

POLICE AND CRIME PANEL

Meeting to be held on 8 July 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 '4th quarter' from the 1 January 2019 to 31 March 2019

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 under section 12 of the Act, to produce an Annual Report on the exercise of the organisation's functions in the financial year and the progress that has been made in the meeting of the police and crime objectives in the Police and Crime Plan.
5. A copy of the draft annual report covering 2018/19 appears elsewhere on the Agenda.

6. The main focus of the Commissioner continues to be the performance of the Force Control Room (FCR).
7. Since the last scrutiny update in March 2019 the business case and associated funding to refurbish the FCR to support geographic Pod, based working was approved through the Constabulary's internal governance process. As previously reported, the temporary Pod working geographic structure in the FCR is delivering improved performance across a range of key metrics. However, it is not sustainable within the constraints of the current FCR footprint.
8. The high-level timeline for the refurbishment is that the decant of staff from the main FCR to the fall back communications rooms will commence in early 2020, with staff returning to the refurbished FCR in early 2021. Progress on this important programme of work will be reported on in future updates.
9. The FCR continues to recruit PCROs to maintain a staff establishment of 345 PCRO (Police Control Room Operators) FTEs. There are currently 337 FTE. In order to maintain this level there was an intake of 17 PCROs in April. The focus is now on a recruitment intake of 40 PCROs in September 2019. The recruitment of a significant number of PCROs in September has been deliberately timed to ensure the FCR is at full establishment operationally at the point of the commencement of the decant in January 2020.
10. 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. The FCRs average service level prior to PODs was around 70%, it is now averaging around a stable level of 80%+ each month of calls answered within 10 seconds.
11. Non-emergency calls also remain a priority for the FCR. As has been reported previously, achieving the national target of answering 101s within 40 seconds remains extremely challenging. As with 999-call performance, a proportion of these difficulties can be attributed to the changing nature of demand entering the FCR.
12. The main issues are the complexity of the demand within the calls, combined with the additional safeguarding / vulnerability checks done by FCR staff (following adverse Child Protection and Crime and Data Integrity HMICFRS inspections in 2017/19).
13. It should be noted that call handling time is the total time it takes to deal with a call, not just the 'talk time', it is often the case that after a call has concluded additional checks will be made and updates will be added to the incident log before a PCRO is free to take their next call. The inevitable impact of longer call handling times is a reduction in available capacity in the FCR to answer new calls for service.

14. As with 999 demand the FCR is dealing with an increased amount of 101 calls since the previous year. The FCR has experienced a 2.2% rise in 101 demands for the quarter. Despite the rise, service level for 101s has been climbing since the introduction of PODs, whilst dealing with more demand than the previous year. The full report presented to the Commissioner is available for inspection on the Commissioner's website.
15. As the Panel will recall from our previous panel meetings, in 2017 the Constabulary was inspected by HMICFRS who found that the way crime was recorded was inadequate and had left over 20,000 victims of crime without the appropriate access to support. At the time, the Commissioner conveyed to the Panel that he believed effective crime recording was vital to ensure victims of crime receive the service they deserve and that the most vulnerable people in society are being safeguarded.
16. Following the initial report the Commissioner has worked with the Chief Constable to ensure the inspectorate's recommendations were addressed.
17. As the Panel is aware, 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.
18. This latest inspection has assessed the progress made since that report with inspectors finding that Lancashire Constabulary has significantly improved crime-recording arrangements, giving an overall assessment of 'Good'. The full inspection report is available for inspection on the Commissioner's website.
19. 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.
20. The Commissioner is pleased to report that the HMICFRS have recognised that the force have invested significant time and effort in improving the knowledge of its officers and staff in respect of child protection. Further, HMICFRS have recognised that with clear leadership from the chief officer group, the culture of the force is becoming increasingly child-focused, leading to better decisions.
21. The inspectors found a few areas where the force still has more work to do. However, all of these areas for improvement have been identified by the force through its own audit and governance arrangements, and plans are in place to address them. This gives the Commissioner confidence that the force will continue with the progress made so far.
22. The Commissioner has extended the role of the Independent Chair of the Reducing Reoffending Board a further 12 months.

23. The Commissioner has also launched the second round of Reducing Reoffending Funding in March 2019. £80 k was made available (£20k x 4 local boards). The Commissioner is pleased to report that there has been an overwhelming response with 21 applications amounting to over £330K. Following consideration by an ethical shortlisting panel including the independent Chair, a Detective Chief Inspector from the Constabulary's Public Protection Unit and representatives from probation 8 schemes across Lancashire have been supported by the fund. Site visits and evaluation are now planned during the next 12 months.
24. The Commissioner has held a Modern Slavery Business event to ensure businesses have a better understanding around their expectations for training induction and ethical sourcing of suppliers – The Deputy Commissioner opened the event which was coordinated with Lancashire Partnership against Crime (LanPAC) for maximum business attendance. The event was well attended and good feedback has been received.
25. Representatives from the OPCC attended a regional event to discuss the forthcoming PCC toolkit outlining expectations of PCCs in respect of commissioning etc. This toolkit has now been launched and Lancashire has been a huge contributor.
26. Members may be aware that under the Children Act 2004, as amended by the Children and Social Work Act 2017, Local Safeguarding Children Boards (LSCBs) will be replaced. Under the new legislation, the three agencies are identified as key safeguarding partners (Local Authorities, Chief Officers of Police and Clinical Commissioning Groups (CCGs) and must make arrangements to work together with relevant agencies (as they consider appropriate) to safeguard and protect the welfare of children in the area.
27. A report has been presented to all partners setting out the recommended option for the replacement of the Local Safeguarding Children's Board (LSCB) to comply with the new area children's safeguarding arrangements. The broad principles and recommendations in the report have been accepted across the partnership.
28. The principle changes that this transition will bring to the police, is that the Constabulary will be one of 3 statutory and equal partners responsible for all of the safeguarding agenda for children throughout Lancashire. This may not seem much of a change from the current principles; however as one of the 3 agencies with the said responsibility the Chief Constable along with his equitable colleagues in the Local Authority and the CCGs are equally responsible for ensuring compliance to statute concerning all aspects of the safety and wellbeing of children throughout Lancashire.
29. The Commissioner has provided £100,000 funding for his Community Action Fund. In 2018/19 the Community Action Fund received 77 applications with 48 grass root organisations being successful. A total of £111,625.16 was distributed to projects across Lancashire, with the additional £11,625.16 funding being contained within the overall PCC revenue budget.

30. The aim of the Fund is to support smaller organisations and community groups deliver projects and improvements within their communities.
31. As the Panel are aware the Commissioner has commissioned Lancashire Victim Services to provide support for victims of crime. In 2018-19 the service received over 67,400 referrals into the service with 38% being classified as vulnerable or entitled to enhanced support under the terms of the Victim Code of Practice.
32. During the financial year 2018-19 four quarterly review meetings have been held with the service provider's management team with the Commissioner and OPCC staff to review performance and discuss any issues of concern.
33. The overall service provision has been reviewed by the OPCC and, following discussions with the Commissioner an agreement in principle has been made to extend the service with the current provider for a further two years. This is in line with the original contractual arrangements and is subject to the provider agreeing a budget for 2020-21 and 2021-22.
34. On 22nd May the Commissioner's Office hosted a Knife Crime Roundtable Workshop with over 50 partners in attendance. The Workshop considered possible data sources for information relating to knife crime and reviewed a number of programmes and presentations already in use. Outcomes of the Workshop are being developed by a Task & Finish Group which will also inform the development of a Violence Reduction Unit in Lancashire.
35. As the Panel will recall, the 2018/19 revenue budget for the PCC was set at £267.755m in February 2018. After taking into account the planned use of balances (£1.404m) by budget holders in order to meet known pressures this was increased during the year to £269.159m. The year-end position shows spending of £270.062m giving an overspend of £0.903m (0.34%).
36. The detailed year-end report can be found on the PCC website here: <https://www.lancashire-pcc.gov.uk/meetings-and-decisions/decisions/> .
37. The year-end position reflects the ongoing pressure in respect of the management of the anti-fracking protests delivered through Operation Manilla. In 2018/19 'additional' costs of £2.786m have been incurred, of which £2.368m has been funded by special government grant. The remaining £0.418m has been met from the Operational Policing Reserve.
38. The PCC has agreed to meet the overspend position by taking a contribution of £0.903m from the General Reserve.
39. In support of the Police and Crime Plan priorities the Commissioner has awarded a £306,586 to a number of Community Safety grants to the Community Safety Partnerships within Lancashire during the financial year 2018-2019.

Recommendation

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