

POLICE AND CRIME PANEL

Meeting to be held on ** July 2018

Police & Crime Plan Performance Monitoring Report

Contact for further information Ian Dickinson, 01772 533587, Office of the Police and Crime Commissioner, ian.dickinson@lancashire-pcc.gov.uk

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 'fourth quarter' from the 1 January 2018 to 31 March 2018

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 5 June 2018 and published on the Police and Crime Commissioner's website. The majority of the data spans the 12 months to end of March 2018.
7. Attached at **Appendix B** is the note of the Strategic Scrutiny Meeting held on the 5 June 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. Members are aware that 2017 has 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.
12. The staffing levels for the Force Control Room has increased through this recruitment and is currently at 329 to meet demand. It is worthy of note that the new staff from the February 2018 intake are influencing Call-Handling performance. Set out at Appendix D is a brief snap shot of some of the performance for the Force Control Room which demonstrates the effects of the most recent uplift of new staff in the room from the 9 April 2018.
13. Work continues to develop a costed business case to replicate the South Pod trial across all three policing divisions. The business case is due to be published towards the end of June 2018 and the Commissioner will advise the Panel of any decisions at the meeting.
14. Since the last meeting of the Panel the Police and Crime Commissioner has written to the Chair of the Police and Crime Panel and advised him that he has commissioned a consultant to undertake an independent review of the options for the future of police and fire governance in Lancashire.

15. The Commissioner has accepted that there is a case for a change of governance and has agreed to proceed with the formulation of a draft business case. A substantive paper in relation to the future governance arrangements is set out elsewhere in the Agenda.
16. Since the last meeting HMICFRS have published their PEEL Effectiveness Inspection report. The Constabulary was inspected on Vulnerability (Mental Health and Domestic Abuse) and Strategic Capabilities and received an overall grade of 'GOOD'.
17. Members will recall that they raised a number of concerns with the Commissioner at their meeting in March 2018, in relation to the HMICFRS Child Protection (CP) Inspection. Since the last meeting there has been considerable progress made in delivering the Child Protection action plan to address the recommendations from the HMICFRS thematic inspection.
18. On 19th April 2018 the Lead HMICFRS Child Protection Inspector has attended Lancashire and reviewed progress. Subsequently the Constabulary has received very positive feedback from Her Majesty's Inspector (HMI) Wendy Williams. Of particular note, HMICFRS commented on how seriously the force is taking the findings of the CP Inspection and informed HMI Matt Parr of this positive response from Lancashire, which has had a significant impact in conveying the message that Lancashire are committed to improvement.
19. Since the last meeting of the Panel in March, 2018, 6 sessions of Modern Slavery Training have been held in local venues across Lancashire training police, local authorities and other agencies on Modern Slavery.
20. Further, the Police and Crime Commissioner and the Chief Constable have agreed a joint statement regarding their commitment to eradicate modern slavery and human trafficking in the supply chain, and to encourage their suppliers to achieve high ethical standards and practices including fair and appropriate working conditions across the supply chain.
21. In keeping with the Commissioner's national Cyber portfolio, a cybercrime summit was held at the Dunkenhall Hotel for businesses in conjunction with LANPAC (Lancashire Partnership against Crime).
22. Further to a public advertisement, the Police and Crime Commissioner has appointed Mr Jerry Graham as the Independent Chair of the local Reducing Reoffending Boards. Mr Graham was the Chief Constable of Cumbria, prior to his retirement in March 2018.
23. The Police and Crime Commissioner has recently approved the publication and implementation of his Social Value Toolkit, which is in essence a supplier's guide to Social Value. All potential suppliers are now being encouraged to give serious consideration as to how their bid will provide Social Value under the areas of economic, social and environmental

categories. The Social Value Policy (including the Social Value Toolkit) has now been published in full on the Commissioner's website.

24. All staff working across the Lancashire Constabulary will now be paid the real Living Wage. The Constabulary joins the OPCC, which is already a Living Wage employer, making Lancashire Constabulary one of the first police forces in the country to gain the accreditation from the Living Wage Foundation. As a result, 119 police staff members have now received a pay rise, with the lowest paid roles now set to earn £8.75 per hour, compared to the current National Living Wage at £7.83 and the National Minimum Wage at £7.38.
25. As the Panel are aware, to support vulnerable people and victims of crime, the Commissioner has commissioned a Lancashire Victim Service.
26. 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.
27. 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.
28. A review meeting to consider Q4 was held on the 18 April 2018 and a summary report is attached at appendix E.

Recommendation

29. 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 5 June 2018

Appendix C: Performance Measures

Appendix D: Force Control Room Update

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