

**STRATEGIC SCRUTINY MEETING**

**THURSDAY 30<sup>th</sup> MARCH 2017 AT 11:00AM IN ROOM D17, COUNTY HALL,  
PRESTON**

**NOTE**

**PRESENT**

Clive Grunshaw - Police and Crime Commissioner  
Steve Finnigan - Chief Constable, Lancashire Constabulary

**IN ATTENDANCE**

Ian Cosh – Director of Resources  
Pete Lawson – Chief Superintendent, Lancashire Constabulary  
Ian Dawson - Superintendent, Lancashire Constabulary  
Ian Dickinson – Governance & Policing Lead, Office of Police and Crime  
Commissioner  
Jane Pearson – Project Support Officer, Office of Police and Crime Commissioner

**NOTE AND ACTIONS FROM LAST MEETING**

The Police and Crime Commissioner was pleased to note that all the actions identified at the last meeting had either been completed or ongoing and no actions were outstanding.

**PERFORMANCE**

The Chief Constable presented a report in relation to the performance of Lancashire Constabulary to the 31<sup>st</sup> January 2017.

**Number of Police Officers & PCSO's**

The Commissioner was informed that the number of police officers, compared to the previous 12 months was down 3.1% (90.49 officers FTE).

In relation to PCSO's, the Full Time Equivalent (FTE) was down 6.3% (18.87 PCSO's) compared to the previous 12 month period.

It was noted that recruitment work was on-going to promote Lancashire Constabulary as a great place to work. Police officer, Police Control Room Operator and Special Constabulary Officers recruitment campaigns had taken place and work had begun to develop new recruitment marketing materials.

The training dates for new recruits had been scheduled according to business need and operational demand. The availability of new staff and their readiness for deployment in 2017/18 had been the deciding factor for intake training programmes. Currently these were:

- a. 30 transferees starting on 27<sup>th</sup> March 2017
- b. Up to 20 transferees starting on 12<sup>th</sup> June 2017
- c. 15 to 20 (maximum) UCLAN new recruits starting on 19<sup>th</sup> June 2017
- d. 18 to 20 Police Now Officers start training on 25<sup>th</sup> July 2017 and will arrive in Lancashire Constabulary in September 2017
- e. 60 new recruits starting 7<sup>th</sup> August 2017
- f. 40 to 60 new recruits starting on 4<sup>th</sup> December 2017 (dependent on step-down forecast)
- g. Business Support

**ACTION**

**(i) That Blackburn with Darwen, Burnley & Chorley Councils be contacted in order to understand their funding position on PCSOs for 2017/18.**

**(ii) Superintendent Ian Dawson to provide an update on work done around changes to the role of PCSOs and the impact of the changes.**

**Update re Fracking Operation**

The Chief Constable provided an update in relation to the policing activity in relation to the construction traffic and protestors.

A discussion ensued in relation to the daily deployment of officers based on the information and intelligence and the associated costs

**ACTION – The Commissioner and Chief Constable to write to the Home Office asking for help towards the cost of the fracking operation.**

**Use of New Technology**

The Commissioner was advised that since the implementation of Connect Case and Custody in June 2016, ICT and the Connect project team had been working on a number of improvements to the Connect system to maximise the benefits of Connect. However, it was noted that the Constabulary was about to face a number of operational challenges; not least “Fracking”, high summer demand and changes to police bail which would be introduced on the 3rd April 2017. Therefore a decision had been taken by the Chief Officer Group to move the implementation of Connect ‘Phase 2’ Investigation and Intelligence from autumn 2017 until spring 2018.

However, it was noted that the Public Engagement module, which would facilitate improved online reporting for the public, would still go ahead as planned in November 2017.

**ACTION – Mr Cosh to provide the Commissioner with an update on the implementation of the Connect programme**

**Tackling Crime & Re-Offending**

The Commissioner received an update in relation to the in-year performance in relation to crime and re-offending.

It was noted that the main crime categories which have contributed to the increase in the 'In Year Performance' versus the 'Previous 12 Month Period' were predominantly in the following:

- Violence Against the Person – Up 5,083 crimes (20.5%)
- Harassment – Up 1,944 crimes (75.1%)
- Criminal Damage & Arson - Up 1,001 crimes (5.9%)
- Public Order Offences - Up 816 crimes (39.5%)
- Public Fear, Alarm or Distress - Up 713 crimes (55.9%)
- All Sexual Offences - Up 597 crimes (23.7%)
- Vehicle Offences - Up 1,040 crimes (11.7%)
- Theft from a Motor Vehicle - Up 893 crimes (16.3%)

It was noted that one of the most notable exceptions was in relation to Harassment with increases of 75.1% when comparing the 'In Year Performance' to 'Previous 12 Month Period'. This increase was due to the introduction of a new sub category within Harassment (8/72 Malicious Communications) which was previously a non-recordable crime.

There had been favourable results in:

- Bicycle Theft - Down 330 crimes (15.8%)
- Drug Offences - Down by 703 crimes (25.1%)

**ACTION** – Chief Constable to discuss with ACC Jacques the increase in Robbery, Burglary and Domestic Violence and to present an update at the next meeting

**ACTION** – That the Head of Serious Crime to brief the Commissioner on Serious and organised Crime activity.

**Confidence in Police**

It was noted that the 'In Year Performance' for public confidence stood at 80.7% and was down by 1.1%. When comparing the 'In Year Performance' versus the 'Position as at March 2016' public confidence was down by 2.8% from 83.5% to 80.7%.

**ACTION** – Ian Dickinson is to meet with Ian Dawson to discuss the most appropriate method of measuring public confidence in policing.

**Force Control Room**

It was noted that this reporting period had continued to be challenging for the Force Control Room. Increases in the number of 999 calls received and increase time needed for operators to deal with these calls had been a contributing factor.

## ITEM 1

It was noted that the current intake of 37 new recruits would be ready to take calls mid-April with another intake starting their training course in June. This would give increased staffing levels required for summer demand. Recruiting on permanent contracts had brought a variety of skills to the control room and with new restrictions for operators to apply as Police Officers (2yr tenure) this should bring more stability to staff retention.

Abstractions from the control room for fracking (mid-Jan) had caused significant staffing issues as this requires at least 3 PCRO's and a supervisor taken away from normal call-handling/dispatching duties.

Call handling times continued to increase and this could be contributed to Public safety related demand, in order to assess risk/threat and harm PCRO's were required to obtain enough information to do this from the caller which at times could involve vulnerable people with mental health crisis.

It was noted that the control Room had been inundated with silent/nuisance/hoax 999 calls. One example was an evening in December over a 15min period 50 hoax 999 calls were received from one mobile caller. This caller was unregistered and untraceable, a block was put on this number by the Control Room supervisor however this took considerable time from the mobile company and can only last 8hrs. This is putting an enormous pressure not only on Lancashire Police but on BT 999 Call Handling to answer these and genuine 999 calls.

**ACTION – Commissioner to be briefed in relation to the public engagement module and the progress made in relation to channel shift.**

### **HMIC Reports & Recommendations**

It was noted that following the last meeting in January 2017, all 310 recommendations, with the exception of those identified as part of the recent Custody Inspection, were divided into Chief Officer portfolios and a quality assurance review had been undertaken by the Superintendent (Corporate Development). This assessed which recommendations could be marked as complete or required progressing.

Of the 310 identified recommendations, 195 recommendations had been identified as complete and supporting evidence had been provided.

With regards to the remaining 115 recommendations, these were currently being reviewed by the HMIC Force Lead (National Recommendation) and it was hoped that these also would be signed off as complete before the next Scrutiny meeting in June 2017.

### **Custody Update**

A report was presented in respect of the HMIP / HMIC Custody Inspection 2016.

Of the three areas for concern, one had now been completed (CCTV) and the other two remain "in progress" although significant improvements had been made with the

work already undertaken to address them. The two outstanding areas were connected to MI reports that were still awaited from Connect. Of the thirty one recommendations for improvement, 13 had been fully completed and a further two had not been adopted. This meant that just under 50% of the thirty one areas for improvement had now been addressed.

Sixteen remain in progress, three of which relate to training which was now scheduled for 2017, with a further one area related to a shift change for G4S staff which would be implemented in April 2017.

Accordingly, the Commissioner noted the report.

### **Estate Update**

The Commissioner is asked to note the report at Item 7 and the Appendix showing the current position mid-term as at 2017.

The Estates Department are currently going through a restructure due to work load demand.

It was noted that Accrington Police Station is currently being emptied, prior to being decommissioned. Hyndburn CCTV are currently vacating and will be vacant no later than 1<sup>st</sup> June.

With regard to the new Blackpool Police Station, it was noted that construction had commenced with a forecast handover date of April 2018.

The Commissioner was advised that Blackburn New Town Centre lease had been signed and contractors start on 3<sup>rd</sup> April – construction works should be completed by July 2017.

Finally, it was noted that Skelmersdale Police Station required a major refurbishment and the tender was currently out for expressions of interest with contractors through the North West.

### **URGENT BUSINESS**

No items of urgent business was presented

### **DATE OF NEXT MEETING**

It was noted that the next scheduled Strategic Scrutiny meeting will be held on 22 June 2017.