

STRATEGIC SCRUTINY MEETING

THURSDAY 15 NOVEMBER 2018 AT 12:30PM IN ROOM CH1:08, COUNTY HALL

NOTE

PRESENT

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

IN ATTENDANCE

Angela Harrison - Director, OPCC
Terry Woods – ACC, Lancashire Constabulary
Jon Martin – Assistant Chief Officer, Lancashire Constabulary
Mark Winstanley – Detective Superintendent, Head of Professional Standards, Lancashire Constabulary
Ian Dawson - Superintendent, Lancashire Constabulary
Ian Billsborough – Head of Intelligence & Digital Investigation, Lancashire Constabulary
Louise Fairclough – A/Deputy Director, OPCC
Ian Dickinson – Governance & Policing Lead, Office of the Police & Crime Commissioner
Jane Pearson – Project Support Officer, OPCC

NOTE AND ACTIONS FROM LAST MEETING

The Police and Crime Commissioner noted that all of the actions identified at the last meeting had been completed.

ITEM 2 – PERFORMANCE REPORT

The Chief Constable presented a report in relation to the performance of Lancashire Constabulary to the 30 September 2018.

Fracking

In noting the report the Commissioner recognised that he received regular briefings through his office.

Tackling Crime & Re-Offending

Recorded Crime

For the 12 months to the end of September 2018 compared to the 12 months to the end of September 2017, there had been an increase of 32% in recorded crime.

It was noted that HMICFRS would be revisiting the Constabulary in January 2019 in relation to Crime Data Integrity. Since the last Scrutiny Meeting, Supt Dawson had attended the Police & Crime Panel to explain the increases in recorded crime. The Commissioner noted that the constabulary had undertaken Internal audits in relation to crime recording ahead of the re-visit and the current position was looking encouraging.

Public Order Offences

It was noted that public order offences continued to rise, this was mainly due to the reclassification of ASB non-crime incidents to minor public order offences.

Burglary

It was noted that comparisons for the new definition of residential burglary would only be available in April 2019, however on comparing 5 months from 2017 and 5 months from 2018 there had been a 1% increase.

Robbery

The Commissioner noted that all robbery recorded crimes had increased in the majority of forces. Lancashire was up by 11% which was significantly below those of England & Wales (up 18%) and the North West Region (up 21%). Within Lancashire, personal robberies were up 13%.

Knife Crime

It was noted that some of the personal robberies had involved the use of "bladed weapons". Given the national trends involving knife crime the Constabulary had been keen to ensure that Lancashire proactively addresses the issue to maintain public safety.

Following knife crime offences including personal robbery, in addition to investigating the crimes and arresting offenders, the Constabulary had proactively disrupted the carriage of knives by young people, with a series of targeted operations in the Skelmersdale area using "Section 60" powers. These powers allowed a senior officers to authorise targeted stop searches. The results had proven successful. The situation would continue to be monitored closely via the independent Stop & Search Board.

ACTION: That the Director invites the Chair of the Stop & Search Board, to the next Strategic Scrutiny Meeting on 13th February 2019.

Serious and Organised Crime (SOC) Threats

The Commissioner noted that there had been an increase in offences targeting Cash Machines (ATMs) across Lancashire and the North West Region involving the use of large plant machinery. The Chief Constable informed the Commissioner that this was the top priority for the Tactical Operations Department and the response had been good.

The Commissioner stated that the public needs to be updated around this issue so they can be reassured of the work being undertaken to prevent, disrupt and apprehend offenders. Also the speed of the resourcing response to offences.

ACTION: That the Chief Constable undertakes a media exercise to inform the public of the work being done by the Constabulary in relation to the theft of ATMs.

Road Safety

The Chief informed the Commissioner that the number of persons killed or seriously injured had reduced by 15.7% during the 12 month period to August 2018, 124 fewer casualties. Child casualties had also reduced by 21.3%, 20 fewer seriously injured children – with no child fatalities during this period.

The Chief stated that from the 1st December, they would be launching the annual Christmas Drink and Drug Drive Campaign.

The Commissioner asked the Chief if drugs were becoming more of an issue than alcohol. The Chief explained that as they now had better equipment to test for drugs at the roadside, the results were higher as they could test more people.

Business Crime

The Commissioner was given an update by the Chief Constable around the funding he provided for the Business Crime Coordinators post within Corporate Services. A new coordinator had now been appointed. The coordinator would work alongside the Constabulary's Designing out Crime officers and the Lancashire Partnership against Crime to support both front line policing and develop partnership working with the business community.

ACTION: Meeting to be arranged for the Commissioner to meet the new Business Crime Coordinator to brief him on planned activity and progress to date.

Supporting Vulnerable People & Victims

Domestic Abuse

The Commissioner was informed that domestic abuse crime has continued to rise, however this was believed to be due to the recording changes. The Chief Constable was continuing to analyse offences governed by the Crime Recording Board to ensure any genuine increase was identified and addressed.

Child Sexual Exploitation (CSE)

The Commissioner noted that front line officers and staff had received face-to-face training to increase their knowledge and confidence in recognising and dealing with CSE. The "Think Child" Campaign had now been seen and remembered by 84% of staff.

The Commissioner was informed by the Chief Constable that Constabulary were currently looking in to a more trauma informed approach and making sure all police officers and staff are ACE trained.

ACTION: The Commissioner to receive the same presentation as the Chief Constable did in relation to Child Sexual Exploitation.

Hate Crime

In the year to 30th September 2018, Lancashire Constabulary recorded 2724 hate crimes. This was an increase of 1167 offences (75%) compared to the same period last year and was a significant, but slightly reduced increase compared to the last quarter. The Constabulary expected to see the increase level out through the year given the initial surge in recorded offences, following many hate crime incidents being reclassified as crimes.

Developing Confident Communities

Satisfaction

The Commissioner was informed that the 4 areas of satisfaction measured for this report, gave mixed results. Whole User satisfaction had fallen in both Burglary and Hate Crime, but increased in Violent Crime. The main change however, was in Anti-Social Behaviour (ASB) which had seen a fall in Whole User satisfaction from 77% to 64%. It was possible that this related to the reclassification of large numbers of ASB incidents to minor public order crime reports. ASB incidents had fallen by 23% in the year to September 2018.

The Commissioner sought an explanation from the Chief Constable as to why there had been an increase of 3 hours and 18 minutes in the average time to respond to Grade 3s (Planned Response). In response the Chief Constable explained that this was due to increased response times in West Division. Work was underway to replicate the good working practices identified in East Division and it was expected that the response times would improve.

ACTION – That the Chief Constable to undertake an assessment of the increased time to arrive for Grade 3 response and to present a report at a future meeting.

Confidence

The Chief Constable informed the Commissioner that in the 12 month period to the end of June, overall public confidence in Lancashire Constabulary decreased slightly from 78% to 77%.

Of those surveyed, 63% believed Constabulary could be relied upon when needed (placing them 12th out of 43 forces in the country). A significant 88% believed they were treated with respect and 66% said they would be treated fairly. 72% believed that Constabulary understood local concerns, whilst 61% believed they dealt with those concerns.

In response to concerns raised by the Commissioner, the Chief Constable agreed that further work to undertake the factors impacting on public confidence and to provide the Commissioner with a further report on how public confidence could be improved.

ACTION: The Chief Constable to review the surveying methods and areas surveyed to ensure an accurate understanding of policing service delivery and establish areas of dissatisfaction.

Equality & Inclusion

It was noted that Lancashire Constabulary had recently received more national recognition for its commitment to equality and inclusion. It had secured a top 50 place in the Inclusive UK Employers Awards, an award scheme that recognises and rewards organisations for "harnessing a diverse work force and excelling in their commitment to equality and inclusion across all strands of diversity".

Additionally, the Constabulary was successful in winning 2 awards at the National Black Police Association Conference and Excellence in Race Equality Leadership, the latter being awarded to the Deputy Chief Constable, Sunita Gamblin.

The Commissioner congratulated the Chief Constable on these awards stating that it was excellent recognition for the force.

ITEM 3 – CONTACT MANAGEMENT

The Chief Constable informed the Commissioner that since the last meeting, the trial of the POD working had commenced (25th September 2018). It was noted that the transition went well. The significant change that occurred on switch over day was the change from global to geographical routing of 999 and 101 calls in to the 3 divisional areas. It was noted that there had been no negative impact on service delivery to the public, with service for 101s and 999s being maintained at pre POD levels.

The Commissioner noted that with the POD switchover, the quality is improving, the staff were happier, it was an improved environment and there had been no drop in performance. With regards to the recruitment of the Police Control Room Operators (PCROs), the most recent intake of 30 PCROs started training in September and would become operational in the room

in early December. This would be the first time the actual establishment of PCROs in the Control Room would be at the new level of 345.

The Commissioner was advised that the Investigation Management Unit (IMU) would go live at the end of November with 48 police staff currently going through training. The IMU would be based at Burnley Police Station.

The Commissioner asked the Chief Constable if 101 could possibly be reconfigured – timings restricted, try and get people using online reporting more, have a queuing system, have a live chat option etc. The Chief explained that they had recently increased the number of people dealing with the mailbox for online reporting. However, whilst the increase in usage was encouraging there had been no apparent reduction in demand.

In response, the Commissioner considered that the increase usage of online reporting demonstrated that the public were prepared to use it and more investment was needed to encourage the public further.

In addition to further encouraging the public to channel shift the Chief Constable indicated that whilst it was in his gift to restrict the availability of the 101 to specific times of the day he was also keen to engage with the national procurement team ahead of the 101 re-tendering process.

Accordingly, the Commissioner noted the report.

ITEM 4 – PSD/ETHICS UPDATE

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

It was noted that there had been a reduction in the number of recorded complaints and the time taken to finalise the complaints. There had been 279 public complaint cases recorded in 18/19, a reduction of 36% from the same period last year.

The Commissioner was informed that whilst there had been a reduction in the number of cases over 100 days old the average time taken to finalise Local Resolution had increased from 78 days in 17/18 to 85 days in 18/19. From November 2018, the local resolution process will be centralised with the aim of improving quality, timeliness and public satisfaction as well as reducing workload for the front line and reducing the number of appeals.

It was noted that there was a strong focus on Service Recovery, which was focussed on resolving issues raised by members of the public prior to escalation into a formal complaint. There was a dedicated team engaged in this "triage process" which was proving highly effective in providing quick resolution and reducing overall caseloads.

The Commissioner was informed that there was currently a backlog in relation to local appeals. The Commissioner stated that this was something that needs to be addressed before the new Regulations come in to effect and the appeals are handed over to the Commissioner's Office. The Chief stated that they would be completed by the end of March 2019.

The Chief Constable informed the Commissioner that Operation Manilla accounted for almost 10% of all Complaint Allegations received in Lancashire. Over the last 6 months, 41 complaints have been in relation to complaints at the fracking site, the majority around assault. Dedicated staff have been assigned to complaints in this area. Accordingly, the Commissioner noted the report.

ITEM 5 – RURAL CRIME

The Commissioner noted the report on rural policing in Lancashire and that there is a reassessment in process for the next 5 year plan.

The Chief Constable informed the Commissioner that Constabulary engaged with a range of rural communities to raise confidence in how Constabulary respond to incidents. Through this work, officers gained an increased knowledge and understanding of rural affairs in their area. In 2013, Constabulary had 1 full time wildlife crime officer in Lancashire and 6 trained officers who dealt with wildlife crime incidents, as an addition to their everyday role.

Currently, the Constabulary's approach is different, and they now have 84 trained officers (including constables, PCSOs and Specials), as well as 12 senior/chief officers.

It was noted that Lancashire operated its own in-house National Rural Officers training course which was open to other force areas. This course had been run successfully 4 times over the last 3 years.

The Commissioner stated that there was some great work going on around rural policing and was very happy with the progress.

ITEM 6 – INDEPENDENT CUSTODY VISITORS (ICVs)

The Commissioner noted the report and was concerned around how the issues raised by the ICVs are dealt with.

It was agreed that a bi-annual report would be submitted to the Commissioner and should include information setting out how the issues raised by the ICVs are considered by Lancashire Constabulary and identify any subsequent actions taken.

DATE OF NEXT MEETING

It was noted that the next scheduled Strategic Scrutiny meeting will be held on 13th February 2019 at 12:30am in Room CH1:08, County Hall, Preston

PART II

ITEM 8 - DIGITAL STRATEGY

The Commissioner received an update regarding Information Management and Operational Requirement Coordination Committee IMORCC Exemplar Plan and HMICFRS Digital Strategy recommendation.

ITEM 9 - HMICFRS UPDATE

The Commissioner received an update report in relation to the activity undertaken by the Constabulary following the recent HMICFRS inspections.

A Harrison
Director