addressing all areas of vulnerability, is designed to embed the principles of Safeguarding, Investigation

and Early Action at all levels of the Constabulary. All areas of vulnerability have a discreet action plan managed at force level, with governance via the D/CSupt and via the monthly BCU performance meetings with ACC (Territorial Operations) and the monthly Forcewide Protecting Vulnerable People meetings.

a. Rape and Sexual Offences

- (i) The Rape offence 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 228 crimes (22.8%). Rape continues on an upward trend with a projected increase of 24.3% 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 forces and reflects the increased confidence to report. Approximately 27% of offences reported were historical. The offences do not indicate an increase or significant threat in stranger offences. The commissioner will recall that this was reported at the previous scrutiny meeting but it is important to reiterate this point.



Please note that the above chart is not currently accurate as the N100 (Rape Incidents) are yet to be processed, some of which will be converted into Rape crimes.

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

	England & Wales	NW Region	MSG	Lancashire
12M Dec-17 -v- 12M Dec-16	Up 31.2% (12,286 Crimes)	Up 47.9% (2,251 Crimes)	Up 40.0% (3,556 Crimes)	Up 23.9% (237 Crimes)

- 42 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 30.2% (622 crimes).

- (v) The recent CDI inspection by HMICFRS identified that the Constabulary was good at recording rape offences with 92% accuracy reported (93.6% for all sexual offences). Processes have also been implemented for further review of sexual offence recording.
- (vi) The figures in the table below are taken from national data in the ForceSight file:

	England & Wales	NW Region	MSG	Lancashire
12M Dec-17 -v- 12M Dec-16	Up 21.9% (16,501 Crimes)	Up 29.3% (2,887 Crimes)	Up 31.9% (5,444 Crimes)	Up 29.0% (607 Crimes)

- 42 forces nationally have an increase in Sexual Offences (Excluding Rape)
- (vii) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period', Sexual Offences against Children under 16 is up 18.5% (307 crimes). This figure should be linked with the CSE performance. There is no national data available for Sexual Offences on Children under 16.

b. Modern Slavery Crime

- (i) A crime is deemed to be in relation to Modern Slavery if it has been recorded under the Home Office Classification 106. This was only introduced from 1st April 2015.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 58 crimes (207.1%).

The figures in the table below are taken from national data from Iquanta:

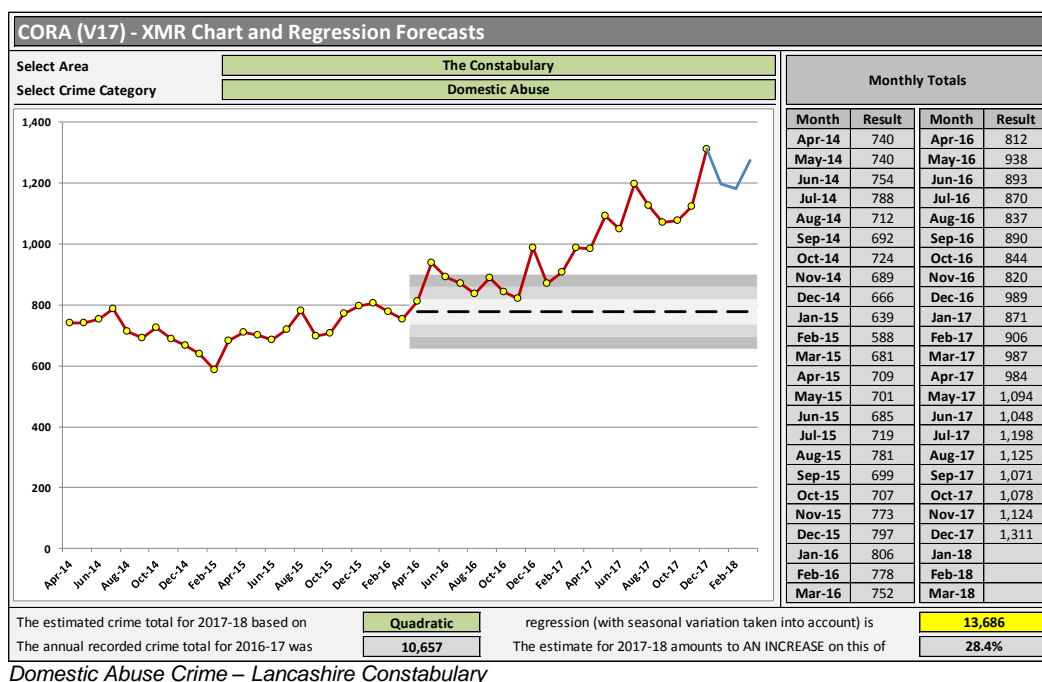
	England & Wales	NW Region	MSG	Lancashire
12M Dec-17 -v- 12M Dec-16	Up 107.9% (1,620 Crimes)	Up 74.6% (150 Crimes)	Up 82.7% (139 Crimes)	Up 217.4% (50 Crimes)

- (iii) Please be aware that the large percentage changes can be attributable to the small numbers involved in Modern Slavery figures and we still do not know what the expected level would be.
- (iv) Local and National awareness raising is one of the major factors in bringing this crime to the attention of the public, resulting in more crimes being recorded over time so we would expect the numbers to be increasing.
- (v) Whilst the numbers of reported crimes are increasing they are still significantly under reported and it is Constabulary strategy to increase the reporting levels both to attempt to establish a more accurate picture and also to identify and support victims.
- (vi) As the Commissioner will be aware his office is continuing to fund awareness training for Constabulary staff in this important area. A Modern Slavery

coordinator has been recruited and is developing the Constabulary and partnership Action Plan. Investment in Modern Slavery is also being developed in the Business case for Vulnerability Hubs.

c. Domestic Abuse Crime

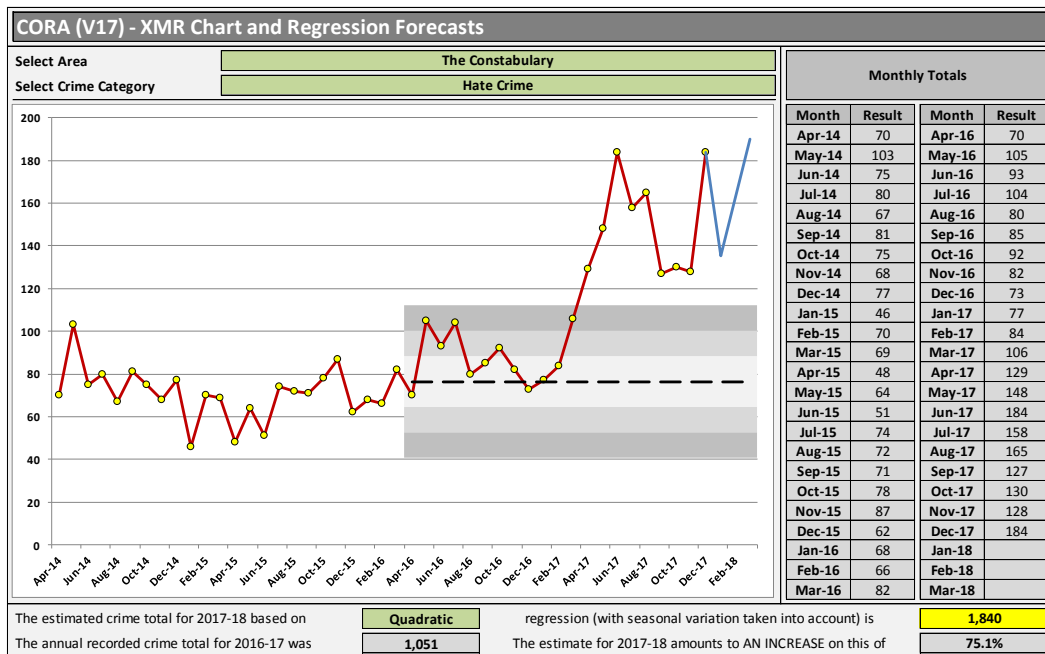
- a. The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 2,568 crimes (25.1%). At the end of December this was forecast to continue increasing over 2017/18 with an end of year prediction of 13,686, an increase of 28.4% on 2016/17. However, when January's CDI activity-based increase is taken into account this prediction is higher at 13,930 representing a 30.7% increase on 2016/17.



- b. As can be seen from the chart above, Domestic Abuse Crime has been on an upward trend since February 2015. 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. From September 17 it has started to increase showing a peak of 1,311 crimes for December 17.
- c. This is another area in which the CDI inspection will have an effect going forward. Initial analysis shows increases in recorded offences to be mainly in the less serious rather than more serious offence classifications, e.g. Assault (No injury); Assault (less serious injury); Harassment/Malicious Communications and criminal damage. This matches the pattern of increases in the All Crime figure. As with the All Crime figure we would expect this increase to accelerate initially. This is supported by the change in predictions from December to January and reflects changed recording practices post CDI inspection. Serious Domestic Abuse crimes are currently static against previous years.

d. Hate Crime

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 766 crimes (76.6%) for "All Hate Crime". Based on this the Constabulary predicts a total of 1,840 crimes in 2017/18, this amounts to an increase of 75.1% on 2016/17.

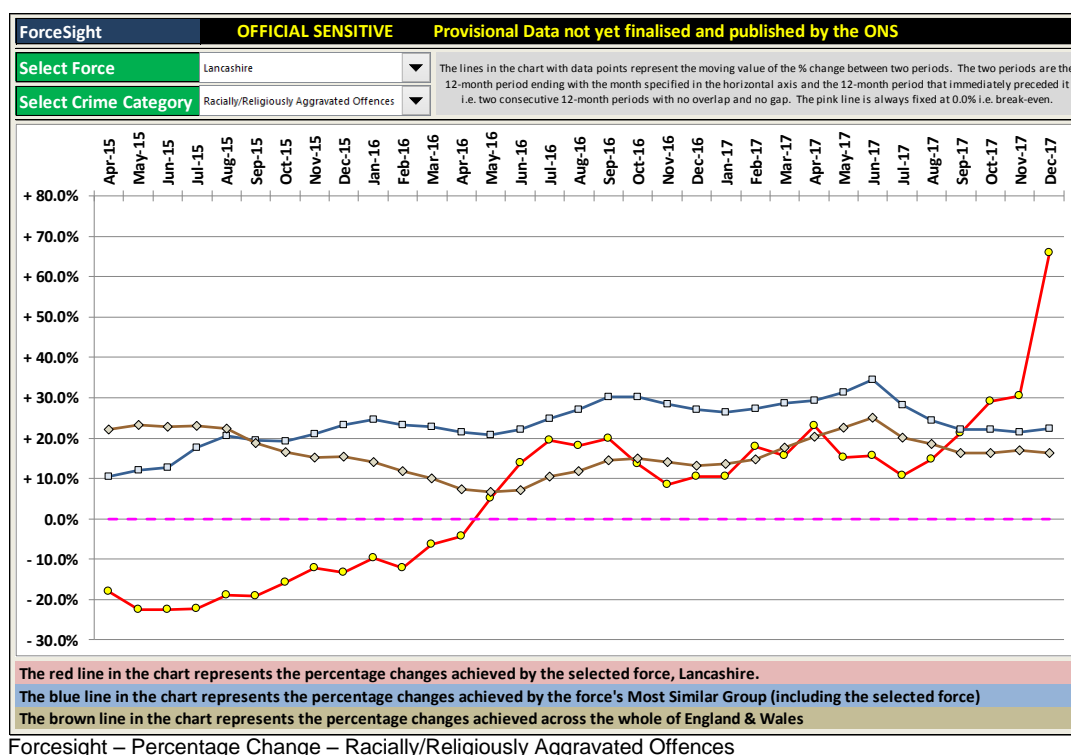


Hate Crime – Lancashire Constabulary

- (ii) 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.

	England & Wales	NW Region	MSG	Lancashire
12M Dec-17 -v- 12M Dec-16	Up 16.3% (7,322 Crimes)	Up 29.1% (1,851 Crimes)	Up 22.3% (1,900 Crimes)	Up 65.9% (301 Crimes)

- 39 forces nationally have an increase in Racially/Religiously Aggravated Offences.
- (iii) National data shows that Lancashire is back in line with MSG and England & Wales for reporting of Hate Crime following increased reporting this year and is now increasing at a higher rate than other forces. (See chart below re Racially/Religiously Aggravated offences.)



- (iv) Following a local Crime Data Integrity review of hate crime in September the findings and views of the Force Crime Registrar have been now been put into place across the Constabulary. Divisions have now revisited and amended where appropriate previous hate incidents. This has resulted in a reduction in the number of recorded incidents but an increase in crimes. This is a trend that has continued throughout January and presents a true picture for the Constabulary.
- (v) To ensure consistency in recording and investigations of hate crime divisional Detective Inspectors have been given the 'hate crime DI' role with responsibility for ensuring a rounded approach to quality assurance. Hate Crime is an area of focus for the Constabulary and comes under the governance of DCSupt Clark
- (vi) Public satisfaction with Police Actions, Follow Up and overall service for hate crime have seen recent increases.
- (vii) To increase our effectiveness, we are working with CPS in March to develop a bespoke training package for hate crime investigations with a legacy of a 'points to prove' guide that will in turn be shared with the North West forces. The wider training will take place as soon as the package is complete.
- (viii) To aid learning a Quality Assurance Model (QAM) was undertaken across the force on hate crime between February the 22nd–24th. The results of which are being compiled and will form the basis of the forces delivery plan for 2018.
- (ix) Lancashire hosted a joint hate crime conference with Cumbria at UCLan on the 7th of February with a presentation from a survivor of the Srebrenica genocide and a presentation of the Lancashire hate crime evidence-based research findings by the University of Leeds. This work will lead to a specific marketing approach aimed at victims and hate crime hot spots based on the evidence presented.

- (x) On the back of the Public Services Board passing the Lancashire Strategic Hate Crime Plan in October local authorities are looking to develop their own plan on a page for their area. Currently the majority of authorities have been spoken to with complete agreement that under the one plan they agree to:
- All utilise the H8 logo
 - All adopt the partnership 7-minute briefings and translated briefings
 - Support the LCM Islamophobia line
 - Support the Sophie Lancaster foundation
 - Support Lancashire Victim Services
 - Direct persons to the kite marked 'Support to Report' centres
 - Assess what third party provision may be required
 - Develop a local 'plan on a page'
 - Lancashire Constabulary and Lancashire Victim Services have commenced work with the 'Why Me' project focused on Restorative Justice and Hate Crime

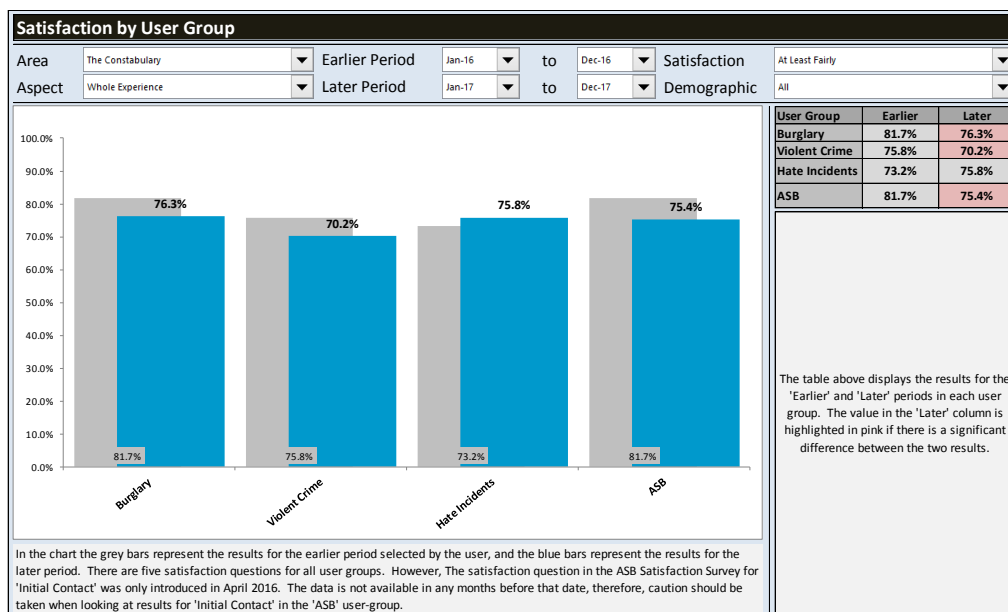
Work Force Representation

- (xi) In order to increase the effectiveness of our approach to Workforce Representation, the Constabulary in December 2017 funded 2 additional Workforce Representation Co-ordinators to supplement the post funded by the Commissioner in June 2016. The posts sit under the Chief Inspector in Corporate Development and are intrinsically linked with our approach to hate crime, equality and diversity. The post holders have been aligned to BCUs alongside thematic areas of responsibility:
- South / West – Helen Chadwick
 - Blackburn – Surraiya Issa
 - Burnley – Anisa Shaikh
- (xii) Planning for the recent recruitment campaign commenced prior to the full team being in place however a task group was established to fully align representatives from Human Resources, Vetting, Positive action, media and marketing and Workforce Representation. This ensured a consistent and efficient approach to the process and at the close of the application process 7% of applicants stated they were BME, 7% LGBT and 2% with a disability.
- (xiii) An evaluation of the process with all parties took place on the 19th of February alongside recruitment planning for 2018 and consultation on a force delivery plan for Workforce Representation, Recruitment and Development which will be presented at the Valuing Difference Board in March 2018.

7. Developing Confident Communities

a. User Satisfaction

- (i) As of 1st April 2017, the national mandate for Satisfaction Surveys changed. The Constabulary ceased to survey victims of vehicle crime, made amendments to the other surveys and from July 2017 began surveying victims of domestic abuse.



User Satisfaction – The Constabulary - Whole Experience by User Group

- (ii) It is worth noting that the figures provided in Appendix A for 'User Satisfaction' are the point estimate results based on the results from the survey sample for those who are 'At Least Fairly Satisfied' which combines both the respondents who are 'Completely Satisfied' and 'Very Satisfied'.
- (iii) Satisfaction levels are lowest in the aspects of 'Police Actions' and 'Follow-Up'. However, Hate Incident victims' levels of satisfaction for Follow Up and Police Actions have shown an improvement compared to the previous period.
- (iv) Measurement of satisfaction for Domestic Abuse cases began in July 2017 so no comparative data is available. Until the end of December the *Whole Experience* measure is higher than other categories surveyed at 81.8%. As with other areas *follow-up* has the lowest level of satisfaction.
- (iv) It is worth noting that the figures in Appendix A for 'User Satisfaction – ASB' are the point estimate results based on the results from the survey sample for those who are 'At Least Fairly Satisfied' which combines both the respondents who are 'Completely Satisfied' and 'Very Satisfied'.

b. Confidence – Crime Survey for England & Wales

- (i) Comparing the 'In Year Performance' versus the 'Previous 12 Month Period', Overall Public Confidence of the People of Lancashire is up by 0.2% from 79.8% to 80.0%.
- (ii) When compared to our MSG, Lancashire is 2nd and when compared to the North West Region, Lancashire is 3rd.
- (iii) 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'.
- (iv) As can be seen from the chart below all changes to Lancashire Constabulary's position nationally, in the most similar group of forces and in the North West region are positive improvements:

Question	Estimate	National Position	MSG	North West Region
Police can be relied on when needed	61.9%	17 th ↑6	3 rd ↑1	4 th ↔
Police would treat you with respect	90.6%	7 th ↑8	2 nd ↔	1 st ↔
Police would treat you fairly	73.6%	7 th ↑2	1 st ↔	2 nd ↔
Police understand local concerns	75.0%	9 th ↑5	2 nd ↔	2 nd ↑2
Police deal with local concerns	64.2%	11 th ↑2	1 st ↔	4 th ↔

8. Awards

Stonewall

- (i) The Constabulary has been part of the Stonewall Work Place Equality Index for the past 3 years and for the first time this year we achieved a place in its Top 100 at number 74. This is a jump of 42 places and rates us again for the second year as one of the most improved in the index.

British Muslim Awards.

- (ii) In January the Constabulary was informed that it had been nominated for an award at the 6th British Muslim awards. At an event held Bradford on the 31st of January attended by CI Murtza the chair of the Lancashire BPA where we won the 'Diversity Champion of the Year' award ahead of companies such as Barclays bank.

Restorative Justice

- (iii) The Lancashire Constabulary Restorative Justice team has been awarded the Restorative Service Quality Mark by the Restorative Justice Council.

These are significant achievements for the Constabulary both as an employer and a public service and something that will be built upon in 2018.

9. Implications

Financial:	Nil
Legal:	Nil
Equality Impact Assessment:	Nil
Risks and Impact:	Nil
Link to Police and Crime Plan:	Provides a performance update in relation to the measures reported to the Police and Crime Panel.

10. List of attachments / appendices

Appendix A – Performance Data