

STRATEGIC SCRUTINY MEETING

**THURSDAY 21 NOVEMBER 2019 AT 1.00PM IN ROOM CH1:13, COUNTY HALL,
PRESTON**

NOTE

PRESENT

Clive Grunshaw - Police & Crime Commissioner
Andy Rhodes - Chief Constable, Lancashire Constabulary

IN ATTENDANCE

Angela Harrison - Director, Office of the Police & Crime Commissioner
Terry Woods - Deputy Chief Constable, Lancashire Constabulary
Steve Freeman - Chief Finance Officer, Office of the Police and Crime Commissioner
Ian Dawson – Chief Superintendent, Lancashire Constabulary
Neil Ashton – Detective Chief Superintendent, Lancashire Constabulary
Mark Winstanley, Detective Superintendent, Lancashire Constabulary
Ian Dickinson – Governance & Policing Lead, Office of the Police & Crime Commissioner
Jane Pearson – Project Support Officer, Office of the Police and Crime Commissioner

ITEM 1 - NOTE AND ACTIONS FROM LAST MEETING

A discussion took place on the progression of an Options Paper in relation to the provision of a future plan for 101/999 provision. It was acknowledged that Constabulary had undertaken a lot of work on the development of digital capabilities in this area, including voice to text solutions. In addition, it had been involved with the development nationally of the recontracting 101 offer with the Home Office, Digital First Programme and National Force Control Room Steering Group.

Whilst accepting lots of work was ongoing, it was disappointing to note that an Options Plan was not available for this meeting. However, one was promised for the meeting in February 2020.

ITEM 2 - PERFORMANCE REPORT

The Chief Constable presented a report in relation to the performance of Lancashire Constabulary to the 30th September 2019.

The Chief Constable explained that the Crime Data Integrity (CDI) impact is now levelling off and they can now compare like with like, quarter on quarter. Accordingly, the Chief Constable was able to report that recording data was now showing a reduction on all crime.

The Commissioner asked the Chief Constable for clarification on the figures disclosed for front line police officers which had recently been provided in a Freedom of Information request (FOI). The Chief Constable stated that the matter had been brought to his attention and that the response provided in relation to the FOI was inaccurate. The Chief Constable advised the Commissioner that only 117 police officers out of 2895 police officers are in 'support' functions, including 17 force command training, 46 trainers and 14 Professional Standards. The police officer deployment figures could be viewed publically on the Police.gov.uk website as these were provided by the Home Office and in addition, he indicated he would ensure that a revised response was sent to the requester setting out the correct figures.

The Commissioner was advised that the Special's Review had now been fully implemented and the support that the 259 Special's give to operational policing continued to increase. It was noted that in the last quarter the Special Constabulary have supported Lancashire with a substantial commitment logging 13,456 hours of operational policing (Immediate Response (IR), Neighbourhood Policing (NHP), Cyber, Roads Policing, Operations, Events and Rural Crime) and an additional 4,960 hours of essential training, briefings and administration.

The Chief Constable informed the Commissioner that whilst ATM attacks continued to be an issue, there had been significant cross border success in targeting Organised Serious Acquisitive Crime Offenders. This resulted in the arrest of GMP offenders committing armed business robbery offences on convenience stores.

The Commissioner noted that whilst there had been a steady increase in knife crime since 2015/16 there had been a 25% increase in knife crime in Q1 2019/20, compared with the same period last year. The Chief Constable advised the Commissioner that the reasons for this were likely to be complex and multiple, but a rise in early 2018 correlated with the rises seen in all recorded crime post-CDI.

Further, the Chief Constable informed the Commissioner that surge activity was continuing with an increase in stop search recorded as well as a number of focussed initiatives, education and prevention work.

Knife arches and wands have begun to be deployed, as part of the Home Office-funded knife crime programme. Secure police vans would carry the wands, which are effectively hand-held metal detectors. An evaluation of the Constabulary's knife crime programme will be led by academics from the World Health Organisation Collaborating Centre for Violence Prevention at Liverpool John Moores University. The evaluation will focus on producing guidelines around the best use of knife arches, wands and bins (currently a gap in the research literature), as well as assessing the overall effectiveness of these tools and the impact they have on local communities.

The Chief Constable informed the Commissioner that Lancashire had seen a significant increase in homicides this year. It was noted that last year's projections

estimated that the Constabulary would be required to investigate 12-17 homicides this year, however that figure already stood at 28.

The Commissioner asked if there was a reason for the increase and if maybe mental health issues were a contributing factor. The Chief Constable replied saying there was a number of contributing factors, substance use/dealing, organised crime, use of weapons and increasing vulnerability in both perpetrators and victims.

The Commissioner was advised that homicides would continue to be closely monitored and further updates would be provided in future reports and the Constabulary will ensure it allocates the appropriate level of investigative resources to these offences and has factored this into its business planning to ensure this is delivered.

The Chief Constable updated the Commissioner on hate crime and stated that they were recording more accurately in this area. The Commissioner stated that there appeared to be an issue with the referral of cases between Constabulary and Lancashire Victim Services (LVS) and asked if this could be addressed. In response the Chief Constable advised the Commissioner that he was aware of delays caused by queues in the Investigations Management Unit (IMU). Those records marked as 'vulnerable' (approximately 30%) are processed immediately to ensure appropriate safeguarding is undertaken and referral to support agencies completed. All other records are reviewed for vulnerability to ensure they are being addressed as soon as possible.

The rape and sexual offence 'In Year Performance' versus the 'Previous 12 Month Period' had followed the same trend as "all crime". Lancashire's annual increases were 32% at the end of March, 14% at the end of May and 5% at the end of July 2019.

It was noted that when assessed separately, rape (+4%, 55) also showed a pattern of reducing increase (+18%, 254 to June 2019) and other sexual offences (-4%, -137) have decreased in volume year-on-year. The Chief Constable advised the Commissioner that it was likely that recent increases were as a result of CDI impact and multiple, historic offences being recorded and it was anticipated that close monitoring of the figures moving forward as well as key pieces of work such as the rape profile would serve to confirm this in the coming months.

It was noted that recorded missing person incidents had increased by 2% in the 12 months to September 2019. The Chief Constable advised that this was likely to be as a result of changes in categorisation. The Commissioner was informed that a Missing from Home Action Plan was being created, with a working group meeting monthly to review progress. Further, the Constabulary was undertaking a review of Child Sexual Exploitation and Missing from Home cases aims to identify intrinsic links between the two. It was noted that, to date, the review had already recognised potential to maximise opportunities to identify common offenders, locations and victims through improved sharing and recording of intelligence. In excess of 150 crossovers between existing CSE operations have also been highlighted. This learning will assist the Constabulary

in early identification of CSE and we may, in turn, expect the impact to be a positive increase in recording.

With regards to developing confident communities, the Commissioner asked the Chief Constable what he was doing to address the issue of satisfaction levels. There are detailed plans in relation to victim satisfaction and it is essential that investigative quality and victim service is at the centre of the Constabulary's core services. The plan includes ensuring victims are kept updated on their crime and investigations through opportunities like digital contact cards and the development of the public engagement platform. The public are informed on the work Constabulary has undertaken through external engagement into which the Constabulary is investing with extra engagement staff and maximising channels of engagement with the public. All this work will be co-ordinated through the development of a Constabulary and OPCC Joint Engagement Board.

ACTION 1: The Chief Constable to provide a revised response to a recent FOI in relation to the number of police officers assigned to non-operational roles.

ACTION 2: The Chief Constable to present the findings of the rape profile being undertaken by the Force Intelligence Unit (FIU) understand the reasons behind the trajectory of rape offences in the last 3 years and aims to identify the key factors which influence outcomes at police and court level to a future meeting.

ITEM 3 - CONTACT MANAGEMENT

The Chief Constable presented a report on the progress for Contact Management.

It was noted that 999 remained a priority and that both 999 and 101 had a number of factors impacting on the performance this last quarter. There was a number of periods of unplanned disruption, during which 'fall back' procedures were implemented. The root of the cause had been identified and addressed.

The Commissioner was advised that the first phase of the Integrated Command and Control System (ICCS) upgrade had been completed successfully and resulted in improved levels of stability and resilience in the system.

It was noted that in order to maintain a staff establishment of 345 PCRO Full-time Equivalent (FTE) there had been an intake of 40 Police Control Room Operators (PCROs) in September 2019, initially taking the staffing establishment slightly over strength to 353 PCRO FTEs. However, the Commissioner was advised that the staffing projections indicated that by the time the new intake had completed their training and commenced working in the FCR in November the PCRO strength would be approximately 345 FTEs due to turnover of the staff within the department. This is a positive position as it means that the department would be commencing the decant with a full staffing establishment.

The Commissioner was informed that preparing the FCR for decant in early 2020 had created significant pressure on the staffing model as the department had needed to accelerate its programme of upskilling PCROs to undertake the radio dispatch and facilitator role. The main driver for this process being the need for each decant location to be self-sufficient in all skill sets as the ability to move staff between the 3 PODs during a shift was not available during decant.

The Chief also explained to the Commissioner that alongside the upskilling process, the Constabulary had been testing the resilience of ICT and to facilitate this testing, they had to abstract a significant number of PCROs over the last few months. The testing was scheduled during lower demand time to minimise the impact on 999 and 101. Due to the nature of the testing, only experienced PCROs could be used.

It was noted that digital demand was also increasing and the Constabulary were abstracting PCROs to help meet the demand. Accordingly, the Chief Constable advised the Commissioner that work was underway to increase capacity in this area with the introduction of a digital team in the FCR.

The Commissioner asked the Chief Constable if the processes identified from the work with Hewlett Packard (Voice to Text) could be introduced sooner, as he believed this would help reduce the number of calls going into the FCR and help take out the waste demand sooner. In response the Chief Constable advised the Commissioner that such interventions would be introduced at the earliest opportunity however this must be done in tandem with the work undertaken by ICT to ensure that the systems were secure and resilient.

ITEM 4 – PSD UPDATE

The Commissioner received a report in respect of Public Complaints Timeliness and Appeals.

It was noted that the overall performance in the Professional Standards Department (PSD) was looking very positive with around 50% of initial contacts now being resolved by the Constabulary's Service Recovery Team to the complainant's satisfaction.

Additionally it was noted that over 95% of complaint cases (119 out of 125) recorded within 10 days.

The Commissioner noted that there had also been a reduction in the time taken to finalise Local Resolutions (LR) from 114 days to 92 days against a national average of 69 days. Whilst this was higher than the national average, the Commissioner welcomed the improvements.

With regard to appeals, it was noted that there had been 12 this year, 11 of which related to Local Resolutions. Additionally, it was noted that there had been a significant reduction in the number of outstanding appeals from 109 in November 2018 to just 6 in September 2019.

ITEM 5 - BEST USE OF STOP & SEARCH SCHEME (BUSS)

The Commissioner noted the report in respect of Lancashire Constabulary's progress and position relating to the Best Use of Stop and Search Scheme (BUSS).

It was noted that 5,219 searches were conducted between the 1 February and the 15 October 2019 (580 monthly average), compared 2,547 (283 monthly average) during the same period in 2018, an increase of 105%. It was noted that this rise had corresponded with a return in confidence of the searching officers and the additional emphasis being placed on the tackling of violent crime, in particular knife crime and the associated increase in the use of section 60.

Despite the increase, there was little if no disproportionality between the numbers of persons stopped and searched from different ethnic backgrounds between 2018 and 2019.

The Commissioner was advised that the Constabulary was undertaking a piece of academic work with the University of Central Lancashire (UCLAN) in regards to Stop and Search proportionality that would be presented at future Scrutiny meetings.

ACTION 3: That the Chief Constable present a report to a future Scrutiny meeting in regards to Stop and Search proportionality.

ITEM 6 - UPDATE ON THE ICV SCHEME AND APPROPRIATE ADULT SCHEME

The Commissioner received a report in relation to the administration of the Independent Custody Scheme and Appropriate Adult Scheme for vulnerable adults in custody for the reporting period April to September 2019.

With regards to the Appropriate Adult Scheme, it was noted that this service was currently provided by Child Action North West (CANW). Safeguarding issues have been identified by CANW and scrutiny of the case files show that in all cases, interventions and referrals were made to other more appropriate agencies.

PART II – PRIVATE AND CONFIDENTIAL

The following matters were discussed in private as they involved the likely disclosure of exempt information as defined in the Freedom of Information Act 2000.

CHILD PROTECTION UPDATE

The Commissioner received a Child Protection update.

**A Harrison
Director**