



STRATEGIC SCRUTINY MEETING HELD ON TUESDAY 16 MARCH 2021 AT 1.30PM VIA MICROSOFT TEAMS

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
Ian Cosh – Director of Resources, Lancashire Constabulary
Ian Dawson – Chief Superintendent, Lancashire Constabulary
Zoe Mainey, Detective Superintendent, Lancashire Constabulary
Ian Dickinson – Governance & Policing Lead, Office of the Police & Crime Commissioner
Ashley Brown – Policy and Research Officer, Office of the Police and Crime Commissioner

MATTERS ARISING FROM PREVIOUS MEETING

Previous meeting note was agreed. Action outstanding was for Constabulary to look into shopworker abuse and any issues that had been raised in this area. It was noted by the Chief Constable that the Business and Compliance cell of the LRF had produced an action plan on issues to deal with shopworkers.

The Chief Constable remarked that the Constabulary had not received crime reports which would suggest that there is a widespread issue and that the Constabulary would encourage all to make reports.

1. PERFORMANCE REPORT

The Commissioner noted the performance report. It was noted that there had not been a huge shift in the figures.

There was an update on support for vaccination rollout through LVP and Our Lancashire.

It was noted that cadets had provided another opportunity to maintain contact with young vulnerable people through Covid. Especially around lack of contact through schools.

There was an update on specials and it was noted by the Chief Constable that Specials had been invaluable around covid enforcement. It was remarked that there had been an increase in covid callouts and enforcement with a significant upturn in outdoor gatherings.

It was noted that recorded crime down across most areas – down mainly to covid.

The Commissioner remarked that a national comparison was hard to do due to regional inconsistencies. It was stated that Covid had brought together key partners and that through the LRF, the police held the response together. The Constabulary had been a consistent force throughout the pandemic.

The question was asked about how the police would prepare post covid – in terms of ASB, traditional criminality and demand

It was noted that there needed to be strict covid infection control standards – eg custody and close contact. These sites were identified as potential triggers for an outbreak in the workforce and the community. Lateral Flow tests will inform the response. Planning going through the OPS board.

On covid fines the Commissioner heard that the payment rate for fines stood at 54%.

Surge funding for VRU and knife crime was noted – Lancashire's VRU seen as a trail blazer with a focus on early intervention, diversion. It was remarked that there was a potential to spin off the VRUs. The picture around violence was given and was noted as positive with a level of sophisticated investigation.

The Commissioner heard how task forces are disrupting crime with the Intelligence function bolstered through this years budget.

It was noted that domestic abuse was an issue which the police were keeping an eye on as pubs reopen.

The Commissioner was given an update on RASSO convictions and it was noted that Lancashire is matching national standards. The introduction of a RASSO SPOC meant that they were starting to get up to speed with CJ support teams to improve file quality. Reporting positively with engagement with the force.

On Modern Day Slavery, the Commissioner heard that National Referral Mechanism referrals were up 20%. This was driven by better intelligence.

The Commissioner heard that Lancashire Talking was now getting through around 5,000 surveys a month. It was noted that this had left the Constabulary in a good position in comparison with other forces and that there was vast potential for how it could be used going forward.

On Performance Data it was noted that there had been an 18 hour improvement on Grade 3 responses.

999 calls were being answered faster and more calls in total were being answered.

On 101 the time to answer had been cut massively.

2. FORCE CONTROL ROOM

The Commissioner heard an update on the Force Control Room. It was noted that the refurbishment was now complete with live testing taking place.

There had been some issues highlighted in testing but that these had now been dealt with.

The Force Control Room now has a 23% capacity for future growth including a digital team.

It was noted that Trade Union colleagues were on the whole happy with the update.

The Force Control Room Pods were noted as arriving in April with the South Pod to come online in the summer. This allowed for testing and to pre-empt any failures.

Grown in the last year including on digital team.

The Commissioner noted that Constabulary were working with workforce reps to improve recruitment in BAME, LGBT etc.

Performance management undertaken using Microsoft BI

The Commissioner heard that the Digital Team had gone live with a 24 hour team dealing with digital demand.

On planned recruitment, the Commissioner heard that the Constabulary was not planning on being below budget at all and that this would mean reassurance around performance delivery.

Performance is strong – abstraction rate and covid incidence taken out show that improvements have been made. 40k covid incidents leading to huge demand.

Abandonment rates now down to 0.5%

3. PART I OF THE PROFESSIONAL STANDARDS DEPARTMENT REPORT

The Commissioner heard that the anticipated increase in recorded public complaints has borne out.

There was an average of 107 cases and 211 allegations.

It was noted that timeliness was good and that the structure is in place and consistently strong performance within the 10 day period.

It was noted that the top 3 type of allegations are similar to pre change of regulations.

It was noted that the impact of digital calling cards may impact on police action following contact.

The Constabulary wanted to better understand the nature of contact with the public in Lancashire.

It was noted that timeliness is an improving picture with 80% of complaints finalised with 56 days.

4. DATE OF NEXT MEETING

It was noted that the next scheduled meeting would be held on Wednesday 23 June 2021 at 1.00pm.

PART II

5. PART I OF THE PROFESSIONAL STANDARDS DEPARTMENT REPORT

The Commissioner received an update in relation to police misconduct hearings and timeliness of public complaints.

A Harrison

DIRECTOR