



**Lancashire
Constabulary**
police and communities together

STRATEGIC SCRUTINY MEETING

**TUESDAY THE 23 SEPTEMBER 2015 AT 2.00PM IN THE
BRADLEY ROOM, POLICE HEADQUARTERS, HUTTON**

NOTE

PRESENT

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

IN ATTENDANCE

Ian Cosh, Director of Resources, Lancashire Constabulary
Ian Dawson - Superintendent, Lancashire Constabulary
Ian Dickinson - Standards and Governance Officer, Office of Police and Crime Commissioner

ITEM 1. PERFORMANCE

1. The Chief Constable presented a report on performance figures in respect of crime reduction and detection rates, with particular reference to an overview of performance; the priorities contained within the Police and Crime Plan; and finance and resources. Overall, the Chief Constable believed that the figures highlighted good performance.
2. In addition the Chief Constable presented a supporting paper in relation to Hate Crime which had been requested by the Commissioner at the previous meeting. It was recognised that Lancashire had seen a REDUCTION of 22% which equated to 95 incidents compared to the same period last year.
3. Whilst welcoming the excellent figures in Lancashire the Police and Crime Commissioner was sceptical to learn that in view of Lancashire's diverse communities the numbers of reported incidents were similar to that of Cheshire and differed significantly from those recorded by Victims Services.
4. In response the Chief Constable informed the Police and Crime Commissioner that the figures were analysed both within the Divisions and centrally through the Diversity and Equality Delivery Group (DEDG) and was confident with the robustness of the process. However, in order to provide re-assurance the Chief Constable agreed to undertake further work to assess the levels of racially and religiously aggravated incidents and offences.

ACTION – Chief Constable to provide a paper assessing the levels of racially and religiously aggravated incidents and offences in Lancashire.

ITEM 2. QUALITY OF SERVICE – UPDATE ON CONTACT MANAGEMENT (101/999 AND PASS RESPONSE)

1. The primary area which the Commissioner had identified for scrutiny was the current performance of the Constabulary's Contact Management Department, and a report was presented by the Chief Constable Steve Finnigan.
2. The Chief Constable advised the Police and Crime Commissioner that the current performance in relation to 999 calls was that 90.45% of calls were being answered within 10 seconds which was just below the nationally agreed target time of 90%.
3. Whilst there was no national agreement in relation to answering non-emergency (national) calls the Chief Constable advised the Police and Crime Commissioner that following an increase in average call answering times due to NDM and more emphasis of resolution at first contact it was agreed that good performance for non-emergency calls would be to answer 80% within 40 seconds.
4. The Police and Crime Commissioner noted that the average call handling for national calls was currently 21 seconds with 83% of calls being answered within 40 seconds.
5. The Police and Crime Commissioner welcomed the improvement in performance in what he believed to be a key public service.

ACTION:- That,

1. **the Chief Constable provide information on when the performance target for non-emergency calls (to answer 80% within 40 seconds) was introduced.**

ITEM 3. STRATEGIC POLICING REQUIREMENT

1. It was agreed that this item be deferred until the next scheduled meeting of the Joint Management Board on the 30 September 2015.