

## **POLICE AND CRIME PANEL**

**Meeting to be held on 11 March 2019**

### **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 '3rd quarter' from the 1 October 2018 to 31 December 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. As members are aware, the Police and Crime Commissioner has a statutory duty to set an annual Police and Crime budget and, as part of that process, to consult with the Police and Crime Panel regarding any proposals in relation to the council tax precept. Following receipt of the Police and Crime Panel's response to the Commissioner's proposals for the precept for 2019/20 considered at the meeting on the 21 January 2019 the Police and Crime Commissioner has now:-

- Agreed a council tax requirement and precept for 2019/20, and consequent Band D amount that is based on a £24 increase on 2018/19 levels;
- Approved a net budget requirement for 2019/20 of £285.930m and consequent council tax requirement of £88.263m and Band D council tax of £201.45.;
- Agreed, on the basis of the above and the fixed ratios between valuation bands set by the Government, the Police and Crime Commissioner's council tax for each valuation;
- Agreed the 2019/20 delegated budgets for the Constabulary and the Office of the Police and Crime Commissioner.
- Approved the 2019/20 Capital programme and its funding and note the proposed programme for 2020/21 and future years

Full details are set out in the Decision report 50/2018 which is available for public inspection on the commissioner's website.

5. The main focus of the Commissioner continues to be the performance of the Force Control Room (FCR).
6. As members are aware, the transition to temporary PODs took place in September in the FCR. There were many changes associated with the transition to POD working. However, the most significant change that occurred on the day was the change from global routing of 999 and 101 calls, to geographical routing of 999 and 101 calls into the three divisional areas within Lancashire.
7. As was reported in the last meeting, implementing these changes had no initial negative impact on service delivery to the public, with service levels for 101s and 999s remaining static at pre POD levels. Given the scale of the change in the FCR to implement POD working this was an encouraging start. Positively in the intervening period since go live there have been improvements across a range of metrics, particularly in relation to 999 call performance.
8. A full POD evaluation will be completed in March 2019, which will evaluate 6 months' worth of data. The evaluation will also make a recommendation on whether the POD working approach has delivered sufficient benefits in pilot form (within the constraints of the current FCRs physical layout) to warrant the disruption and expense of rebuilding the FCR in 2019/20. This evaluation will be accompanied by POD trial briefings to both the Chief Officer Team and the Commissioner.
9. The last quarter of 2018 has seen the FCR dealing with a larger amount of 999 calls compared to the previous year this trend is continuing into 2019. There has been an 11.6% rise in demand overall across the quarter. From October onwards, the 999 demand has been increasing month-by-month

(rising from a 5.84% increase in October up to a 12.40% increase for the month of December 2018). A high-level review of the increases in 999 calls has not identified a single cause of the increase in 999 calls across the period.

10. Despite the increase in 999 demand, the abandonment of calls remains very low, and is consistently lower than last year.
11. The full report presented to the Commissioner is available for inspection on the Commissioner's website.
12. The Panel's Task and Finishing Group for Frontline Policing met with officers from the OPCC and Constabulary on the 26 February 2019.
13. As the Panel is aware, in July 2017, HMICFRS completed their inspection of Crime Data Integrity, this comprised reviewing approximately 2500 incident logs to ensure crimes reported had been recorded or a suitable negation supplied, the data work was then followed by four days of reality testing.
14. The report was published on the 28<sup>th</sup> November 2017, Lancashire was graded 'inadequate' with a number of recommendations made which the force is working to implement immediately.
15. The HMICFRS Crime Data Integrity re-inspection data audit phase took place in early January 2019 with a team of nine inspectors reviewing some 1600 Constabulary incidents for compliance with National Crime Recording Standards and Home Office Counting Rules. The Police and Crime Commissioner is now awaiting the report from HMICFRS and will report back to the panel in due course.
16. Likewise, 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. The HMICFRS re-inspection took place in December 2018. Again, the Police and Crime Commissioner is awaiting the report and will advise the Panel of the overall judgement at the earliest opportunity.
17. The Commissioner was represented at the External Reference Group (ERG) for the forthcoming HMICFRS on cyber – this ERG guides and directs the way the inspection is focussed and encourages the questioning that may be present when forces are inspected
18. An OPCC/LANPAC jointly funded cyber event for businesses was held at Ribby Hall on 31 January 2019. The event was a huge success with over 150 delegates learning about cyber safety etc. The Commissioner opened the event and took the opportunity to further promote the cyber wise campaign
19. On 15 February 2019 the OPCC organised a Modern Slavery Table Top exercise at Hutton HQ. Sir Peter Fahy (retired Chief Constable from GMP)

facilitated the event in his role as director for Hope for Justice).

Representatives from a wide range of agencies attended the event including local authorities, CRCs, NPS, Constabulary, NHS and third sector agencies. The event was a great success with a way forward linked to the local action plan etc.

20. During February the Commissioner opened up a further window for non-profit making organisations to be able to apply for reducing reoffending funding that meets the Commissioners priorities. The closing date was 25 February 2019 and there have been a very good response and submission. It is hoped that the approved schemes can be monitored through the local reducing reoffending boards. A further update will be provided at the next panel meeting.
21. The Commissioner has provided £100,000 funding for his Community Action Fund in 2018-219 to support local community based projects and initiatives that contribute to the outcomes of the Police and Crime Plan priorities. Up to the 31<sup>st</sup> January over £98,000 has been allocated to schemes across Lancashire. The fund will close for applications on the 28<sup>th</sup> February 2019.
22. Since April 2018, through effective Procurement processes savings of £1,301,861.38 have been realised through the negotiation from old contract to new contract, usage reduction, specification de-scoping etc. Savings will continue to be identified and will be submitted to the Home Office monthly.
23. As of February 2019, there are currently 320 contracts in the name of the Police and Crime Commissioner totalling £171,342,529.68. In terms of numbers of contracts 172 (54%) are against collaborative arrangements (regional & national). Regarding contract value £103,054,271.41 (60%) is against collaborative arrangements (regional & national).
24. As the Panel are aware, to support vulnerable people and victims of crime, the Commissioner has commissioned a Lancashire Victim Service.
25. A comprehensive suite of Key Performance Indicators has been developed and agree 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 the Commissioner and OPCC staff in order to discuss any issues of concern.
27. Since the last Panel meeting the OPCC have been involved in the development of the Community Safety Agreement and Assessment and will

work with LCC Health & Community Partnership team to review the pan-Lancashire Community Safety structure.

28. On 12<sup>th</sup> February the Commissioner and staff from the OPCC hosted a visit to Lancashire by representatives from the Swedish Constabulary and Swedish Victim Support services. The delegation were considering different approaches to tackling hate crime issues and were visiting a number of police forces and victim support services.

### **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