

POLICE AND CRIME PANEL

Meeting to be held on 10 December 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 '2nd quarter' from the 1 July 2018 to 30 September 2018

RECOMMENDATION

The Panel is asked to consider the report.

Background

1. The Police and Crime Commissioner has a responsibility to hold the Chief Constable to account for the Constabulary's performance as against the police and crime plan priorities by means of the quarterly Strategic Scrutiny meeting.
2. This link <https://www.lancashire-pcc.gov.uk/meetings-and-decisions/meetings-and-reports/strategic-scrutiny-meetings/> details the Scrutiny papers received from the Chief Constable and the note of the meeting records the PCC holding the Chief Constable to account.
3. The Panel are therefore referred to that Scrutiny meeting and may through today's meeting ask the Police and Crime Commissioner issues they feel relevant to that Scrutiny.

Performance Headlines

4. The main focus of the Commissioner continues to be the performance of the Force Control Room (FCR).
5. Members are aware that since 2017, the Constabulary has faced increasing demand pressures in relation to both 999 and 101, and whilst the trend is showing a gradual improvement, the Constabulary is continuing to monitor this closely with recruitment and a change to POD working key factors in improving performance.

6. The staffing levels for the Force Control Room has increased through this recruitment and the most recent intake of 30 PCROs started training September in 2018 and will become operational in the room in early December. This will be the first time the actual establishment of PCROs in the FCR will be at the new 345 FTE level.
7. Since the last scrutiny report, the trial of POD working has commenced in the Force Control Room, the switchover date being the 25th September. The transition to temporary POD working has gone well.
8. Positively these changes have had no negative impact on service delivery to the public, with service levels for 101s and 999s being maintained at pre POD levels. Given the scale of the change in the Force Control Room to implement POD working this is an encouraging position to report.
9. It is too early to comprehensively report in this paper on impact of the change on the performance of the FCR. However, the Commissioner will provide a more detailed update on the progress of the POD at the next meeting.
10. The Panel's Task and Finishing Group for Contact management met with officers from the OPCC and Constabulary on the 17 October 2018.
11. Members will recall that the HMICFRS National Child Protection Inspection team (CPI) inspected Lancashire in October 2017 and the report was published on the 8th March 2018 with their findings. Since the inspection the Commissioner has overseen a detailed qualitative review of all the work undertaken by the Constabulary and the inspections, surveys, audits and reviews have provided priority areas that the Constabulary will focus on over the next month. These have provided a confident position of how the Constabulary is dealing with Child Protection issues and a clear sense that the Constabulary is in a far better position ahead of CPI revisit in December.
12. Likewise, Members will recall that HMICFRS Crime Data Integrity Inspection team (CDI) inspected Lancashire in July 2017 and the report was published on the 28th November 2017 with their findings. Again since the inspection the Commissioner has overseen considerable activity within the Constabulary and alongside ongoing audit activity reported through the HMICFRS board and tracked through Investigative quality and Operations Boards provide clarity and confidence that the Constabulary is in a strong position ahead of the re-inspection in the New Year.
13. In September the OPCC was the lead bidder for the Early Intervention Youth Fund, rallying together the community safety managers, Genga manager and Constabulary officers and analysts looking at the topics key to Lancashire and the PCC's priorities. 16 projects formed 4 bids many on the reducing reoffending footprint looking at knife crime initiatives and ASB type interventions. Unfortunately Lancashire were unsuccessful with much of the money going to southern regions which tends to suggest Lancashire's crime profile and need was not as high. However, feedback in relation to

Lancashire's bids is expected towards the end of November and the Commissioner is keen to lobby all Lancashire MPs regarding the unsuccessful bid

14. The Pan Lancashire Anti-Slavery Partnership continues to thrive with new partnership arrangements happening all the time. The core group now have business, siroptomists, health, DWP, police, local authorities, charities, and faith groups. A local authority toolkit has been developed for training and support purposes and a roadshow was held successfully in Blackburn across three venues, including a service in the Cathedral, the Freedom bus and the Modern Slavery experience. A similar roadshow is to be held on 24 November at Preston on venues including the shopping centre, railway station, Preston North End football ground where grounds of 12 – 15,000 are expected (this will have taken place prior to the panel on 10 December). In addition the OPCC have been successful in bidding for 2 x £1000 from the National Anti-Trafficking and Modern Slavery Network (NATMSN). 1 x £1000 is to be used for partnership events and it is planned to use this money for the roadshows in addition to considering a table top exercise in the new year. The other £1000 is to be used for businesses and a conference is planned in the new year to inform and educate businesses in respect of recruitment, induction, training, migrant workers and modern slavery statements. The office have also been chosen as the 'receiver of modern slavery training'. In respect of being nominated for a training award the results will be known on 5 December 2018.
15. In respect of Fraud and Cyber for which the Commissioner is the APCC National Lead, the Commissioner met with the new policing lead for Fraud and Cyber at the City of London ahead of the launch of the National Economic Crime Victim Care Unit which indicates the victim care pathways currently being piloted with a view to ensuring all forces have this capability (Clive jointly opened the event). The Commissioner is also represented at an External Reference Group for HMICFRS strategically considering the format of next year's HMICFRS inspection into Fraud and Cyber. The Commissioner has also had a presentation from the Constabulary's Digital Transformation team on the Constabulary's Digital Strategy inclusive of the newly appointed Cyber Team and Victim Care pathway for victims of Fraud and Cyber.
16. The OPCC were represented at the Blackburn with Darwen Adults with Complex Needs Summit recognising the impact of mental health, policing needs and the housing situations on all services.
17. The Commissioner has awarded around £165k in respect of the Reducing Reoffending Portfolio in respect of nine projects across Lancashire. Mirroring the four boards' status, East, West North and South and there is at least one scheme for each area including one pan Lancashire bid. All aimed at reducing reoffending diversionary schemes including structured approaches with offenders to cease or minimise the risk of reoffending and take appropriate pathways towards education and employment.

18. The Commissioner is very supportive of the work the Constabulary do in relation to tackling rural crime and recently attended a conference recognising, across all partners, of the good work and investment of officers.
19. The PCC organised a Child Exploitation Conference attended by nearly 250 practitioners from across Lancashire. The conference showcased a number of resources and developments with the NEST CE Toolkit as well as two keynote speakers.
20. The PCC has worked with LCC, BwD and Blackpool domestic abuse colleagues in submitting a successful bid for funding which will help support the development of refuge provision.
21. The PCC is working with the LCC Safeguarding Boards and NHS England to jointly fund a project to improve understanding of the range of domestic and sexual abuse services and organisations operating in the county. The project will also look at current referral arrangements and identify where these need to be strengthened or improved and will identify any gaps in provisions or access to services.
22. The PCC continues to deliver services and support for victims of crime through the commissioned Lancashire Victim Services. Whilst the number of referrals into the service have reduced as a result of the introduction of GDPR regulations the number of victims accessing support has not reduced.
23. As the Panel are aware, to support vulnerable people and victims of crime, the Commissioner has commissioned a Lancashire Victim Service.
24. 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.
25. 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.

Recommendation

26. 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