



STRATEGIC SCRUTINY MEETING

WEDNESDAY 21 SEPTEMBER 2021 AT 9.00AM IN SAVOY SUITE, COUNTY HALL, PRESTON

NOTE

PRESENT

Andrew Snowden - Police and Crime Commissioner
Chris Rowley - Chief Constable, Lancashire Constabulary

IN ATTENDANCE

Angela Harrison – Director, Office of the Police and Crime Commissioner
Pete Lawson – Assistant Chief Constable, Lancashire Constabulary
Sam McKenzie – Assistant Chief Constable, Lancashire Constabulary
Ian Cosh – Director of Resources, Lancashire Constabulary
Ian Dawson – Assistant Chief Constable, Lancashire Constabulary
Steve Freeman – Chief Finance Officer, Office of the Police and Crime Commissioner
Stasia Osiowy – Chief Superintendent, Lancashire Constabulary
Zoe Mainey – Detective Superintendent, Lancashire Constabulary
Ian Dickinson - Standards and Governance Officer, Office of Police and Crime Commissioner

1. NOTE AND ACTIONS FROM LAST MEETING

The Police and Crime Commissioner was pleased to note that all the actions identified at the last meeting had either been completed or ongoing and no actions were outstanding.

2. PERFORMANCE REPORT

The Commissioner received an update on the Constabulary's performance against the current Police and Crime Plan. It was noted that Anti-social Behaviour (ASB) and the perception of ASB was important for the Constabulary to focus on as it was important to communities across Lancashire.

The Commissioner was advised that the Constabulary were focussing their attention on the dedicated rape teams to improve the detection rate which stood at 9%. It was also remarked that seeing increases in the number of rapes reported was potentially a good thing and could indicate that victims had the confidence to come forward to the police.

It was noted that the greater use of technology was allowing officers to be out



more and enabled them to carry out tasks using the Samsung devices issued to officers.

A discussion ensued in relation to the demand being placed on the Force Control Room and the impact this was having on the abonnement rates for 999 and 101 calls.

In response, the Chief Constable advised the Commissioner that as the county emerges from the covid restrictions the constabulary were seeing an increase in demand. By way of an example, the Chief Constable informed the Commissioner that recently the force received over 1400 calls for emergency (999) in one day which was higher than the force would receive on New Year's Eve. However, it was pointed out that not all calls to 999 were genuine emergencies and this was causing significant issues to the police. The Commissioner was advised that up to 80% of calls for service were for 'social issues' or requests for service from another agency and not necessarily the responsibility of the Constabulary to deal with.

The Commissioner made the point that there were resources available to officers and some mapping of the third sector was perhaps needed to better direct those in need.

The Commissioner received an update around the re-introduction of Divisional Commanders and how this was intended to increase accountability in each area providing clear lines of focus for officers.

With regards to accountability and the extra layer of operational oversight by Divisional Commanders, Deputy Commissioner Andy Pratt remarked that there were examples where programmes being run to reduce reoffending were not being promoted to officers with some Domestic Abuse Offender Managers not seeing referrals through their pathways.

Action – The Deputy Police and Crime Commissioner to liaise with T/ACC Ian Dawson to provide the information set out above.

3. NEIGHBOURHOOD POLICING TACKLING ANTI-SOCIAL BEHAVIOUR

The Commissioner received an update in relation to the Constabulary's performance in relation to tackling anti-social behaviour. It was noted that the Constabulary were analysing why ASB hadn't dropped down to 'pre-covid' levels.

A discussion ensued about the calls for service around anti-social behaviour and how both the Constabulary and the Commissioner could invest in the neighbourhood front line over the coming years and get to on top of the issue.



In response the Chief Constable alluded to the 20 police officers who were dedicated to tackling rural issues who were having excellent success at present. However, it was considered that more could be done to engage with rural communities to understand their issues. In more urban areas the Commissioner and the Chief Constable both agreed that along with partners such as community safety partnerships and the third sector we need to support young people and identify diversionary schemes.

The Constabulary was also focussing repeat ASB to drive problem solving activity with a focus on repeat offenders and victims.

It was noted that Lancashire was a beacon of best practice when it comes to dealing with ASB. It was also noted that the use of dispersal orders had increased as well as using the Lancashire Talking programme to tackle ASB.

4. IMPACT OF TASK FORCES

The Commissioner received a report setting out the impact the Constabulary's Task Forces were having on reducing crime. It was noted that Sergeants had been put in place to manage task forces and that they will remain focussed on activities which communities want to focus on the most.

It was noted that there was a 7-10% abstraction rate for task forces to maintain their duties.

The Commissioner was informed that the Rural Task Force had some successes around stolen caravans, particularly used by travellers.

It was noted that the first-year figures for seizures and arrests would be used as a baseline going forward and to provide context.

5. PROFESSIONAL STANDARDS – COMPLAINTS & MISCONDUCT

The Commissioner received an update on complaints and misconduct and was advised how the introduction of new regulations made it difficult to baseline against old regulations.

The Commissioner was advised that there had been an average of 110 cases and 170 allegations recorded per month over the period January to June 2021.

It was noted that there were fluctuations in levels of recorded complaints across geographic areas, with East Division recording the highest number of cases and allegations and South Division recording the lowest.

The Commissioner was advised that in terms of 'Timeliness to Record' complaint cases performance remains high from January to June 2021 achieving 100% within the 2-day period. The remaining months had been between 97.3% and 99%.



The Commissioner was also advised that the top 3 complaint allegation types were concerned with the 'expectations of service' of the complainant not being met. This was for a variety of reasons, but commonly involved decisions/action based on legislation, resource availability and timeliness of the response to a reported incident.

Finally, the Commissioner was advised that the use of digital calling cards was being rolled out to aim to reduce complaints and to give people a point of contact.



HMICFRS INSPECTIONS UPDATE

The Commissioner received a report setting out the time frame in relation to the PEEL Inspection in 2021/22.

In readiness for the inspection the Chief Constable advised the Commissioner that a new HMICFRS governance process had been established in force in July 2021. The purpose was to enable the force to review, drive and consolidate progress against the PAF question set in readiness for the PEEL Inspection and to monitor progress in relation to evidencing the completion of all HMICFRS outstanding recommendations.

The Commissioner was advised that Humberside Police would undertake a mock PEEL inspection in October 2021 which Lancashire would reciprocate later in the year.

PART II – PRIVATE AND CONFIDENTIAL

The following matter was discussed in private as it involves the likely disclosure of exempt information as defined in the Freedom of Information Act 2000.

STRATEGIC POLICING REQUIREMENT

The Commissioner received a report summarising the Strategic Policing Requirement and an overview of the Constabulary's current capacity, contribution, and capability.

The Commissioner considered the Strategic Policing Requirement and noted the Chief Constable's assessment of compliance.

Mrs A Harrison
Director