

## **STRATEGIC SCRUTINY MEETING**

**WEDNESDAY 21<sup>st</sup> FEBRUARY 2018 AT 12:30 IN ROOM CH1:08, 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  
Sue Clarke – Detective Chief Superintendent, Lancashire Constabulary  
Peter Lawson, Chief Superintendent, Lancashire Constabulary  
Ian Dawson - Superintendent, Lancashire Constabulary  
Ian Dickinson – Governance & Policing Lead, Office of the Police & Crime Commissioner  
Jane Pearson – Project Support Officer, Office of Police & Crime Commissioner

### **NOTE AND ACTIONS FROM LAST MEETING**

The Police and Crime Commissioner noted that most of the actions identified at the last meeting had been completed, however the report relating to average speed cameras was still outstanding, but would be carried over to the next meeting.

The Chief informed the Commissioner that the recruitment process for police officers is ongoing and we will receive a detailed briefing on 10<sup>th</sup> April 2018.

### **ITEM 2 – PERFORMANCE REPORT**

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

#### **Fracking**

The update provided in the report was noted. The Commissioner receives ongoing briefings as appropriate.

#### **Citizens in Policing**

##### Special Constabulary

The Commissioner noted that there were currently 383 Special Constabulary Officers which includes 33 new officers who are currently in the final stages of training. From a total of 1967 applicants, 136 Special Constables have applied to become regular officers during the last recruitment window.

## Volunteers

It was noted that currently, Lancashire Constabulary had slightly over 500 volunteers, with just over 100 of these being new applicants. Recruitment was being planned for more cyber volunteers across the county.

## Cadets

It was noted that currently, Constabulary have 518 police cadets and an additional 80 junior cadets, aged 7-13. There are now junior cadet schemes in Morecambe, Broughton and Ribbleton.

£4,000 of POCA money has been made available for Cadet Leaders to receive training from the Sylvia Lancaster Foundation. This will enable them to deliver hate crime presentations to the cadets.

## Tackling Crime & Re-Offending

### **Number of Crimes Recorded**

It was noted that the 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 15,614 crimes (14.9%) and that this was forecast to continue increasing over 2017/18.

The All Crime category had continued on an upward trend, with Lancashire following the national level. However, as the effects of the Constabulary response to the HMICFRS Crime Data Integrity (CDI) inspection report begins to take effect, it was likely that this increase would accelerate over the coming 12 months, both locally and nationally.

All 43 forces nationally have shown an increase in All Crime.

The Commissioner noted the increase again in public order offences and lower level violence offences as below:

- a) Non-Injury Assault – Up 2,706 (28.4%)
- b) Assault – Less Serious Injury – Up 1,896 (13.6%)
- c) Harassment – Up 555 crimes (12.3%)
- d) Public Order Offences – Up 1,735 crimes (61.5%)

Other offences which add most proportionately to the increase include:

- a) All Criminal Damage offences – Up 1,244 (6.9%)
- b) Other Theft offences – Up 1,541 (11.8%)
- c) All Burglary – Up 1,171 (9.6%)
- d) Shoplifting – Up 932 (11.1%)

The Public Order 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 1,735 crimes (61.5%). Public Order continued on an upwards trend

with the exception of September. If trends based on December's figures were to be maintained, it was recognised that there would be a projected increase of 5,195 crimes (73.5%) for 2017/18 year end. However, if January's increase was taken into account, this prediction was higher at 5,487 representing an 83.4% increase on 2016/17.

### **Business Crimes**

The Commissioner was pleased to note that the new Business Crime Coordinator, funded by the PCC, was currently developing a Business Crime Strategy and Delivery Plan which would be presented to the Chief Constable and Commissioner in due course.

The Commissioner noted that a Business Crime survey was currently underway to gain feedback from businesses in relation to the Constabulary's current position towards business crime. There was also a Business Cybercrime Conference taking place in March 2018 in partnership with the OPCC, National Business Crime Centre (NBCC) and Lancashire Partnership against Crime (LANPAC).

### **High Impact Acquisitive Crime**

It was noted that 40 forces nationally have an increase in Robbery (personal) and 30 forces nationally have an increase in Burglary (all).

The Commissioner was informed that following a significant peak in November 2017, there have been reductions in Robbery (personal) in both December and January, with noticeable increases in detection rates in the same months following successful action by the Constabulary.

The Divisions continually run successful operations both proactively targeting burglary offenders and vulnerable areas. All Burglary increases were continuing to slow and year to date increases are at 8.1%.

The Commissioner was informed that the Constabulary was experiencing an increase in burglaries committed by organised crime groups to steal car keys, specifically for high value cars. The level of offences was a priority and monthly performance meetings were being chaired by an Assistant Chief Constable. The Constabulary's response was having a significant impact with evidence of extensive success against travelling criminals.

The Commissioner asked the Chief for more feedback and possible case studies around the increase in Burglary so he can get a proper understanding on the strategy. He also asked for a briefing in relation to the work of the Constabulary's Tactical Operations officers in relation to this with the possibility of a media campaign being carried out after Easter.

**ACTION: The Chief Constable to provide Case Studies around the increase in Burglary together with information in relation to the Constabulary's Tactical Operations Teams.**

## **Road Safety - KSI's**

The 'In Year Performance' compared to the 'Previous 12 Month Period' showed a reduction of 12.0% (98 KSI's) at the Constabulary level. East Division had a reduction of 11.9% (34 KSI's), South Division had a reduction of 13.6% (34 KSI's) and West Division had a reduction of 10.8% (30 KSI's).

Broken down into two casualty types (Adult or Child), the 'In Year Performance' compared to the 'Previous 12 Month Period' showed:

- Adult Casualty – a reduction of 12.1% (87 KSI's) at the Constabulary level. East Division had a reduction of 9.6% (23 KSI's), South Division had a reduction of 12.7% (28 KSI's) and West Division had a reduction of 14.0% (36 KSI's).
- Child Casualty – a reduction of 11.2% (11 KSI's) at Constabulary level. East Division had a reduction of 23.4% (11 KSI's), South Division had a reduction of 20.0% (6 KSI's) and West Division had an increase of 28.6% (6 KSI's).

The Commissioner was informed by the Chief Constable that the ANPR cameras on the motorway were deterring travelling criminals, but noted that recently a number of cameras had been vandalised.

**ACTION: That an update on the investment in ANPR cameras and case studies on their successful utilisation be presented to the next Scrutiny Meeting.**

## **Supporting Vulnerable People & Victims**

### **Rape & Sexual Offences**

The Rape offence 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 228 crimes (22.8%). Approximately 27% of offences reported were historical. Rape continued on an upward trend with a projected increase of 24.3% for 2017/18.

The Sexual Offences 'In Year Performance' period against the 'Previous 12 Month Period' showed an increase of 622 crimes (30.2%). The 'In Year Performance' period against the 'Previous 12 Month Period' against children under 16 was up 307 crimes (18.5%).

It was noted that all 42 forces had seen an increase in Rape and Sexual Offences.

### **Modern Slavery Crime**

The 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 58 crimes (207.1%). Although this was a large percentage increase this was attributed to the small numbers involved in Modern Slavery figures. However, the Chief Constable advised the Commissioner that the true level was still unknown. Accordingly, the Commissioner noted that Constabulary were expecting a significant increase in offences as awareness is raised both locally and nationally.

## **Domestic Abuse Crime**

The 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 2,568 crimes (25.1%). At the end of December, this was forecast to continue increasing over 2017/18 with an end of year prediction of 13,686 – an increase of 28.4% on 2016/17. However, when January's CDI activity based increase is taken in to account, this prediction is higher at 13,930, representing a 30.7% increase on 2016/17.

The Commissioner noted that Domestic Abuse crime had been on an upward trend since February 2015. This was an area which the CDI inspection has had an effect and would continue going forward. Initial analysis showed increases in recorded offences to be mainly in the offences e.g., assault (no injury), assault (less serious injury), harassment/malicious communications and criminal damage.

## **Hate Crime**

The 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 766 crimes (76.6%) for All Hate Crime.

39 forces nationally have seen an increase in racially/religiously aggravated offences.

National data shows that Lancashire was in line with Most Similar Groups (MSG) and England and Wales for reporting of Hate Crime following increased reporting this year and was now increasing at a higher rate than other forces.

The Commissioner was pleased with the Constabulary's commitment to understanding the level of hate crime, which was an area which the Commissioner had been committed to.

The Commissioner was informed that the Constabulary were working with CPS to develop a bespoke training package for hate crime investigations with a legacy of a 'points to prove' guide that will in turn be shared with the North West forces.

The Commissioner asked for an understanding of the range of what was being recorded as Hate Crime and the type e.g., racism, gender, religious etc.

**ACTION: Constabulary to provide a breakdown of the type and level of Hate Crime being reported for next the Scrutiny Meeting.**

## Work Force Representation

The Commissioner noted that the recent campaign for recruitment had been successful in attracting the BME community. At the close of the application process, 7% of the 1967 applicants stated they were BME, 7% LGBT and 2% with a disability.

Further, of the 376 applicants which had been selected to attend the National Assessment Centre 10% were from the BME community, 7% LGBT and 1% had a disability. The recruitment process is still ongoing.

## **Developing Confident Communities**

The Commissioner noted that satisfaction levels were the lowest in the aspects of 'Police Actions' and 'Follow Up'. However, Hate Crime incident levels for 'Follow Up and Police Actions' had shown an improvement compared to the previous period.

The Commissioner stated that the feedback issues need to be addressed and this needed reiterating to the police officers.

**ACTION: That further analysis was required by the Constabulary to understand fluctuations in satisfaction levels and a future report be presented.**

## **Awards**

The Commissioner was pleased to note that Constabulary have achieved 74<sup>th</sup> place in Stonewall's Work Place Equality Index Top 100. This is a jump of 42 places and rates them for the second year running as one of the most improved in the index.

The Commissioner was pleased to hear that the Constabulary had won the 'Diversity Champion of the Year' in the British Muslim Awards.

The Commissioner gave praise for the Lancashire Constabulary Restorative Justice Team being awarded the Restorative Service Quality Mark by the Restorative Justice Council.

## **ITEM 3 – CONTACT MANAGEMENT**

It was noted that this reporting period had continued to be challenging for the Force Control Room and remained the number one priority.

The Chief Constable updated the Commissioner on the progress for Contact Management. The Chief informed the Commissioner that since the last report, work continues to develop a business case to replicate the South Pod trial across all three policing divisions. As such it was anticipated that a fully costed business case would be ready for consideration by the Chief Officer Team and the Commissioner in May 2018.

It was recognised that 2017 had been a particularly challenging year for the 101 call performance and whilst the trend was showing a gradual improvement, the Constabulary were continuing to monitor this closely with recruitment a key factor in improving performance.

The Commissioner noted that staffing levels for the Force Control Room had increased through recruitment and was currently at 332 to meet demand. However, the attrition of staff and police officer recruitment of PCRO's means that reductions in staffing levels will be bolstered by a further recruitment in May 2018 of 50 staff to bring the staffing up to 345 on a permanent basis.

Given the level of demand Constabulary are currently facing, the recruitment plan for the Force Control Room is as follows:

- February 2018 – 40 new recruits will start their training course – they commence duties in the room in April 2018.
- April 2018 – 30/40 new recruits (dependant on how many are successful for PC recruitment) will start their training course – they will commence duties in the room late June.
- September 2018 – to be confirmed based on current risks to the Force Control Room staffing levels and loss of staff to other functions/departments, or resignations.

It was noted that Connect Phase 2 (the replacement of the SLEUTH system) would potentially have an impact on the call handling/data handling times. This required 2 days training which was programmed in to the current plan and scheduled to go live in November 2018.

## **DATE OF NEXT MEETING**

It was noted that the next scheduled Strategic Scrutiny meeting will be held on 5<sup>th</sup> June 2018 at 9:30am in Room CH1:15, County Hall, Preston

## **PART II**

### **HMICFRS UPDATE**

The Commissioner received an update in respect of the HMICFRS Inspections programme 2017/18 in respect of Action Plans to address recommendations and areas for improvement (AFIs) and forthcoming HMICFRS Inspections.

It was noted that the first HMICFRS Board had been held, the purpose of which was to review recommendations, AFIs points of note and action plans associated with all seven of 2017/18 HMICFRS Inspections. This would ensure that the Constabulary was making sufficient progress and ensured they have a forward look at the upcoming inspections and preparations.

The Commissioner was pleased to note that Lancashire Constabulary had been praised for their work in relation to staff engagement through Buzz and on its leadership and commitment to the wellbeing agenda in the HMICFRS National Police Leadership 2017 Report.

It was noted that the PEEL Inspection report on Effectiveness pre-publication had been received for factual accuracy checks. The Constabulary was inspected on only 2 pillars of the PEEL Effectiveness Inspection programme due to its excellent performance in previous years. The 2 areas were Vulnerability (Mental Health and Domestic Abuse) and Strategic Capabilities.

The final report was due to be published towards the end of March 2018.

The Commissioner had conducted an extraordinary scrutiny meeting on the 5<sup>th</sup> February, which focussed on the Constabulary's response to the Inspection findings.

The Commissioner was assured that work was ongoing towards completion of the actions in the Action Plan, but the Commissioner requested further detail around the actual completion dates and what work was still outstanding.

Concerns were raised by the Chief Constable as to the cost of fully implementing the CDI Action Plan and he also highlighted the potential impact on call handling performance if a Crime Data Integrity Team were to be introduced. It was agreed that further modelling would be undertaken and the Commissioner and Chief would meet to discuss options for the way forward.

**ACTION: Constabulary to provide a CDI Action Plan with deadline dates. Further, that Constabulary provide a detailed breakdown list of the actual activity undertaken to date.**

**The Chief and Commissioner will meet again once further modelling has been undertaken to understand the options.**

**The Commissioner agreed to write to the APCC about the impact of this Inspection on Forces.**

#### Appendix B – HMICFRS Child Protection Inspection

The Commissioner was presented with Constabulary's Action Plan in regards to the HMICFRS Child Protection Inspection.

Whilst the final report from HMICFRS would not be published until March 2018, the Constabulary had already put in place an action plan in response to the findings.

#### Custody Inspection

The Commissioner was pleased to hear that HMICFRS have noted the great progress made in this area since the inspection. The extent of commitment which had gone in to achieving those improvements and the re-inspection provided assurance to HMICFRS on the custody provision.

A Harrison  
Director