



REPORT TO:	STRATEGIC SCRUTINY MEETING
DATE:	23 June 2021
TITLE:	Quarterly Performance Report

1. Issue for Consideration

1.1 The purpose of this report is to provide an update in relation to the performance of Lancashire Constabulary.

2. Recommendation

2.1 The Commissioner is requested to review the report and make comments as appropriate

3. Background

3.1 This report advises the Commissioner of the performance of Lancashire Constabulary against the agreed performance indicators which are reported to the Police and Crime Panel. Crime data is taken from Foresight (up to 31st March 2021) or the Constabulary's recorded crime Business Intelligence Dashboard. The data source will be stated in each relevant section.

4. Protecting Local Policing

a. Proportion of budget spent on front-line policing.

	Spend 31/3/21	%
	£m	
Visible	108.7	38.6%
Non-Visible	90.0	32.0%
Operational Frontline	198.7	70.6%
Frontline Support	23.7	8.4%
Business Support	59.0	21.0%
Other	18.7	
Total	300.1	

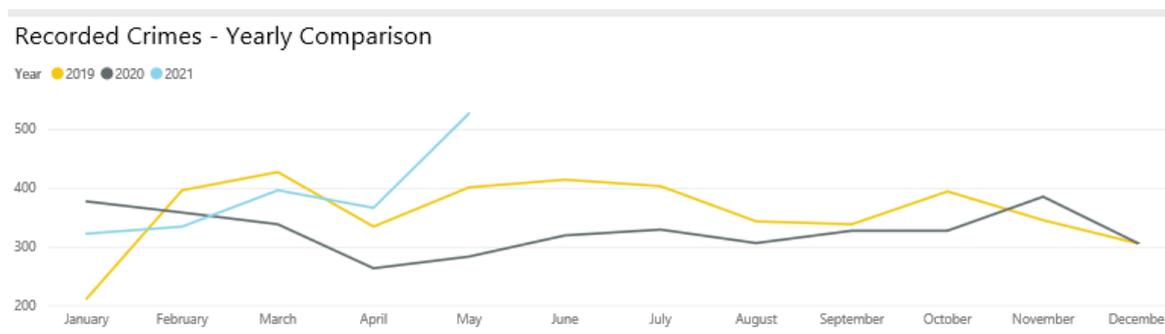
b. Workforce Census

Workforce census data is only provided annually, therefore the report will updated when the data for 2020/21 has been formally signed off

5. Tackling Crime and Reoffending

a. Recorded Crime

In the year to the end of March 2021, recorded crime levels were substantially lower than for the same period in 2019/20 (-16%; from 142,374 – 2019/20 to 119,515 – 2020/21). This is in line with national trends which have followed since the pandemic and associated restrictions began.



This trend continues when comparing the latest quarter's figures, with the quarter 4 last year (2019/20) across almost all crime types. Three crime categories buck this trend, but to a lesser degree than at the last update - drugs offences (17% increase; +117), possession of weapons (+7%; +18) and miscellaneous crimes against society (+6%; +44). The increase in drugs offences correlates with a number of successful, proactive operations and some of the increase in weapons offences is linked to increases in stop and search activity. Corporate analysts have also identified that in recent months, there has been an increase in "successful" offensive weapons searches (from around 21% late 2020 to 28% this quarter) – where an item was found during the search.

National and regional figures to end of March 2021 show that annual change to all recorded crime in Lancashire (-16%) is tracking slightly above figures for all England and Wales (-13%), for the North West region (-12%) and for our Most Similar Group (-14%).

Offence Type	Annual Change to 31st March 2020	Annual Change to 31st March 2021	Change Q4 19/20 v 20/21
All Crime	-13% (-22,701)	-16% (-22,859)	- 14% (-4,584)
Violence with Injury	-19% (-3,720)	-13%, (-2,072)	-18% (-650)
Violence w/o Injury	-4% (-981)	-17%, (-3,986)	-17% (-916)
Burglary Residential	-18% (-1,626)	-22%, - (1,614)	-19% (-324)
Robbery Personal	+5% (+55)	-20%, (-220)	-8% (-17)
Public Order Offences	-31% (-4,815)	-13%, (-1,342)	-8% (-177)

* Source: Recorded crime dashboard

Also, in line with national trends is the marked increase in anti-social behaviour incidents (+69%, +39,360) in the financial year to March 2021 vs. 2019/20, which was largely driven by breaches in COVID-19 restrictions. This was described in detail at the last strategic scrutiny on 16th March 2021.

b. National Outcomes Framework

The Home Office and National Police Chiefs' Council (NPCC) have been working together on a set of

Item 2

National Crime and Policing Outcomes, with associated measures aligned to key national priorities. The framework is intended to assess performance and demonstrate value for money in policing, with a focus on reducing crime and increasing public confidence in the criminal justice system. The measures are outlined (provisionally) below and the latest communication suggests that the year to June 2019 will be used as a baseline period, from which positive directional change is expected over a period of 3-4 years, (at present). The Constabulary will be held accountable nationally at the Crime and Policing Performance Board (CPPB) and set of parallel CJS cross-system measures have been proposed around the measurement of high-harm, under-reported crimes (e.g. rape and CSE), although this is still subject to ongoing discussion across government. The next CPPBs (in June and October 2021) will focus on homicide and neighbourhood crime specifically, as these are the measures with the most consistent and accessible data across forces.

Outcome	National measure/data source	
Reduce murder and other homicide	Homicides (police recorded)	} Policing accountability via the Crime and Policing Performance Board
Reduce serious violence	Hospital admissions of u25s for assault with a sharp object (NHS data)	
	Offences involving discharge of a firearm (police recorded)	
Disrupt drugs supply and county lines	Homicide in England and Wales (ONS) data on drug related homicides.	
	Substance misuse treatment for adults (PHE) data on new presentations to treatment by referral type.	
Reduce neighbourhood crime	Burglary, robbery, theft of and from a vehicle, theft from a person (CSEW)	
Improve satisfaction among victims, with a particular focus on victims of DA	Satisfaction with the police among victims of domestic abuse (CSEW)	
	Victim satisfaction with the police (CSEW)	
Tackle cyber crime	Confidence in the law enforcement response to cyber crime (Cyber Aware Tracker)	
	Number of businesses experiencing a cyber breach or attack	
Parallel cross-system measures, not part of policing outcomes framework		
CJS outcomes for rape cases*	Given the challenges of measuring impact against these high-harm, under-reported crimes from a policing-only perspective, without creating perverse incentives, we believe the most effective approach would be a suite of cross-CJS measures. Discussions are ongoing across government regarding these measures.	} Proposed cross-system accountability via other forums
Tackle CSEA *		

Corporate analysts are working to describe the Constabulary's current position against each of the measures and to identify where there are issues with data availability or quality. The measures will be monitored on a monthly basis through the Constabulary's Victim-Focused Review meeting, due to be chaired monthly by the Deputy Chief Constable and expected to commence within quarter 2 of 2021/22.

c. Violence Reduction Network (VRN)

GRIP Funding

The Home Office have offered the PCC a £710k grant to all violence reduction units to implement additional hotspot policing to target precise geo locations for serious violence, rolling out from June 2021. The Home Office require 15-minute patrols in hot spots, with repeat attendances within 4 days. In preparation for this, top locations (wards) have been identified across the county for serious violence (in line with the LVRN (Lancashire Violence Reduction Network) serious violence definition) and the LVRN analyst is in the process of reducing each location to 150-200m radius areas for focused hot spot patrols.

Op Sceptre

LVRN together with Lancashire Constabulary joined together for Operation Sceptre, a week (April 26th to May 2nd) of intense police action against knife crime, yielding a range of positive results:

- 300 knives were taken off Lancashire's streets;
- Police officers made 72 arrests, during which eight knives were seized;
- 26 public spaces were searched for weapons, resulting in four knives being recovered;
- A series of school visits saw 400 young people learning about the risks and dangers of knives in a bid to discourage young people from becoming involved in knife crime.

Op Adder

A 3-year pilot has commenced, which seeks to reduce drug-related deaths and drug addiction in Blackpool. In the past 3 months, 4 organised crime groups have been disrupted and over £4.5k in cash has been seized.

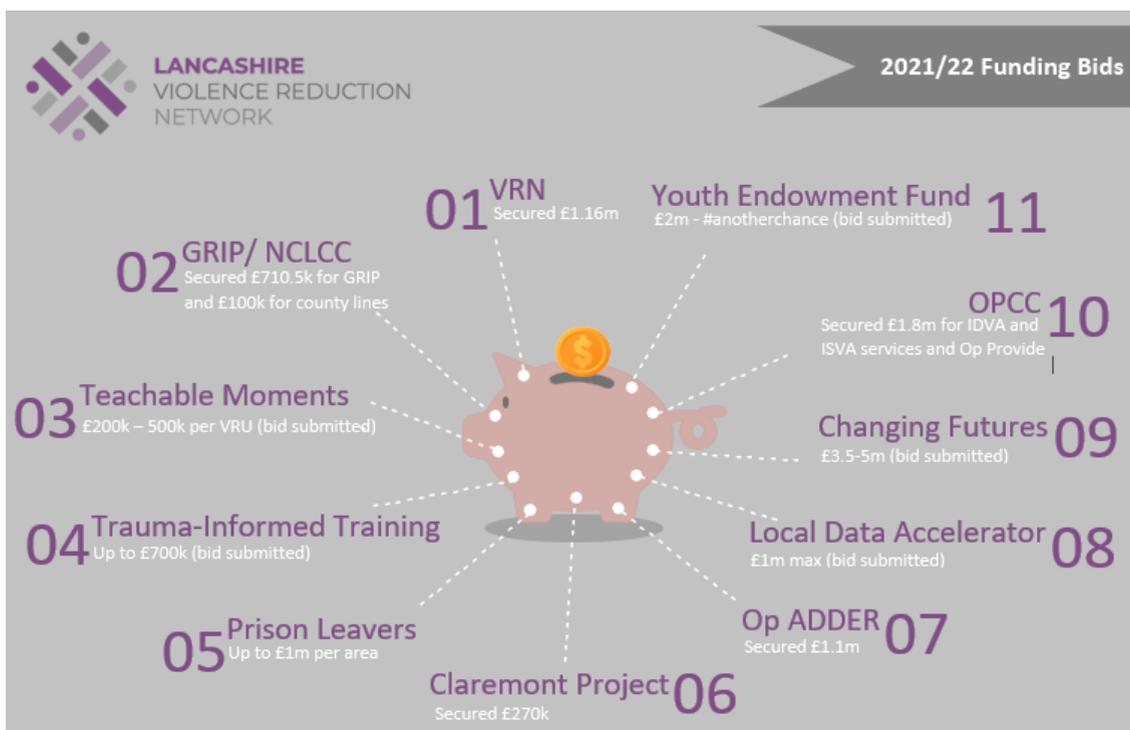
In collaboration with public health, 33 adults and 19 young people are currently being engaging with services to address their substance misuse, and related behaviour.

Youth Violence Strategy

A survey with 7 questions has been sent out to 32 organisations across Lancashire to better understand violence and inform the LVRN strategy. The questions focused on causes of violence, gang involvement, knife carrying, social media influence, and how to solve the problem. To date, 7 organisations have responded (consisting of 15 different groups) and the remaining organisations are set to respond within the next two weeks

Funding and Bids

Lancashire VRU has secured extended VRN funding, alongside funding from various sources for specific projects and specialised interventions. Responses are awaited from the Home Office regarding funding applications to expand the DIVERT programme, ED (Emergency Department) navigator programme, and Trauma-Informed training.



6. Force Control Room (FCR)

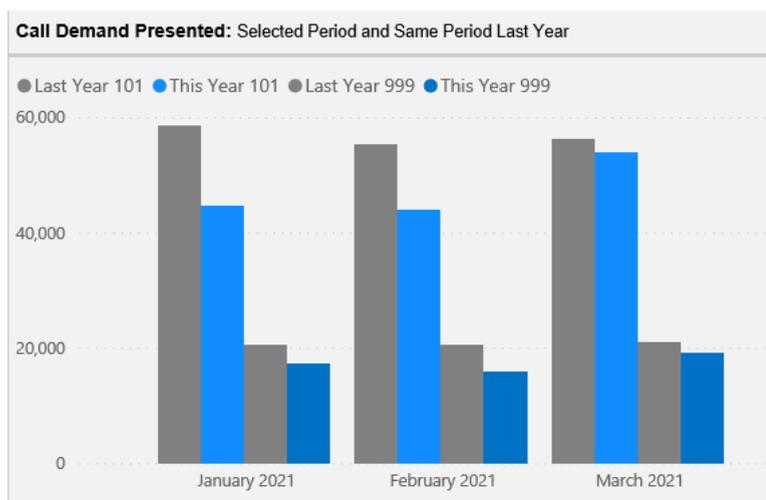
a. Recant Update

- 6.1 A detailed update was provided at Strategic Scrutiny in March (2021) and the PCC's Office is represented at the FCR Transformation Board. The recant was successfully completed on schedule with the East and West Pods along with the Force Incident Manager/ Intel Support all being successfully migrated back into the main FCR, with minimal impact on service provision.
- 6.2 In line with the Covid-safe operating model, staff are now operating fully from the Force Control Room delivering geographic POD working and local alignment. As part of the recant, the teams have also successfully migrated to Office 365 with minimal impact on operational performance.
- 6.3 The South POD is remaining in our Preston facility until Covid restrictions allow for the safe return of staff. This is being provisionally planned for September after the summer period. Since relocating back to the main FCR, the feedback from staff has been extremely positive following targeted engagement and their direct involvement in the redesign.
- 6.4 The programme is on schedule as we approach Phase 2, which includes relocation of the Digital team, the bringing together of the Agency and Silver Rooms whilst supporting Site B transition and migrations, as well as the required ICT de-commissioning.
- 6.5 Work continues under the departmental transformation plan with particular focus on Training and CPD for the staff. Also, the day team trial is now 3 months in and is proving to be a success in relation to assisting with call demand during the day. There is some further work to do regarding its expansion into the evening, which is tied in with some longer-term work around better matching our staffing / rotas to our demand profile.
- 6.6 The Centricity upgrade to the Integrated Communication Control System (ICCS) is still on track for implementation early July 2021 and will provide greater flexibility in dynamically managing our call taking provision.

b. Performance

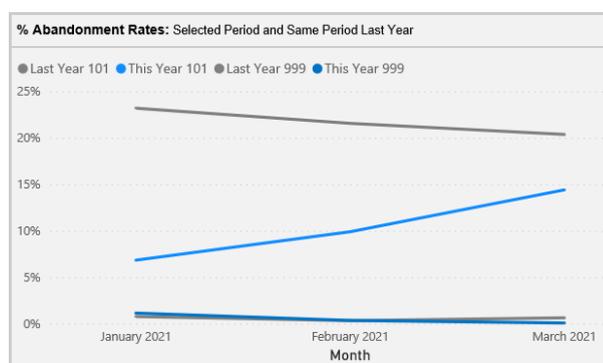
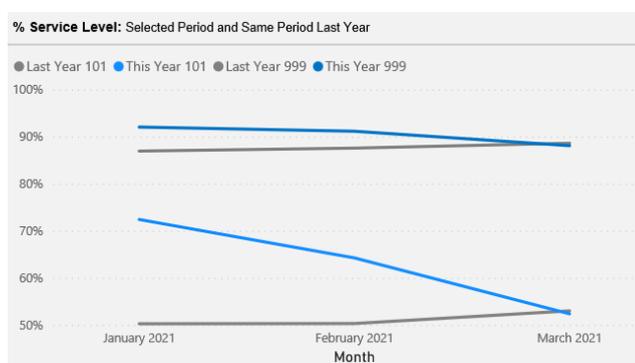
6.7 There have been 195,562 calls presented to the FCR (January to March inclusive) compared to 232,605 in the same period of 2020, a reduction of 16%. In this period, the number of average calls received per day have however increased from 2,005 January 2021 to 2,364 March 2021.

In the chart below, the bars from left to right represent: Last year's 101s; This year's 101s; Last year's 999s and This year's 999s in respect of calls presented.



101	999
142,841 Calls Presented	52,721 Calls Presented
127,569 Calls Answered	52,430 Calls Answered
63.1% Service Level	90.5% Service Level
10.4% Abandonment	0.6% Abandonment

6.8 The service level for 999s at the end of March was 90.5% and for 101s was 63.1%, compared to 87.8% and 51.3% respectively for the same period last year. Abandonment rates for the period were 0.6% for 999s (static vs. prior year) and 10.4% for 101s (21.8% prior year).



c. Staffing Levels & Recruitment

6.9 Current FTE is 327 vs the 345 operational target excluding 23 new recruits due to become live late June 2021. Covid-related absences (isolation due to track and trace alerts) have also impacted resilience, with the equivalent of 39 FTE hours lost during the last quarter.

6.10 In terms of recruitment, the next intake of 30 operators is being progressed through the current recruitment campaign and this intake are due to commence training in early Oct 2021. An analysis of our recruitment process is ongoing with the priority of maximising intakes to meet peak demand periods.

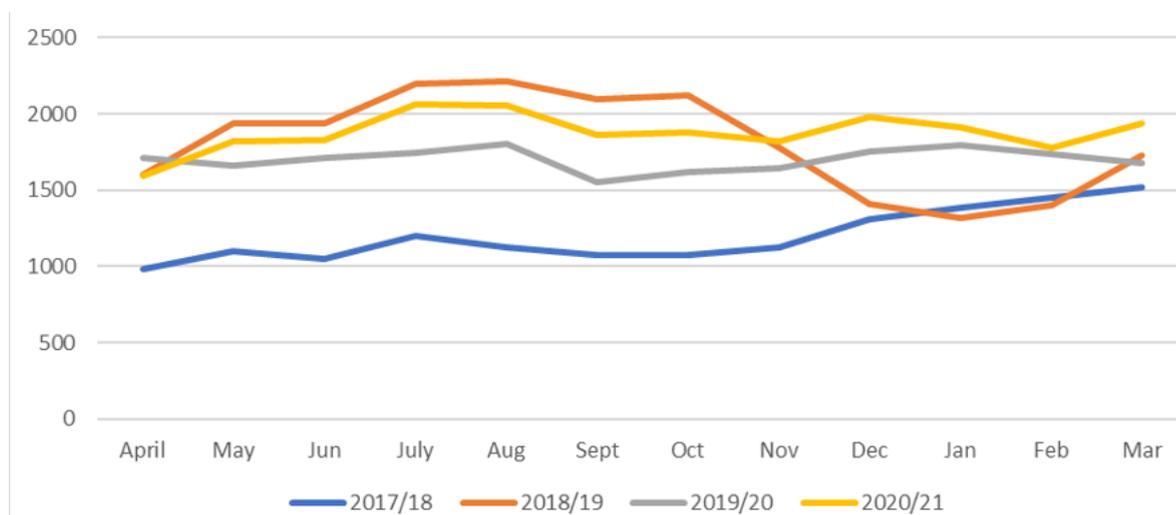
7. Supporting Vulnerable People and Victims

a. Domestic abuse

Domestic Abuse (DA) crime increased by 11% for the 12 months (+2149 crimes) to the end of March 2021. In the last quarter of 2020/21, levels of DA crime continued to track slightly above levels for

the previous year and since March, a clear uptick is evident. This is in line with both national DA trends and wider recorded crime trends since lockdown restrictions started to ease.

DA crime trends 2017/18 – 2021/21



The multi-agency, Pan-Lancashire #noexcuseforabuse campaign continues, which includes the promotion of safeguarding tools such as Clare’s Law, Ask for Angela, Ask for ANI (Action Needed Immediately – a scheme providing a safe space for DA victims in pharmacies), perpetrator programmes and factsheets for frontline professionals. Funding has also been obtained through the campaign for personal alarms and DA mobiles which will be distributed across all 3 BCUs (Basic Command Units).

On 29th April 2021, the Domestic Abuse Bill was passed and signed into law. Although the DA Act has now achieved Royal Assent, most parts still require further statutory guidance and instruments to be laid before enactment. Lancashire Constabulary, working with partners, has a DA Act action plan which will ensure a state of readiness in preparation for the next phases. Currently the College of Policing are working with the Home Office and nationally we await further guidance around the next steps.

Operation Provide

Following the initial success in West BCU, and positive evaluation of the provision by Liverpool John Moore’s University, the OPCC have submitted a bid for £1.8m to the Ministry of Justice. This includes a request to fund two Operation Provide IDVAs per BCU, with a view to creating a Pan-Lancashire co-response model for victims of Domestic Abuse. This bid was recently successful.

b. Operation Encompass

Op Encompass is a national initiative with the aim of helping to protect children, through better communication between the police and schools. Compliance is monitored both in terms of the proportion of all eligible investigations for which a referral is generated and the proportion of referrals with a valid (school) destination.

	January	February	March	April	May
Eligible investigations with a referral	80%	73%	61%	72%	90%
Referrals with a valid destination	69%	65%	54%	65%	83%

Recent figures show a slight dip in terms of compliance, however there were some technical system issues for approximately a week in March 2021 and following further inputs to BCUs, compliance has increased again during April and May 2021.

The Lancashire Multi-agency Op Encompass Implementation Team have completed training with designated safeguarding leads from all Lancashire Colleges. Inclusion of College students in the Op Encompass scheme is imminent. This will raise the age range to include all children aged 4-18 years. Work is progressing to include 'Early Years' provision i.e. Children under 4 years of age in the scheme and it is anticipated this will be achieved during 2021.

c. Rape and Serious Sexual Offences (RASSO)

Recorded "sexual offences" have reduced year-on-year by 10.4% (-455) to the end of March 2021.

All sexual Offences (data source: Forcesight v5, <Force Summary>; to end of March 2021)

AREA	%	12M to March 2020	12M to March 2021
England & Wales	- 8.7%	161,160	147,145
Most Similar Group	- 13.4%	38,167	33,066
North West Region	- 6.6%	21,246	19,838
Lancashire*	- 10%	4,361	3,906

*Lancashire data taken from the Recorded Crime Dashboard.

When assessed separately, trends for rape and sexual offences are consistent with the last update – rape -12%, -168; and other sexual offences -10%, -287; when compared with the same period last year.

There were 1055 recorded rape or sexual offence crimes in the period from January to March 2021. This is a 2% decrease when compared to 1076 recorded crimes in the same period in the previous year.

Rape and Sexual Offences (RSSO) cases have been identified as a priority for the Improving the Quality of Investigations Board (IQI) during 2021/2022 focusing particularly on the timeliness and quality of investigations as well as initial contact with victims and file quality. A new RASSO Detective Inspector role has commenced and will further support this work.

Ongoing work with the National Joint Police/CPS RASSO action plan continues. Ongoing support at a national level will afford collaborative working to ensure delivery against the National Vulnerability Action Plan. This joint police/CPS RASSO Task & Finish Group will improve police and CPS communication with Independent Sexual Violence Advisors (ISVAs) and equivalent services. Further task group involvement is anticipated - this includes Early Investigative Advice (EIA) and Case work quality and digital capability. A force vulnerability strategy has been developed and agreed in line with the national strategy. Refreshed RASSO Policy/Guidance and Force Action Plans have been completed, taking into account the national steer. A draft Violence and Intimidation against women and girls strategy has been reviewed and will continue to feed into the ongoing activity captured within the RASSO action plan.

d. Modern Day Slavery and Exploitation

There have been 139 recorded Modern Slavery Act offences (recorded crimes) for the 12-month period from 01/04/20 to 31/03/21 compared to 120 in the same period 2019/20. This represents an increase of 19 recorded offences (+16%) and the breakdown of counting ("036" according to Home

Item 2

Office Counting Rules) and non-counting (NC88, N200) categories is provided below to demonstrate overall demand.

Measure Taken from Recorded Crime dashboard unless stated with *	Previous 12 Month Period Apr '19 - Mar '20	In Year Performance Versus Previous 12 Month Period	In Year Performance Apr '20- Mar '21
Modern Slavery (Only introduced 1st April 2015) *CONNECT MI	193	Increase (2%, +3)	196
Crimes (036 MDS)	120	Increase (16%, +19)	139
NC/88	30	Increase (13%, +4)	34
N200s	43	Decrease (47%, -20)	23

Human Trafficking (HT) and Modern-Day Slavery (MDS) remain force priorities. There are multiple live operations active across Lancashire, these are in relation to sexual exploitation, forced labour and criminal exploitation, including child criminal exploitation.

Sexual exploitation continues to be the most reported typology of modern slavery and criminal activity has largely increased due to cannabis cultivations and the growth of child criminal exploitation in county lines cases. All Officers, PCSOs and Criminal Justice staff have been assigned mandatory online training aimed at providing a brief overview and understanding of Section 45 of the Modern Slavery Act 2015. There is ongoing HTMDS training scheduled throughout 2021 for new recruits, including police officers and PCSOs.

The Pan Lancashire Anti-Slavery Partnership (PLASP) now have several events and roadshows planned as restrictions are lifted. On Saturday 29th May 2021 the chair of the Lancashire PLASP Sion HALL in partnership with the Merseyside OPCC arranged an event at the at the Anglican Cathedral and the Slavery Museum on Albert Dock, generating publicity and awareness around Modern slavery. Further events are planned on Saturday 19 June 2021 at Morrisons in Nelson and on Friday 9 July 2021 at Coal Clough Academy, Burnley.

e. Child Sexual Exploitation

Monthly figures continue to fluctuate for CSE-related incidents and crimes. An uplift in exploitation staff is expected in the near future and their response in conjunction with the Community Safety uplift will offer a coordinated response to those at risk of CSE. A focus on perpetrator intelligence and Op Empra-led evidence will support each BCU response.

CSE Awareness day in March saw multi-agency communications to raise awareness via the launch of a countywide Contextual Safeguarding Communications working agreement. This brings all partners with a duty to safeguard together ensuring one, coordinated voice around safeguarding across Lancashire.

f. Missing Persons

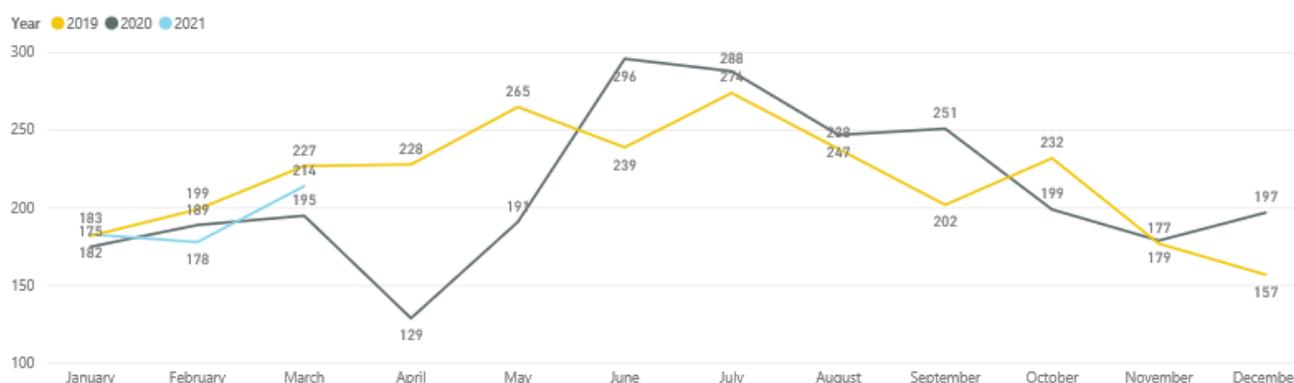
During the period January to March 2021, there were 1301 missing investigations. Recording has increased from 420 in January to 507 in March 2021. Children continue to be the largest cohort at 69%.

Continued focus on collaborative responses with partners is assisting in identifying and responding to vulnerable persons with the Children's Safeguarding Assurance Partnership (CSAP)-led protocols for children and adults progressing well.

g. Hate Crime

In the 12-month period between 1st April 2020 and 31st March 2021, 2,586 crimes were recorded. This is a stable position (0.5% decrease) when compared to 2,598 recorded crimes in the same period in the previous year and hate crime trends are tracking alongside those of 2019 and 2020 in the year to date – see chart below.

In Quarter 4 (01/01/21 – 31/03/21) 575 hate crimes were recorded overall. This is a 3% increase when compared to 559 recorded crimes in the same period in the previous year.



*source: recorded crime dashboard

Comparing the most recent quarter with quarter 3 (01/10/2020 – 31/12/2020) and looking at a breakdown of the separate protected characteristics, builds a somewhat mixed picture. There was an increase in the number of crimes related to Disability (18.52%, from 27 to 32; -5 crimes) and Race/Ethnicity (0.74%, from 404 to 407; +3). However, there was a reduction in reports of Transgender/Gender (16.13%, from 31 to 26; -5), Sexual Orientation (1.79%, from 112 to 110; -2), and Religious (18.75%, from 16 to 13 (3)) hate crimes.

Comparing the latest quarter to the same period last year, highlights an increase in the reporting of hate crime relating to Transgender/Gender (from 12 to 26 (+14 crimes)) and Sexual Orientation (30.95%, from 84 to 110 (26)). This is believed to be as a result of an increased awareness in the area.

The Strategic Hate Crime and Community Cohesion multi-agency group is being revived and a refreshed strategy with accompanying delivery plan will be implemented during the next quarter.

8. Developing Confident Communities

a. Confidence: Crime Survey of England and Wales (CSEW)

Data for the CSEW at force-level will not be updated this quarter due to the impact of the pandemic, so the latest figures are still those to the end of March 2020. ONS (Office of National Statistics) are not producing Police Force Area-level data from the telephone-based CSEW, owing to the smaller overall sample sizes.

9. Force Management Statement (FMS)

Work is well underway in the preparation of FMS 4. Whilst the deadline from HMICFRS is not until May 2022, with a window of submission available from June 2021, Corporate Development are progressing the FMS in time for the business planning cycle. This reflects the level of integration of the FMS into business planning. A new external editor has been identified via HMICFRS. New draft guidance has been circulated and is being incorporated

into this iteration of the document.

PROTECTING LOCAL POLICING			
Measure	Previous Equivalent period April 19- March '20		In Year Performance April 20- March '21
Proportion of Force Budget Spent on Front Line Policing: visible	£103.7M (38.7%)		£108.7M (38.6%)
Proportion of Force Budget Spent on Front Line Policing: non visible	£87.1M (32.5%)		£90.0M (32%)
Measure	Previous 12 Month Period April 19- March '20	In Year Performance Vs Previous 12 Month Period	In Year Performance April 20- March '21
Grade 1 - Emergency Response Median Time to Arrive (Target <15 Mins)	10.3	-0.1 min	10.2
Grade 2 - Priority Response Median Time to Arrive (target <1 hour)	33.8	+0.7 min	34.5
Grade 3 - Routine Response Median Time to Arrive (<48 hours)	975.3	-677.8 min	297.5
999 Calls - Service Level < 10 secs	77.3%	+6.5%	83.8%
999 Calls - Time To Answer (Average)	8.81	-2.3 sec	6.48
101 Calls - Service Level	44.3%	+10.1%	54.4%
101 Calls - Time To Answer (Average)	192.59	-87.41 sec	105.18

TACKLING CRIME & RE-OFFENDING			
Measure Taken from Recorded Crime dashboard unless stated with *	Previous 12 Month Period April 19- March '20	In Year Performance Versus Previous 12 Month Period	In Year Performance April 19- March '21
All Crime	142,374	Decrease (16%, - 22,859)	119,515
Violence with injury	16,140	Decrease (13%, - 2,072)	14,068
Violence without injury	22,926	Decrease (17%, - 3,986)	18,940
Burglary Residential	7,234	Decrease (22%, - 1,614)	5,620
Robbery (Personal)	1,085	Decrease (20%, - 220)	865
Public Order	10,539	Decrease (13%, - 1,342)	9,197

Number of Anti-Social Behaviour Incidents	57,031	Increase (69%, +39,360)	96,391
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SUPPORTING VULNERABLE PEOPLE & VICTIMS

Measure Taken from Recorded Crime dashboard unless stated with *	Previous 12 Month Period	In Year Performance Versus Previous 12 Month Period	In Year Performance
	April 19- March '20		April 19- March '21
Rape	1,358	Decrease (12%, -168)	1,190
Other Sexual Offences	3,003	Decrease (10%, -287)	2,716
CSE Crime	529	Decrease (1%, -5)	524
Modern Slavery Crimes (Only introduced 1st April 2015)	120	Increase (16%, +19)	139
Domestic Abuse Crime	20,409	Increase (11%, +2149)	22,558
Hate Crime	2,598	Decrease (0.5%, -12)	2,586
Missing Person Incidents *Responding Dashboard	9,804	Decrease (20%, -1602)	8,202

DEVELOPING CONFIDENT COMMUNITIES

Measure	Previous 12 Month Period	In Year Performance Versus Previous 12 Month Period	In Year Performance
	April 19- March '20		April 19- March '21
Confidence - CSEW (Overall Confidence)	74.3%	-	N/A