

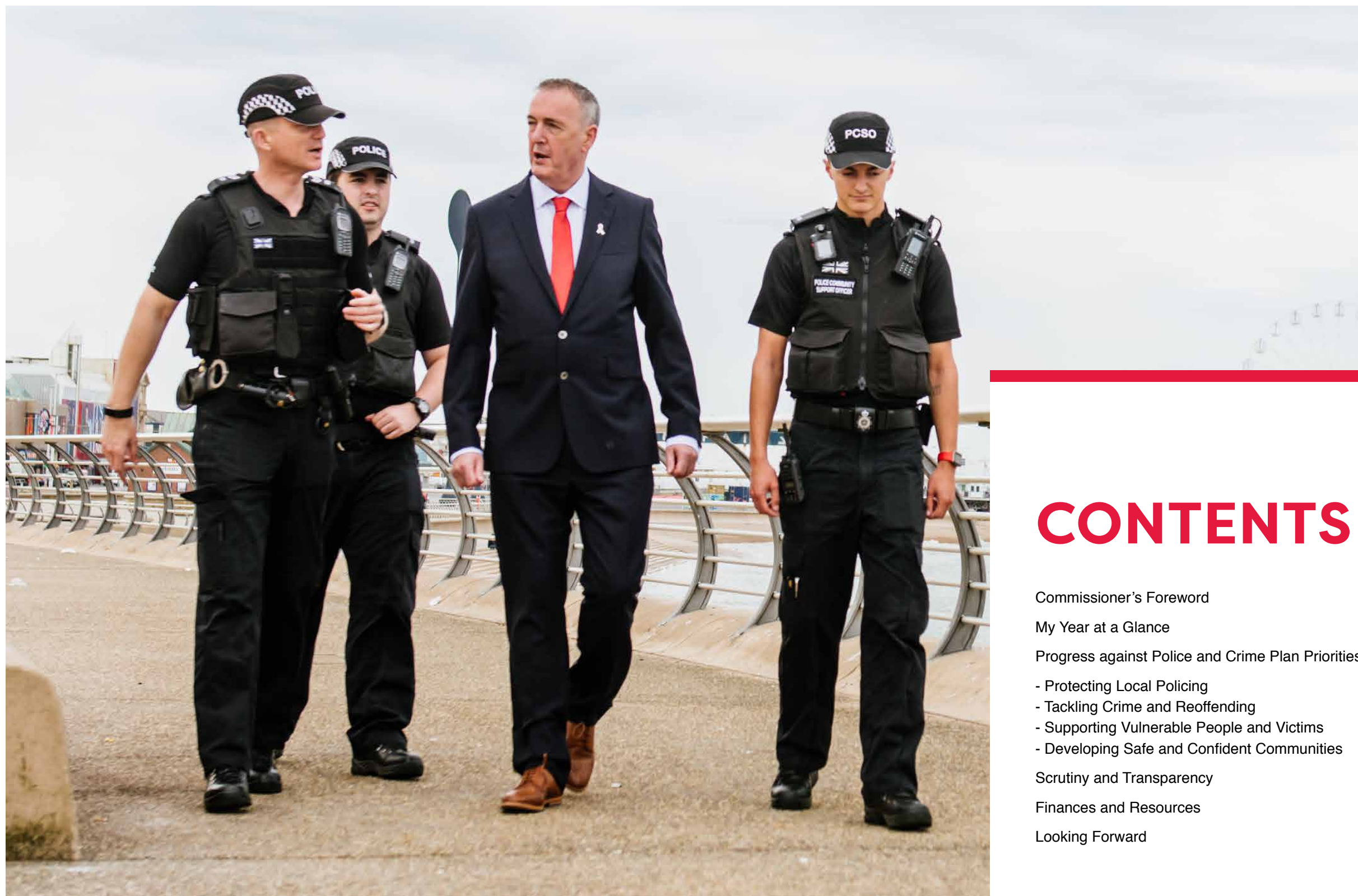
2019/20



ANNUAL REPORT

**Lancashire Police and
Crime Commissioner**





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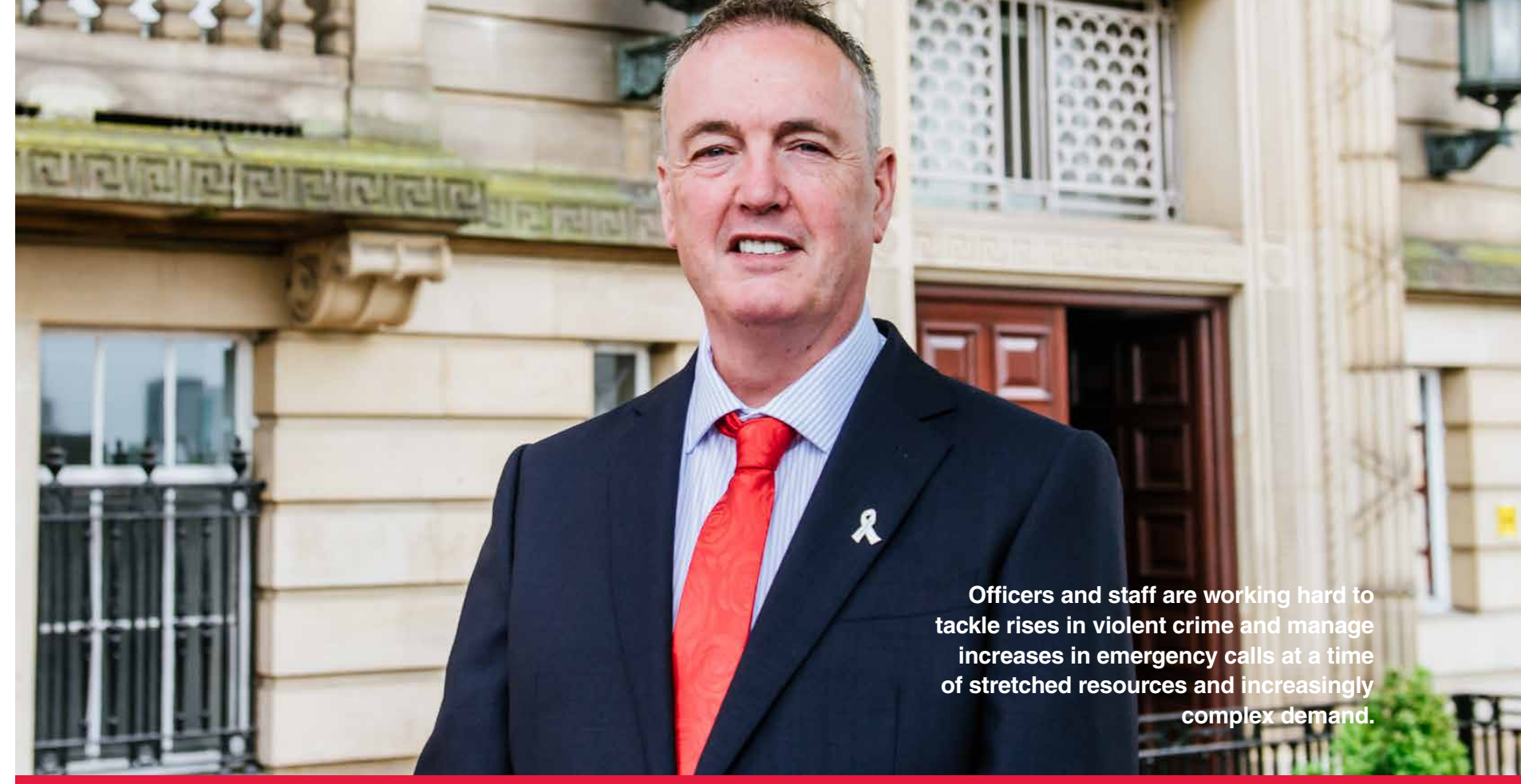
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COMMISSIONER'S FOREWORD

This Annual Report is being published in extraordinary circumstances when everything about our lives has changed.

The coronavirus pandemic has led to the tragic death of hundreds of people across Lancashire and hundreds of thousands across the world. The role of the police is never clearer than at times of national crisis – keeping people safe.



Officers and staff are working hard to tackle rises in violent crime and manage increases in emergency calls at a time of stretched resources and increasingly complex demand.

I have been pleased to serve as your Police & Crime Commissioner for Lancashire (PCC) during 2019/20 and this year, for the first time since 2010, we have started to see investment back into the service thanks to support from the public, with the introduction of police task forces and drone teams, focusing on reducing and preventing crime and dealing with the issues that matter most to people.

I am proud that you continue to be served by one of the best Police Forces in the country. This was recognised by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in 2019 when Lancashire was rated as '**Outstanding**' for effectiveness and efficiency by Government, one of few forces to achieve this accolade.

You have an excellent new **Deputy Chief Constable** in post, with a wealth of experience as Assistant Chief Constable Terry Woods replaced retiring Deputy Chief Constable Sunita Gamblin.

In November 2019 I launched **Our Lancashire**, a new social action network for the county, bringing groups and communities together supported by a team of passionate engagement officers. This platform already has in excess of 1,000 groups signed up and is quickly becoming a one stop shop for groups and events.

Our Lancashire follows the continued success of the **Lancashire Volunteer Partnership** which this year has gone from strength to strength with almost 5,000 volunteers across

the county, including over 200 Special Constables and Police Cadets. Their role has never been as important as it was in March 2020 when the Coronavirus pandemic swept the country and 500 telephone befrienders were swiftly recruited to provide vital support to vulnerable people.

This year also saw the launch of **Lancashire's Violence Reduction Network** after my Office secured £1.16m from the Home Office to bring together Lancashire Constabulary, councils, health and education professionals, community leaders and other key partners to tackle violent crime.

By March 2020 recorded crime had decreased by 12.5% on the previous year but the Coronavirus pandemic meant crime trends were changing, with a continued focus on supporting vulnerable people. Indeed our ground-breaking **Cyber Volunteers Scheme** continues to support vulnerable people and reduce the demand on policing – and this year they received national recognition, with a prestigious Tilley award nomination.

I extended the contract for **Lancashire Victim Services** after continuing to be impressed by the support they provide to victims across the country, receiving over 67,000 referrals for service. Following the success of our specialist support worker at Blackpool Hospital to offer help to anyone who has experienced sexual violence while they are receiving care at the hospital, I extended this service further as I am committed to making sure that specialist support is out there for when it is needed.

The innovative **Restorative Hub** has received an important quality kite mark. It brings victims of crime and offenders into contact with each other, so that those affected by a particular incident can find ways to repair the harm and find a positive way forward. This helps break the cycle of offending and provides greater reassurance to victims - an important priority for me.

In March 2020, I was successful in securing a further **£1.271 million** from government, by way of reimbursement of policing costs towards policing the **fracking protests** at Preston New Road.

My Office continues to lead the way **Backing Lancashire** through my social value policy, an important part of all Lancashire Constabulary contracts which this year saw **£X** of our spending power invested locally. It also promotes apprenticeships, fair employment practices, trade union recognition, paying the living wage, ethical procurement.

Despite signals from Government that austerity is potentially coming to an end, **Standing up for Lancashire** and lobbying Government on fairer funding for Lancashire Constabulary has remained an important focus in 2019/20. We continue to operate in a challenging financial environment and I explore all options available to me to maintain police numbers, and invest in the future, whilst arguing for a fair level of funding for the Constabulary, with lower impact on local Council Tax payers.

The national police officer uplift programme has created some exciting opportunities for both police officer and staff roles and it remains a strategic priority for the force to reflect the communities it serves.

I am committed to working with the Chief Constable to maintain the high levels of confidence and satisfaction people have in Lancashire Police. Our police officers and staff face difficult, challenging and often dangerous situations on a daily basis and the events of this past year serve as a timely reminder how much we should all value what they do to keep us safe.

My thanks go to all those who work for Lancashire Police for their professionalism, dedication and achievements over the last year. I would also like to thank the residents of Lancashire for their views and suggestions, all the volunteers, charities and organisations we have worked with over the last year and my staff in the Office of the Police and Crime Commissioner for their efforts.

Clive Grunshaw
Police and Crime Commissioner



MY YEAR AT A GLANCE

This section is designed to give you a flavour of just some the highlights of the work and key milestones over the past 12 months.

APR
2019

I welcomed the **significant improvements** identified by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) in the way Lancashire Constabulary protects children.

MAY
2019

I relaunched my **Community Action Fund**, with £150k of funding recovered from criminals set to be invested back into communities across the county.

JUN
2019

I opened my **'Let's Talk Policing'** survey and announced a series of summer events asking residents' views on crime and policing in their area.

JULY
2019

I launched my **'Backing Lancashire'** campaign, building on my pledge, alongside Lancashire Constabulary, to ensure all procurement and commissioning activity maximises social, economic and environmental benefit whilst also delivering value for money.

AUG
2019

My office secured almost £3m in Government funding to help tackle and prevent knife crime and serious violence across the county, including the setting up and running of a **Violence Reduction Network (VRN)**.

SEP
2019

A **dedicated task force** of police officers was rolled out across Lancashire this month, tackling issues that matter most to people, funded through the council tax precept.

OCT
2019

I launched a **£180K fund for community and third sector organisation projects** that aim to address the known underlying causes and drivers of knife crime

NOV
2019

I officially launched **Our Lancashire**, the new social action network for Lancashire, bringing groups and communities together from across the county at the Blackpool Tower Ballroom.

DEC
2019

My Office lit up landmarks across Lancashire as part of the **White Ribbon Campaign's** 16 days of action combating violence against women and girls.

JAN
2020

I called on the Government for **fairer, long term funding** of policing following the delayed police funding settlement, announced by Policing Minister Kit Malthouse.

FEB
2020

Lancashire Constabulary was rated as **outstanding for efficiency** following an inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

MAR
2020

I, alongside the Chief Constable urged people to **#StayHomeSaveLives** as the Coronavirus pandemic took hold and my Office supported the work of the Lancashire Resilience Forum.



PROGRESS AGAINST MY PRIORITIES

Task Forces

I invested £3m into nine Neighbourhood Task Forces across the county to tackle the issues that are important to people and strengthened specialist target teams thanks to local people supporting an increase in their council tax precept.

The taskforce is split into proactive teams of four or five officers spread across nine areas in the county, with the responsibility for tackling local priorities including drug dealing, anti-social behaviour and burglary, alongside disrupting organised crime group activity and targeting outstanding offenders.

Specialist target teams were also strengthened to tackle cross border crime and criminality, focusing on burglary and robbery and there has been an uplift in detectives following public feedback to prioritise investigations around major crimes, child exploitation and domestic abuse.

This year a new drone team became operational across the force, with two drones **costing £90,000** paid for by proceeds of crime, and a team of four officers **costing £280,000** and funded by the council tax precept. This new technology has been invaluable supporting policing operations including events, missing people and warrants. It has also meant **savings of £240,000** as we have reduced significantly the number of times we have required use of the police helicopters.

1 Protecting Local Policing

Police Precept

Following a public consultation, I was again given public support to increase the policing part of the Council Tax for 2019/20. This added an extra £10 a year per Band D property and was supported and endorsed by the Police & Crime Panel. However, I was determined that the public of Lancashire benefit from their continued support so I took the decision to invest in 100 police officers and specialist staff to strengthen local policing and investigation.



20,000 Police Officer Uplift

Following the Prime Minister's announcement to recruit an extra 20,000 officers across the country 'forthwith' I met with Lancashire MPs in Westminster in September 2019, calling on their support for Lancashire to receive its fair share of police funding and to ask the government to give back the 750 police officers that have been lost from the county since 2010.

Lancashire bid for 340 officers in the first allocation of funding to allow the force to properly invest back into the policing in Lancashire but were given **investment for 153 police officers**.

By March 2020 the Constabulary had exceeded the recruitment target set by Government by having recruited 66 additional police officers, with the remainder to be in place by March 2021. We continue to be ambitious with our recruitment plans, seeking to recruit the best applicants to reflect and serve our communities.

Whilst I clearly welcome the funding for 153 additional police officers for the county, this is only the first step in addressing the enduring funding problems that exist and still leaves us with 600 fewer officers than in 2010. Put simply, there remain some significant and difficult financial challenges facing Lancashire Police over the coming years.

I still believe it is inherently unfair that residents are being asked to stump up more and more money for policing, at a time when people are already feeling the strain financially caused by years of austerity, the increased cost of living and the ongoing pandemic.

Fracking Reimbursement

In March 2020, Government ministers listened to my calls for further costs associated with the policing of the Preston New Road fracking site to be reimbursed, agreeing to repay Lancashire Constabulary **£1.271 million**.

Operation Manilla, the policing of the Preston New Road fracking site and protests, has cost Lancashire Constabulary almost £13 million since it began in January 2017. As police forces can only apply for Special Grant funding on additional costs, £8.43 million has been applied for in grants to date with the government awarding 85% of this at £7.166 million.

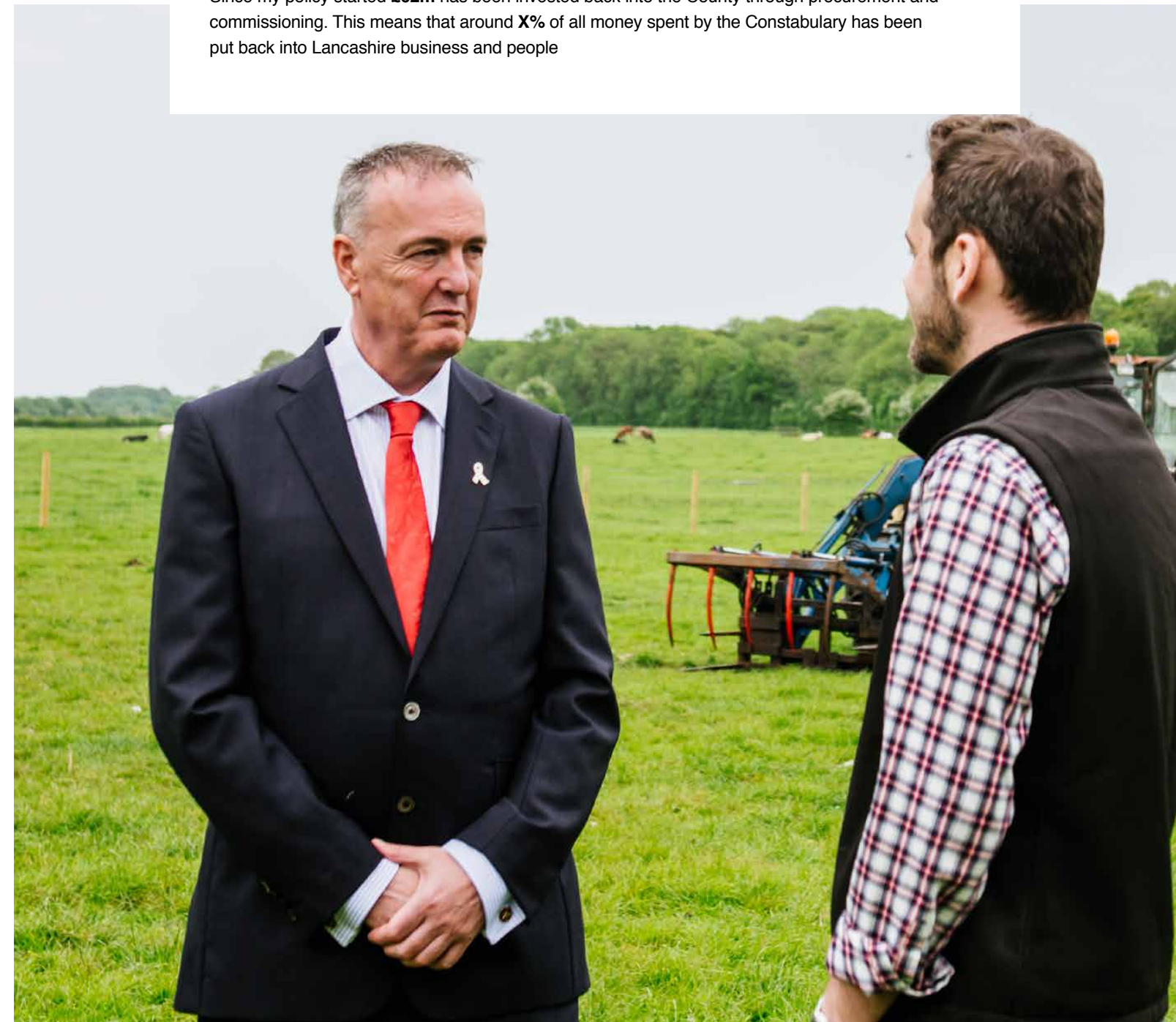
Taser Rollout

In March 2020 my office were successful in bidding for £313,500 to bring a further **380 Tasers** into use across the force, providing greater flexibility and capacity when making operational decisions, all aimed at keeping people safe from harm.

Backing Lancashire

This year I have reaffirmed my commitment to driving social value within the county through my **Backing Lancashire** campaign, which is all about investing within Lancashire wherever possible whilst still delivering essential value for money.

Since my policy started **£62m** has been invested back into the County through procurement and commissioning. This means that around **X%** of all money spent by the Constabulary has been put back into Lancashire business and people



HMICFRS – Child Protection

In April 2019, I welcomed the significant improvements identified in the way Lancashire Constabulary protects children. In March last year Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) published a report into Child Protection arrangements in the force which highlighted a number of weaknesses in the force's approach in this area.

I'm pleased to say that in a post inspection, the force was found to have taken **significant steps** to address the issues and to improve the protection of children, meaning they are now better protected and the **'voice of the child' is being heard**. In particular HMICFRS found we had prioritised child protection by:

- Providing further training for all frontline officers and staff
- Introducing child protection coaches
- Rolling out the 'Think Child' internal awareness campaign
- Improved governance and management systems

Officers and staff are committed to keeping people safe and to making a difference every day to children's lives and I'm delighted this is recognised by the report, alongside our commitment to continuous improvement.



HMICFRS Inspection – OUTSTANDING

In a 2018/19 report, published in February 2020, Lancashire Constabulary was rated as **outstanding for efficiency** following an inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

This report praised the Constabulary's approach to planning based on evidence and insight, making investment in critical service areas to meet the changing nature of demand and aligning resources to meet the expectations of the public.

Additionally, the Inspectorate rated the Constabulary **good** at reducing crime, keeping people safe, protecting vulnerable people and treating its staff and communities with fairness.

This robust approach to planning has enabled the Constabulary to focus on its core services - answering calls from the public, responding to the public's needs and investigating crime.

The report endorses that we are focusing our resources in the right place, at the right time, and importantly, that we are getting it right - listening to our staff and communities, tackling the issues that are important to them and investing where we need to.

We know there is still work to do, but by focusing on getting our core services right over the past couple of years, we are now in a good position to meet the challenge of growing the Constabulary in the future, as a result of new funding into policing.





HMICFRS - Crime Recording

In May 2019 there was further good news when HMICFRS released a report praising the **'significant improvements'** identified in the way Lancashire Constabulary records crimes.

In 2017 the Constabulary was inspected by the HMICFRS who found that the way crime was recorded was inadequate and had left over 20,000 victims of crime without the appropriate access to support.

In a re-inspection report Lancashire was found to have significantly improved crime-recording arrangements and is now **graded as 'good'**. In particular they found that Lancashire Constabulary had:

- improved overall crime recording;
- substantially improved recording standards for violent crime;
- maintained a good level of recording accuracy for reported sexual offences;
- developed and implemented a crime data integrity (CDI) action plan to address recommendations

and areas for improvement and drive systemic cultural change;

- appointed an operational strategic lead responsible for improving crime recording; and
- Invested in additional resources to scrutinise and improve crime-recording decision making and data quality.

Following the initial report I worked with the Chief Constable to ensure the inspectorate's recommendations were addressed and I'm pleased that the additional resources we have invested into scrutinising and improving crime recording, decision making and data quality have been recognised.

Inspectors also recognised a force wide internal campaign I funded called **'Record for Victims'** (R4V) which ensured officers and staff make correct crime-recording decisions, to help victims and make sure they get the support they deserve.

Investment in Technology

In 2019 I launched a **'Switched on to the power of digital,'** campaign alongside the Constabulary to improve the communication between the public and the police, as well as police investigations, through a new approach to digital policing.

The campaign included two digital experience awareness events, together with sessions in policing divisions to raise awareness of the force's digital capability amongst officers, ensuring there is an understanding about how new technology can support investigations.

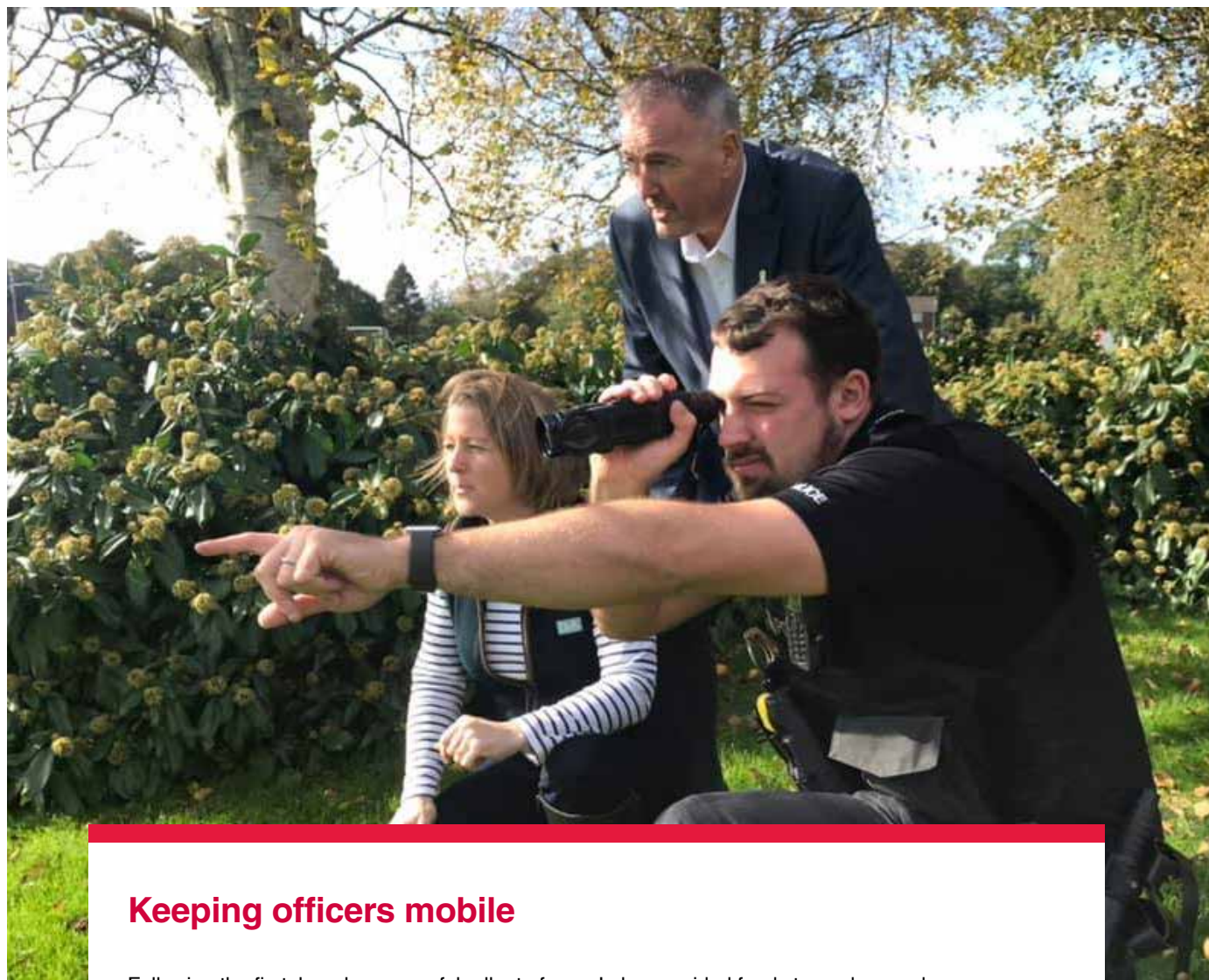
I was joined by members of the senior team and officers based in the Department, hearing first-hand the difference that three years of **investment totalling around £2.7m** has made,

including faster turnaround of evidence and a better service for victims, with significantly reduced time that victims need to wait for the outcome of digital forensics.

It is crucial that Lancashire Constabulary ensure their digital capabilities are to a high standard and well placed to tackle the ever evolving nature of crime.

Over half of all crime has an online element with this only set to increase. The impact of digital technology now cuts across all types of criminal investigations and it is vitally important that we have the capacity to meet the challenges that we face and bring positive outcomes to victims of crime in Lancashire.





Keeping officers mobile

Following the first, hugely successful rollout of **Samsung devices** to police officers in 2015, which allowed them to spend much more time out in our communities, over the past 12 months we have invested £1.9m in new equipment.

I spent an afternoon with local officers in Blackpool during the summer as the new devices were being rolled out, and saw what a huge difference they make in allowing officers to spend as much time as possible on the streets, with any paperwork, access to systems or assistance available digitally.

I also provided funds towards new drones, assisting in operations such as missing person enquiries, public order and investigations.

Rural crime has also seen investment in technology with infra-red cameras helping officers in our rural areas carry out operations.

Staying at the forefront of technology and making sure it is used effectively to keep people safe also is important in officer training, with Virtual Reality technology providing the opportunity to train officers in different scenarios.

Stonewall 2019 Top 100 Employers

I was delighted to see Lancashire placed **36th** on the **Stonewall 2019 Top 100 Employers** list. We've jumped up 38 places since the 2018 list was announced. This is a huge recognition of our work to promote inclusivity and difference across the service, and we are now the number two police force, behind Cheshire Constabulary.

The force LGBT staff network, chaired by PC Anna Robinson and vice-chaired by PS James Cooper, were recognised as a 'Highly Commended Network Group'. This recognises years of continuous improvement, dedication and hard work of all network members over the years.

Stonewall is at the forefront of unprecedented social and legal advancement for lesbian, gay, bisexual, and trans people living in Britain. 445 employers entered for the 2019 index and, with over 92,000 responses including 17,300 who identified as LGBT, it is one of the largest national employment surveys in Britain.

Inclusive UK Employers Awards 2019

It was also impressive to see Lancashire Constabulary placed **21st** in the **Inclusive UK Employers Awards**. This is a prestigious award scheme that rewards organisations for harnessing a diverse workforce and excelling in equality and inclusion across all strands of diversity. We are the third of only four police forces listed in the top 50.





2 Tackling Crime and Reoffending

Violence Reduction Network

Lancashire was one of 18 areas across the country to secure funding, from the Home Office with £1.82m from the Knife Crime Fund and £1.16m for the setting up and running of a Violence Reduction Network (VRN). The Violence Reduction Network is a long term initiative which will bring together Lancashire Constabulary, councils, health and education professionals, community leaders and other key partners to tackle violent crime.

The team is focussed on interventions for individuals and communities to divert them away from involvement in violence, including, but not exclusively, knife crime. It also supports the delivery of interventions in education environments including Pupil Referral Units, with those excluded from education and those being home educated.



Knife Crime Fund

In October 2019 I launched a brand new fund to tackle knife crime across the county, calling on community and third sector organisations to submit funding applications for up to £20k for projects that aim to address the known underlying causes and drivers of knife crime.

The majority of the £1.8m Home Office grant received was used to support additional operational activity, community engagement, and equipment including knife bins and metal detecting arches and wands, however, a total of 11 organisations with the experience and know-how to get involved in reducing knife crime and serious violence in Lancashire won bids to deliver diversionary and targeted interventions.

The Home Office knife crime fund continues to support a multi-layered approach to reducing knife crime, including community and schools projects work to help to reduce the likelihood of children and young people becoming involved in violence and knife crime, keeping our young people safe.

Knives can have a tragic impact on people's lives as a consequence of them being used as weapons. I fully support the public health approach to violent crime and that we need to work across our communities and organisations to make Lancashire a safer place.





Case study: Lives Not Knives Fleetwood

Fleetwood Town Community Trust have embarked on a Lives Not Knives project aimed to identify the underlying issues faced by children and young people by addressing the root causes and drivers of knife crime.

Using a trauma informed approach, the Community Trust have begun delivering a programme which will support early action and that will create long-term changes for young people that face challenges on a daily basis.

Young people are being given a voice which, with the support of the Community Trust, will contribute towards a step change in their behaviour and attitude and which may also change the way the public and voluntary sectors support this particular cohort.

The Community Trust is delivering this programme in local primary and high schools through

educational workshops which explore themes such as why people carry knives, the effects of knife and drugs within our community, staying out of trouble, tools for becoming a more responsible citizen, and more.

Through interactive activities and role-play, The Community Trust will also build young people's skills and confidence to cope with peer pressure and make the right choices, giving children opportunities to practice techniques to improve their mental health and learn how to avoid and resolve conflict, manage anger and communicate.

As well as reducing crime rates within the local area, it is hoped that that this initiative will help disadvantaged young people reach their full potential in all areas of life and become valued members of their local community.

Crime Statistics

According to the Office of National Statistics, Crime in England and Wales (March 2020), Overall, crime for 2019/20 is set out below:

England & Wales	+0.6%
Most Similar Group	-4.2%
North West	-7.1%
Lancashire	-12.5%

(Data taken from Lancashire Police sources)

In Lancashire recorded crime has reduced by 12.5%.

A full breakdown of Lancashire's crime statistics for 2019/20 is set out at **Appendix B**.

Major investigations team visits

Tackling major crimes such as organised crime groups (OCGs) and child exploitation are key priorities that the public regularly say they want officers to focus on, with investment into these teams and other proactive work through local task forces.

Over the past 12 months I have visited each local Major Investigations Hub across the force and gained a clear insight into the vital work carried out every day to keep people safe and remove criminals from our streets.

I have invested **£3m** in digital technology to aid investigations and solve crime through maximising evidential opportunities from the growing demand for digital forensic examination.

Even spending just a small amount of time with each team, the dedication and drive that our officers and staff have to protect those who live and visit the county is evident

Lancashire Reducing Reoffending Boards

I am delighted that by the middle of this year the amount of money provided to projects that are aimed at tackling reoffending in Lancashire hit £500,000 since launching two years ago.

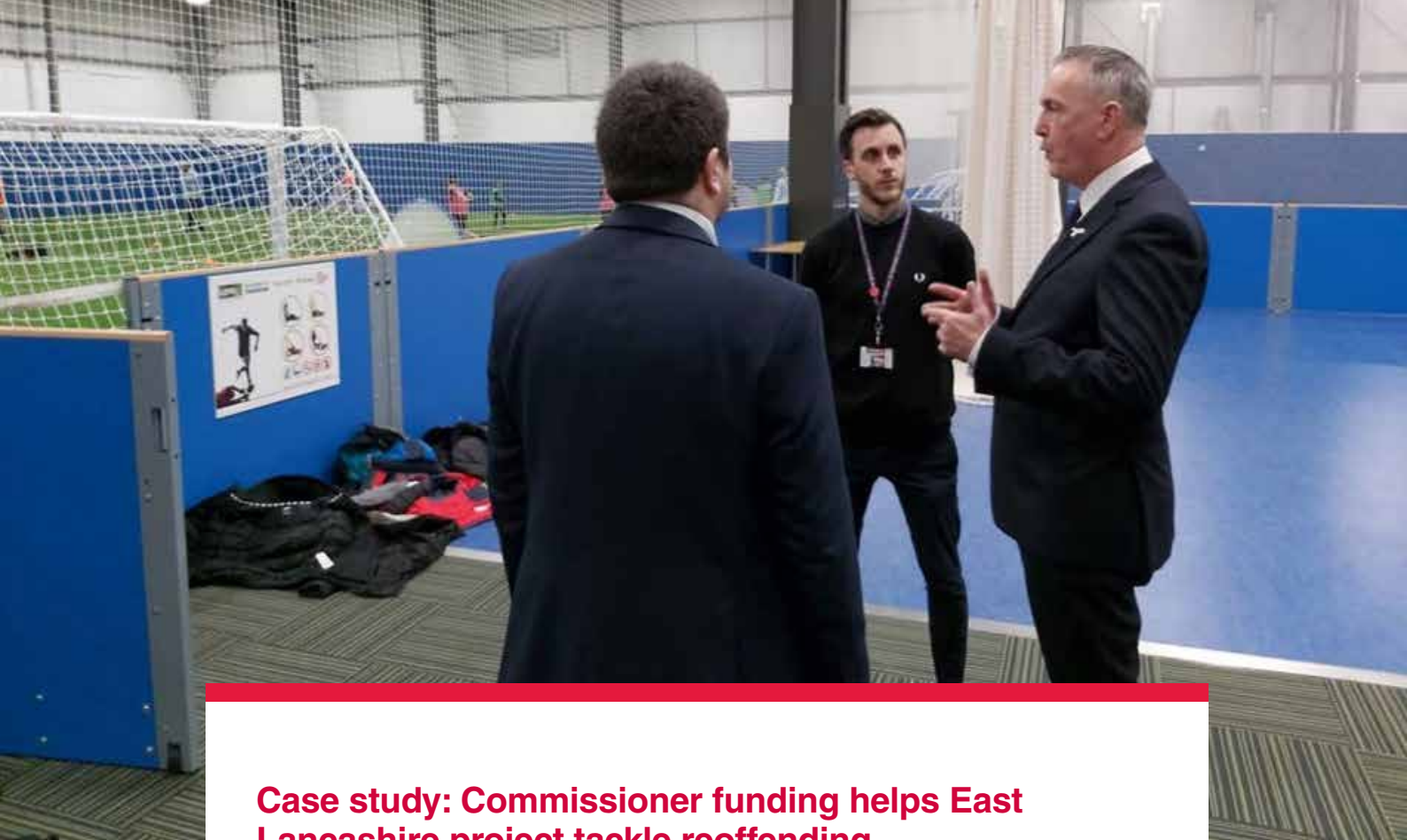
During 2019/20 I was able to provide around £240k to a wide variety of projects up and down the county from diversionary activity through to peer and professional support, the projects utilise local knowledge and the expertise of various community organisations who are already delivering great work, to help ex-offenders ensure they do not go back into the criminal justice system.

I have visited a wide variety of these schemes and heard first hand from those who have been to prison, often on multiple occasions,

who have turned their lives around with support and rehabilitation.

Policing alone cannot tackle reoffending, we need to work together to help people turn their backs on a life of crime and understand the issues and triggers which often result in offending behaviour, by utilising a trauma informed approach.

I also extended the tenure for the Independent Chair, Retired Chief Constable Jerry Graham, to continue the excellent work already established. In February 2020 this post was taken over by retired Detective Superintendent Paul Withers.



Case study: Commissioner funding helps East Lancashire project tackle reoffending

Burnley FC in the Community were granted £12,680 to expand their 'It's Your Turf' and 'Premier League Kicks' projects.

'It's Your Turf' delivers targeted activities which work with people already in the criminal justice system. Young people are referred via partner agencies and support them in avoiding a return to crime.

The 'Premier League Kicks' scheme delivers diversionary activity expanding ongoing sessions already being delivered, in the Colne and Padiham areas.

Children and young people between the ages of 8-19 years old are the main and direct beneficiaries of the projects. Residents of the local community and the police also benefit from the project through a reduction in crime and anti-social behaviour in the area. In Colne especially, youth ASB has decreased around the venue and the local PCSOs have expressed their gratitude that they now have an option to signpost young people to on a Wednesday night when Youth ASB can be particularly prevalent.

This has also been the case in Briercliffe and Padiham where sessions are now available, and provision is meeting local need.

Michael Colquhoun, Head of Inclusion at Burnley FC in the Community said:

"The funding received has allowed us to expand our current PL Kicks offer into target areas as well as allowing us to deliver educational workshops to participants. It has also allowed us to expand our It's Your Turf mentoring programme to work with more young people at risk of entering the Criminal Justice System or indeed already in it.

"Our PL Kicks programme alone engages over 650 young people per week and is delivered in over 10 different areas across Burnley and Pendle.

"Both programmes are free of charge and address a real need in our community to tackle issues around youth crime."

Modern Slavery

All purchase order emails are now encouraging our current suppliers to help eradicate modern slavery.

We ask businesses to commit to work together with partners and supply chains, recognising how serious modern slavery and people trafficking are and help in rooting it out wherever it may be suspected.

With businesses encouraged to be aware of the signs of modern slavery and what to do if they

suspect it's taking place, it is hoped that this makes it more likely that often hidden crimes will come to light.

This builds on the work being done by through my Office and the Pan Lancashire Anti-Slavery Partnership (PLASP) which he set up in 2017 to bring together partners from across Lancashire to help tackle modern slavery.

Events

2019 saw public roadshows held in Ormskirk, Lancaster and Blackpool where the Tower was lit up red on 11 October 2019 in memory of victims of modern slavery.

In December 2019, my Office, together with Lancashire Partnership Against Crime (LANPAC), the Constabulary with Pan Lancashire Anti-Slavery Partnership (PLASP) held a Business Conference at Ewood Park attended by small and medium sized businesses across the county, with presentations from the Gang Masters Labour Abuse Authority, Libra Solutions and the Modern Slavery Helpline. A new Business Pack was launched at this event, aimed at assisting companies in auditing and also in recognising Human Trafficking indicators.

In January 2020, I opened an event about enhancing the policing response to trafficking for sexual

exploitation. Regional colleagues were invited to the session which was organised by UK Feminista and presented by a survivor of sexual exploitation.

My Office continues to be represented at the National Modern Slavery and Human Trafficking Network with Lancashire widely considered to be one of the leading forces on this important area of work.

The Constabulary is actively investigating multiple live investigations across the county involving Organised Crime Groups (OCG's) involved in human trafficking, with sexual exploitation and forced labour remaining the two highest reported types of exploitation and members of the public continue to be our biggest source of information.





Rural Crime

I continue to invest in rural crime with **103 officers having had rural and wildlife training** and another 20 scheduled in the next year. I have also purchased a number of thermal imaging scopes this year to support the rural crime officer's roles and ensured dedicated single points of contact at sergeant through to senior management level in all three policing divisions with an ongoing review of our strategy.

Engaging with the rural community is important as the issues and concerns they have are often unique when compared to more urban areas. The National Rural Week of Action saw events held across the county including in Parbold where I attended alongside the Farming Community Network. I am pleased to have supported the force hare coursing campaign and attended country fairs throughout the summer supporting the information provided to communities.

Operation Checkpoint has also been tackling cross border travelling criminality, with a number of poaching meetings held in East Lancashire to obtain intelligence about crimes being committed.

Many of the newly created Neighbourhood Task Force teams concentrate on areas with a rural demographic, support rural crime issues and work on a risk and threat basis linking in with partner agencies to address concerns and target criminal activity. The benefit to this task force have been recognised immediately and considered for future investment in line with force uplift.

Following the national rural crime survey, I funded a further survey looking specifically at domestic abuse in the rural areas. The information provided has supported connectivity to our Public Protection Unit and domestic abuse campaigns.

Business Crime

I directly fund the force Business Crime Officer who has continued to establish himself in the business community running a number of events and building close links with the Federation of Small Businesses, Business Improvement Districts and the Chamber of Commerce

Much work has gone on behind the scenes to encourage businesses to report crimes, helped by the launch of a new Business Crime booklet alongside changes to police systems to improve information and reporting.

Although our county is a safe place, the impact of crime against local business can have a significant impact upon bottom line and profits.

A new guide has been developed offering proactive, practical measures businesses can take to reduce their chances of things going wrong, what warning signs to look out for to catch potential thieves and importantly, what to do if a business is targeted by criminals.



Cyber Crime (Digital)

In January and February 2019 all Police Control Room Operators (PCROs) who work within the force control room dealing with emergency and non-emergency calls were given training inputs on fraud and economic crime. This has now been extended to all new PCROs to ensure call handlers have an understanding of economic crime, alongside a standard operating procedure, providing a clear pathway when taking a call from a victim on fraud.

I fund a Fraud Safeguarding Officer who continues to engage with vulnerable groups such as WI and Rotary clubs to spread the word on how to protect themselves against the risks of scams. We have also seen a heightened risk of students falling prey to Money Mule Scams which has brought about partnership activity with colleges and Universities to ensure awareness of the risks.

Criminal Justice

The Lancashire Criminal Justice Board is another important partnership which is tasked with bringing together all the main agencies involved in different parts of the criminal justice system, to work together to improve the overall service and performance of the legal system. It aims to secure an increase in the number of offences brought to justice, provide care for people who are victims and witnesses of crime and improve public confidence in the criminal justice system. I am committed to ensuring that Constabulary contribute fully in their role and the aims of this Board are clearly reflected in my priorities.

My Office is represented at the quarterly Lancashire Criminal Justice Board (LCJB) subgroups, including the Justice Delivery Group, Strategic Rape Group, Strategic Reducing Reoffending Board, and Victims and Witnesses Group. Each of these groups are responsible for specific areas of focus in the Criminal Justice System and not only monitor their own performance but also that of the other groups and of partner organisations. They evidence successful partnership working and a drive to provide the best service to the communities they serve.



Restorative Justice

Restorative Justice has a strong footprint across Lancashire and the team recently received accreditation from the RJ council.

Throughout the year there have been over **300 restorative justice meetings**, around 20 each month, with many new referrals coming from the prisons where I have funded a successful and long running victim services course.

The team of coordinators with volunteers across policing divisions have embedded themselves into the police stations to continue to provide consistency of message and also attend many partnership meetings to communicate and encourage restorative justice practices.

Counter Terrorism

I have match funded £1.6m of Home Office grant funding for the delivery of Prevent projects, staffing, equipment and other associated costs across Lancashire. This is something I feel very strongly about to ensure there was a clear awareness across Lancashire, particularly amongst young people at schools and colleges.

My funding has contributed to train the trainer sessions and delivery in schools, youth and community centres on a number of programmes – Isolation to Radicalisation, Blame and Belonging by the OddArts theatre company. Whilst the focus is, in the main on radicalisation, ‘far right’ and extremist groups, it also

Drug and Substance Misuse

The main contributing factors to crime in the Lancashire Strategic Assessment identified as alcohol use and misuse; drug use and misuse and previous offending. Tackling some of these determinants in a preventative way is at the heart of my priorities and crime reduction strategies.

I once again pledged **£265k to Lancashire County Council** during the year 2019/20 to support the wider Public Health Funding and in particular peer mentoring and good treatment support at Red Rose Recovery.

Red Rose Recovery received over 700 referrals with 94% of those engaging with the service. Over 65 different staff led groups worked together totalling over 550 sessions whilst 70 different peer led groups held over 640 sessions over the year. Over 1,700 people attended the various Lancashire User Forum events.

The Citizen Programme aims to support individuals through structured support for finance, housing, life lessons and working towards accreditation that supports future pathways to employment and training. This

includes the support encouraged around volunteering and the mentoring support around the drug and substance misuse.

In addition, funding support of £72,900 was provided to Blackburn with Darwen for six schemes which contributed to the overall Public Health Funding. This included the provision of Adverse Childhood Experiences (ACE) informed awareness courses, the purchase of Naloxone kits, widely purported to be a breakthrough in allowing non-medical staff to reduce drug related deaths and increased work around Prison Discharge Pathways to ensure clear offender management and inclusion in rehabilitation schemes to support complex cases

I also provided £78,000 funding to Blackpool Borough Council for similar schemes, including the Drug Related Death Prevention Lived Experience Project, which provides a harm reduction preventative wrap-around approach to support individuals identified as being at high risk of drug related death and non-fatal overdose.



3

Supporting Vulnerable People and Victims

Lancashire Victim Services

Lancashire Victim Services received **67,117 referrals** into the service in the period 1st April – 31st March 2020. The majority of these referrals were from Lancashire Constabulary and other police forces but we have seen a significant increase in referrals from other agencies – 1,699 this year, an increase of over 500 referrals on the previous year. The number of self-referrals has also increased with over 1,000 from individuals who may or may not have reported to the police but actively sought out help and support from our service.

Overall the dedicated, experienced staff have **spoken with over 14,000 victims of crime** and provided invaluable direct support to almost 6,500 victims across Lancashire this year. I continue to invest in the passionate and highly skilled team to ensure that they have the best training and support to enable them to support our clients to the best of their ability.

This investment was recognised by Preston College when Lancashire Victim Services

were awarded Highly Commended Employer status for their commitment to developing the team, with three team leaders currently undergoing management training at the college and two individuals having completed their apprenticeships and been successful in securing permanent positions within the service.

In order to make the service more accessible **Live Chat** was introduced in April 2019 to allow clients to communicate online with a trained and experienced advocate who can provide initial information and signposting. This has proved to be a really beneficial option for those who may not be ready to pick up the phone and speak to somebody but are struggling to cope, particularly those dealing with sensitive issues such as domestic and sexual abuse. This service has been **accessed by over 500 clients this year**

CLIVE GRUNSHAW LANCASHIRE POLICE AND CRIME COMMISSION

LANCASHIRE VICTIM SERVICES

Please enter your name and click the Start Chat button to begin.

Please enter your chat name *

Please tell us your age *

Please tell us your gender *

Please tell us your location *

Start Chat

Case study: The South Asian Language Tools (SALT) Project

Lancashire Victim Services recognised that although we have a large South Asian community in Lancashire, the numbers accessing support were not representative which led to a successful application to the Bell Foundation for The South Asian Language Tools (SALT) Project.

The purpose of this was to engage with the South Asian community to consult and research the issues pertinent to them and reasons why they may not be accessing support. LVS have worked collaboratively with the community to design and produce resources and tools around

various subject matters that will be accessible.

The language common to all within the South Asian Community is Urdu, therefore all resources produced are either in Traditional Urdu, Roman Urdu or both. A video has been developed 'How to support a friend who has been raped' video, The Victims Code of Practice (VCOP) Card, an Urdu Facebook page and animations: 'What next after crime?', 'How crime can affect you', 'How to improve your well-being after crime' and 'How to improve your sleep after crime'.

Domestic Abuse

Domestic abuse accounted for around 25% of all referrals into the service, **16,556** in total, a similar number to the previous year. Domestic abuse referrals assessed as high risk of serious harm/homicide accounted for 16% of overall referrals, medium risk 16% and standard risk 28%.

In the last 12 months the team have built up close working relationships with the safeguarding police teams in each policing division. They work collaboratively together to engage victims and there has been excellent evidence of joint working including visits, where agreed with victims, supporting one another through contacting other agencies, providing regular day to day updates on investigations and last contact. The joined up approach has proven to increase confidence with victims in terms of feelings of safety and has improved the quality and timeliness of information sharing and avoided duplication of work.

Debra, a victim of Domestic Abuse and Coercive Control from East Lancashire was supported by an Independent Domestic Violence Advisor (IDVA):

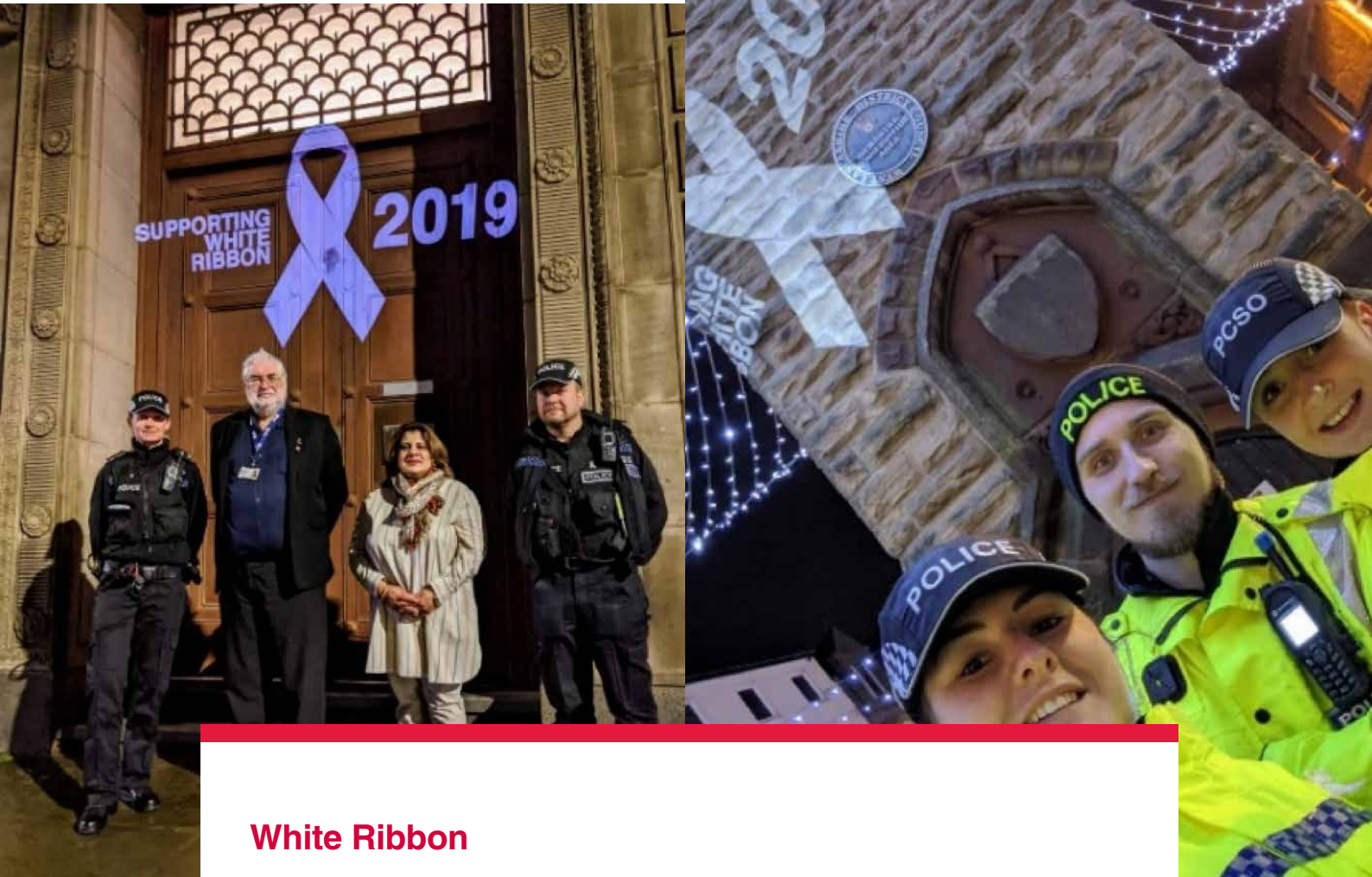
"I feel a lot better after speaking with you it is amazing what a chat can do."

"Can I just say that we clap for the NHS every Thursday evening but I will be clapping for your team this evening. During this terrible time you are still there for us people that need you when I am sure you all have families and loved ones to care for as well."

"Thank you so much. Well your job means more to us than most people's jobs do so thank you."

This year an in-house group work programme was launched called **iMatter** to support those affected by domestic abuse and successfully ran five courses across the county. iMatter helps clients to identify what is a healthy relationship and how to maintain one; builds confidence and self-esteem; opportunities for gaining valuable peer support – knowing they are not alone and others understand and have shared similar experiences.

"It's great, very informative, and has lovely people teaching the course. It's non-judgemental, positive, helps immensely, and gives me new hope for the future that good relationships do exist."



White Ribbon

In December 2019 landmarks across Lancashire were lit up as part of the White Ribbon Campaign's 16 days of action combating violence against women and girls.

The Calico Gateway Building in Burnley, the Preston Town Hall and Ormskirk Clock Tower saw projections of the White Ribbon logo and key messages around the mission statement, never to commit, excuse or remain silent about male violence against women.

Sexual Abuse

Over the past twelve months Lancashire Victim Services received over **2,300 referrals** for people affected by sexual assault and abuse, both recent and non-recent which was a 30% increase from the previous year. In order to be able to deal with the increased demand, I expanded the service to include two new Independent Sexual Violence Advisors (ISVA) and a triage worker and a funding bid submitted by my Office has recently been successful in gaining additional funding from the Ministry of Justice (MoJ) for three dedicated Children and Young Peoples ISVA's.

LVS were able to provide over **1,500 hours of counselling** and pre-trial therapy to survivors of sexual abuse through a partnership with Lancashire Women's Centres and Trust House.

Victim Survey: Domestic abuse and sexual violence service mapping and gap analysis

Together with NHS England, Lancashire County Council and Blackpool Council, my office commissioned research agency TONIC to undertake a research project to help commissioners and stakeholders better understand the needs of local victims and survivors of domestic and sexual abuse and the services and pathways that support them, so that we can continue to drive improvements.

The project report reviews both the national and local picture of sexual violence and domestic abuse, examining police recorded data and identifying organisations across Lancashire that

work with survivors and perpetrators. By mapping the victims' journey, the report identifies areas of good practice, highlights gaps in provision, and proposes recommendations to address areas for improvement.

In total, over **1,000 stakeholders and survivors** from across the Lancashire Police Force Area engaged with Tonic to share their views on current support provision.

The project report made a number of recommendations which I will pick up in in new Victims Strategy for 2021.

Victim Friendly Organisation

In May 2019 my Office supported the launch of a new programme to accredit business in Lancashire as Victim Friendly Organisations.

The scheme offers local organisations the opportunity to train staff on the impact of crime, the support available and how to best communicate with someone who has fallen victim. Organisations also learn more about the offering of Lancashire Victim Services and how to refer staff in when they need support.

The first two organisations signed up to the Victim Friendly Organisation programme were local Blackburn based grassroots charity IMO (Inspire Motivate Overcome) and Blackpool Transport. The

scheme has subsequently been rolled out further to Burnley FC and Out on the Bay. Blackpool Transport are also signed up and

Jane Cole, Managing Director at Blackpool Transport said:

"We are delighted to sign up to be a Victim Friendly Organisation. We are committed to ensuring that our staff are trained on how to positively signpost people who have been a victim of crime. We look forward to building a positive and long-lasting relationship with Lancashire Victim Services who are experts in providing the key skills and knowledge for Blackpool Transport staff"





Violence Against Women and Girls (VAWG) Funding

In 2018 my office secured funding from the Home Office's Violence Against Women and Girls (VAWG) Fund to fund a three year pilot project in Lancashire.

The pilot project was scheduled to end March 2020, however, due to its success, my Office has been able to secure continuation funding of £132,950 from NHS England for a further two years.

The project places specialist sexual violence support in health settings to ensure that any disclosures to health staff can be dealt with at the earliest opportunity and that victims can access the right support from specialist services such as the Lancashire Victim Services Independent Sexual Violence Advisor (ISVA) team at the right time. Health ISVAs can support victims in disclosing to the police if victims wish to do so.

Another key aspect of the project is the training of health staff to recognise the signs of sexual violence and to enable staff to make appropriate referrals.

Two Health ISVAs and one Health ISVA Coordinator are currently working on site at Blackpool Teaching Hospitals NHS Foundation Trust, East Lancashire Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust.

During 2019/20 the project has received **450 referrals** in total across the three hospital sites since becoming operational. This includes referrals from hospital wards and mental health teams as well as community health staff such as GPs, midwives and health visitors for example.

Health ISVAs have delivered over **117 training sessions to more than 1,400 hospital and community health staff.**

Julie Vigo-Saunders who is the Health Independent Sexual Violence Adviser (ISVA) Co-ordinator at Blackpool Hospital Trust added:

"Since I have started this role I have worked hard to make sure that departments across the hospital as well as health services in the community know that I am here and how they can refer patients to me.

"I now receive referrals from A&E, hospital wards, GPs and health visitors. It's really rewarding to see referrals coming in and to be able to help people who have experience rape or sexual assault to ensure they get the support they need to deal with what happened.

"We have close links with Lancashire Victim Services and ensure that anyone affected is referred to receive ongoing support through this or other local services if they need it."

Hazel Gregory, Head of Safeguarding at Blackpool Teaching Hospitals said:*"We are delighted to be in this privileged position to offer support to victims across Lancashire. The early data and outcomes are clearly demonstrating the value."*



CLIVE GRUNSHAW, THE POLICE AND CRIME COMMISSIONER FOR LANCASHIRE, SECURED £300,000 OF FUNDING FOR LANCASHIRE, IN CONJUNCTION WITH THE BLACKPOOL TEACHING HOSPITALS NHS FOUNDATION TRUST, FOR A THREE-YEAR PROJECT TO TRANSFORM THE CARE SEXUAL VIOLENCE VICTIMS RECEIVE WHEN THEY PRESENT AT HOSPITAL.

Hate Crime

Lancashire Victim's Services Hate Crime team have been proactive in the community raising awareness of hate crime and encouraging people to report and/or access support.

Whilst the numbers reporting to the police and accessing support still do not represent the scale of the issue, LVS have been able to provide tailored **support to over 200 victims of hate crime** and have worked collaboratively with Lancashire Police diversity and cohesion units to improve the quality of service and accessibility of support to hate crime victims across Lancashire.

The excellent work that has been undertaken was recognised during a visit from Victim Support Sweden and the Swedish police who had embarked on a best practice fact finding mission across the Country.

Nest

Our Children and Young People's service, Nest received unprecedented demand with almost **5,500 referrals** into the service for young people who had been the victim or witness of a crime. A significant proportion of these are young people who have witnessed domestic abuse and needed support to understand how to keep themselves safe and manage their feelings and emotions around this.

Nest provided a programme of **1:1 support to over 500 children and young people** as well as group work support for young witnesses of domestic abuse and peer support sessions throughout school holidays. Peer support events included a partnership with AFC Fylde where they were able to offer groups week long training events taking part in a range of sporting activities and benefitting from positive role models and experiences.

The Larder Community Café were able to deliver cooking sessions to improve not only their cooking but also communication skills and visits to Brockholes Nature reserve to learn about bush craft and outdoor cooking. These are just a sample of the positive experiences Nest have been able to provide for young people who had previously felt very much alone and unable to cope with what had happened in their life. Deputy PCC Chris Webb joined the children at some of these events and remarked how rewarding it was to see how much they had progressed in confidence and benefitted from making friends with other people with shared experiences.

***Jane, a mother whose family was referred to Nest after suffering years of domestic abuse, said:**

"What can I say about the support I have received from Nest? Well we couldn't have managed as a family without it. It has been life-changing and a lifeline for all of us.

"The keyworker was brilliant, kind, warm, funny and attentive. The kids loved her – not because of her as a worker but because of her as a person. She really cared about us all. She had lots of knowledge and knew how to navigate the awful systems and procedures.

We will always remember Nest and what they have done for us. They fixed us when we were broken."

Her son, Lee* aged 8 said:

"Nest is the best thing in the whole world. I love my worker and all of the children that I have got to make friends with. I wish I could stay at Nest forever but I know that I will always remember it."



Supporting Young Victims



4 Priority 4 - Developing Safe and Confident Communities

Our Lancashire

In November 2019, on Lancashire Day, I launched Our Lancashire - a new social action movement designed to help the county's residents to start and join their own community groups in an effort to bring people together through shared interests and passions and make Lancashire a better place.

Originally started a year ago in affiliation with the Lancashire Volunteer Partnership, Our Lancashire has grown hugely with over 800 groups signed up by March 2019. Our mission is joining people together to develop more meaningful community activity whilst also looking for gaps where we can facilitate growth within groups.

As well as bringing together small local groups, clubs and associations we've been able to provide a place where people can network and find activities to get involved in; from boxing to knitting, litter picking, residents associations, book clubs, coffee clubs and

support groups. Our Lancashire has become a platform to make new friends and make communities stronger, by providing a support network – hosted by the community, for the community.

The Our Lancashire website is a fantastic resource, but the real value is in our nine Community Engagement Officers, who not only support the platform, but are caring, friendly, experienced and passionate about the work they do and about helping people.



LET'S JOIN TOGETHER

Case study: Curry Club brings community together

In December 2019 I visited Little Harwood Curry Club to thank them for their involvement in the launch of Our Lancashire. Established for over 15 years, they bring people from across their community together over a shared love of good food to avoid people becoming isolated or vulnerable.

People attend the Monday lunchtime club, make friends and organise trips together, creating a real bustling community hub. It is a fantastic way to bring together people, some of whom may otherwise not get out into their community. Ensuring that everyone in the area knows about this club, the real positive impact that it has is exactly why we have created Our Lancashire. The speed with which groups of this nature have registered with Our Lancashire is really encouraging.

Our Lancashire is all about helping groups like this one thrive and grow, whilst also helping connect them with people who would benefit from engaging in their community through joining groups like this.



Partnership Working

Tackling community safety issues is not just a policing responsibility, but involves a range of partner organisations, including the Lancashire 15 local authorities, Clinical Commissioning Groups, NHS England, Lancashire Fire and Rescue, criminal justice agencies such as HM Courts Service, the Community Rehabilitation Company and the Crown Prosecution Service.

The role of the Community Safety Partnerships is crucial at a local place-based level to develop and enhance multi-agency approaches to reducing crime and disorder. The bringing together of responsible authorities and criminal justice partners to discuss mutual issues of concern and to share best practice, is invaluable to ensuring a safer Lancashire.

In a bid to develop resilient and safer communities, I have awarded almost **£135,000** to a number of Community Safety **grants to the Community Safety Partnerships** within Lancashire during the financial year 2019/20.

A full list of my grant awards is at **Appendix A**

Community Action Fund

My Community Action Fund is designed to provide small grants of up to £3,000 to assist groups in tackling local concerns and helping to deliver the priorities of my Police and Crime Plan, utilising funds from Proceeds of Crime.

In 2019/20 my Community Action Fund received 61 applications with **34 grass root organisations** being successful. A total of **£80,675.10** was distributed to projects across Lancashire. The amount of funding provided during the year was affected by the Covid 19 pandemic which meant a number of grant awards had to be deferred until financial year 2020/21.

It is anticipated the 34 projects funded will directly work with over **3,480 individuals** across Lancashire including over **2,190 young people**. However, many more people across Lancashire will have been positively impacted both directly and

indirectly, for example, projects that help develop safe and confident communities should improve public confidence.

A wide breadth of organisations have been supported by my Community Action Fund, including sports and community organisations providing holiday schemes for young people in deprived communities to projects aiming to protect those most vulnerable within the community. I am always extremely keen to visit some of the projects that are being delivered to see for myself the great work that's being delivered across the county.



Community
Action Fund



Case study: Summer sports club drives cohesion in Preston

Sir Tom Finney Preston Soccer Centre were awarded £2,000 towards their Holiday Club 2019 scheme. Sir Tom Finney Preston Soccer Centre in partnership with UCLAN, who also provided match funding, offered young people from diverse background, including refugee children from a variety of countries including Afghanistan, Sudan and Syria, the opportunity to take part in a range of activities throughout the summer holiday period

Overall the project supported 81 children, including 10 children from the refugee / asylum seeking community and 20 youngsters who had been referred into the project by Lancashire Police and Lancashire's children services.

As a direct result of the initiative three children attended a Junior Leadership Course at the Lancashire Football Association in October 2019.

Darryl McNicholl, Lead Coach from PSC and UCLan sports student, said:

"We've brought more than 30 children from all walks of life together in a very safe and inclusive environment. They can be kids and enjoy themselves as well as breaking down barriers and prejudices at the same time."



Four years ago I worked with partners to establish the Lancashire Volunteer Partnership (LVP) which has gone on to win awards and become the one stop shop for public service volunteering in Lancashire. This partnership remains unique, there are no other public services across the UK who have used this approach to volunteering and Lancashire is seen as leading the way around the integration of a public service volunteer offer.

Throughout 2019/2020 Lancashire Volunteer Partnership (LVP) has continued to extend its coverage across Lancashire with new services and opportunities for volunteers to contribute towards, supporting vulnerable people and engaging in social action initiatives across Lancashire.

Joining public services together to provide a single gateway into public service volunteering has encouraged more volunteers to join LVP and add value to front line services. In 2019/2020 LVP supported over 5,000 public service volunteers. My initiative to encourage new members into the Partnership has been met with great interest and has contributed towards the increase in volunteers supported and the number of partners that make up LVP.

In 2018/2019 LVP Community Support Volunteers supported 437 vulnerable people, this year that

figure has increased to over 500 however, excluding the response to the Covid-19 national public health crisis which began March 2020. The social return delivered through LVP continues to rise, with LVP adding over **£10m worth of social value** to public services and communities across Lancashire.

This success would not have been possible without LVP volunteers giving their time to support public services and it was my pleasure to meet many of them during national volunteer week in June 2019. LVP volunteers have committed over **700,000 hours of their time** to supporting Lancashire's public services this year and I was pleased to help recognise that effort and delighted that a particular team of volunteers tackling prevention, reducing online child victimisation, and offending won a prestigious national award and another of our LVP volunteers was recognised by HM The Queen in her birthday honours list.

LVP have a dedicated team of Volunteer Officers devoted to supporting volunteers in their activity and I thank them for their contribution and professionalism in this task. Towards the end of this year, as the virus struck, the team rose to the challenge of matching many new volunteers to those asking for help.



Coronavirus Challenge

In the last three weeks of 2019/2020 LVP joined the County's response to tackling Covid-19 and the resultant national public health crisis. LVP changed their way of working to meet the challenge and set about one of the largest volunteer recruitment campaigns in their history, along with opening up access to vulnerable people who needed help. In just the first three weeks LVP recruited hundreds of volunteers and matched them to similar numbers of vulnerable people needing support.



Community Champions

Last year I developed a new volunteer role, the Community Champion. This is a uniformed role in the heart of the community linked directly to Parish Councils. The volunteers are fully trained, provide a visible presence and are ready to assist people wherever possible. Pilots in Chorley and West Lancashire have identified positive learning and we are continuing to develop the role and roll it out along with our new Our Lancashire programme.

Being the Public's Voice in Policing

This year my Office and I have carried out a large amount of engagement activity across every district in Lancashire, talking with people on a range of topics and issues. As their voice in policing, it is really important to me that their views are heard and influence the decisions being made within my office and Lancashire Constabulary.

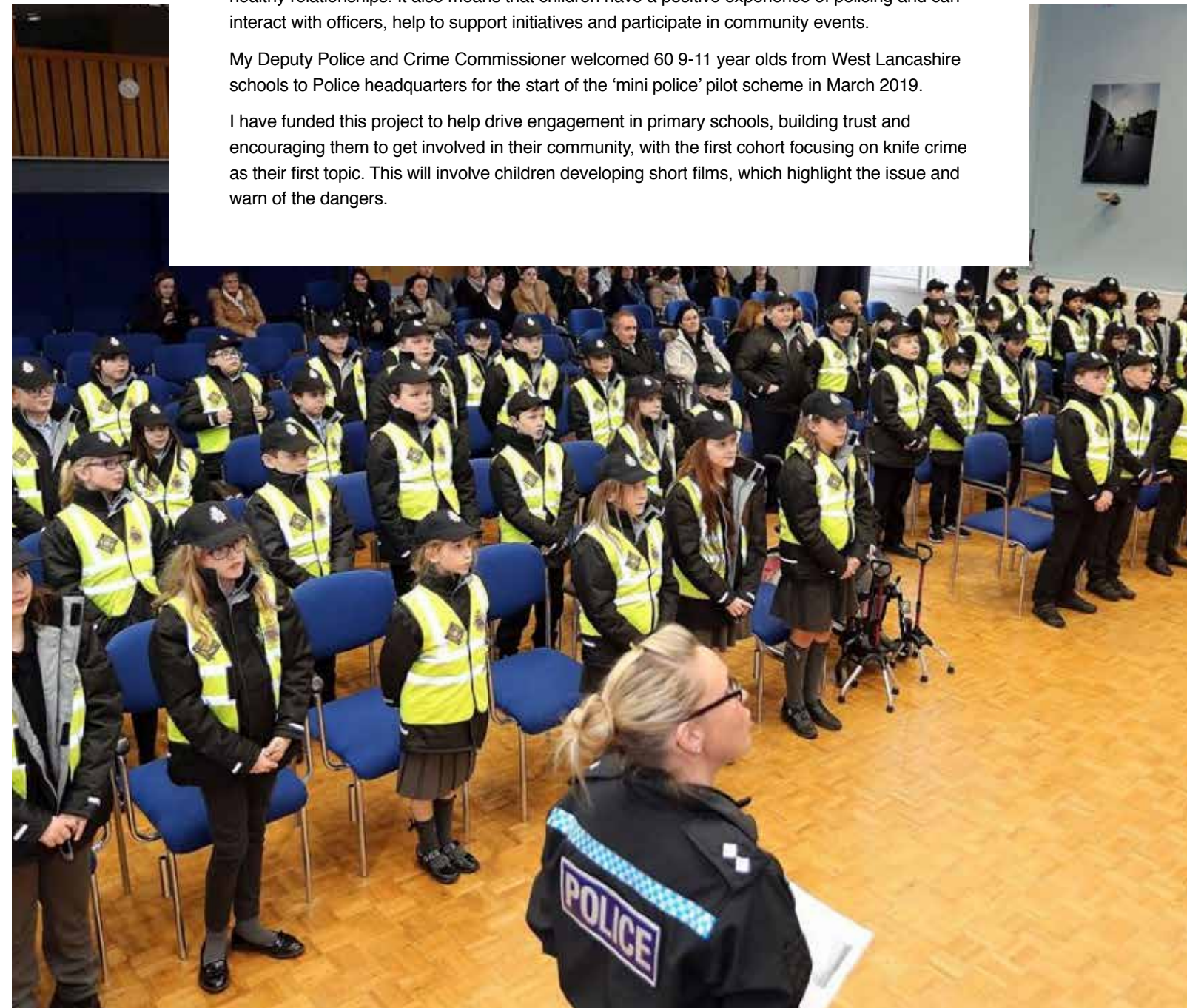
Mini Police

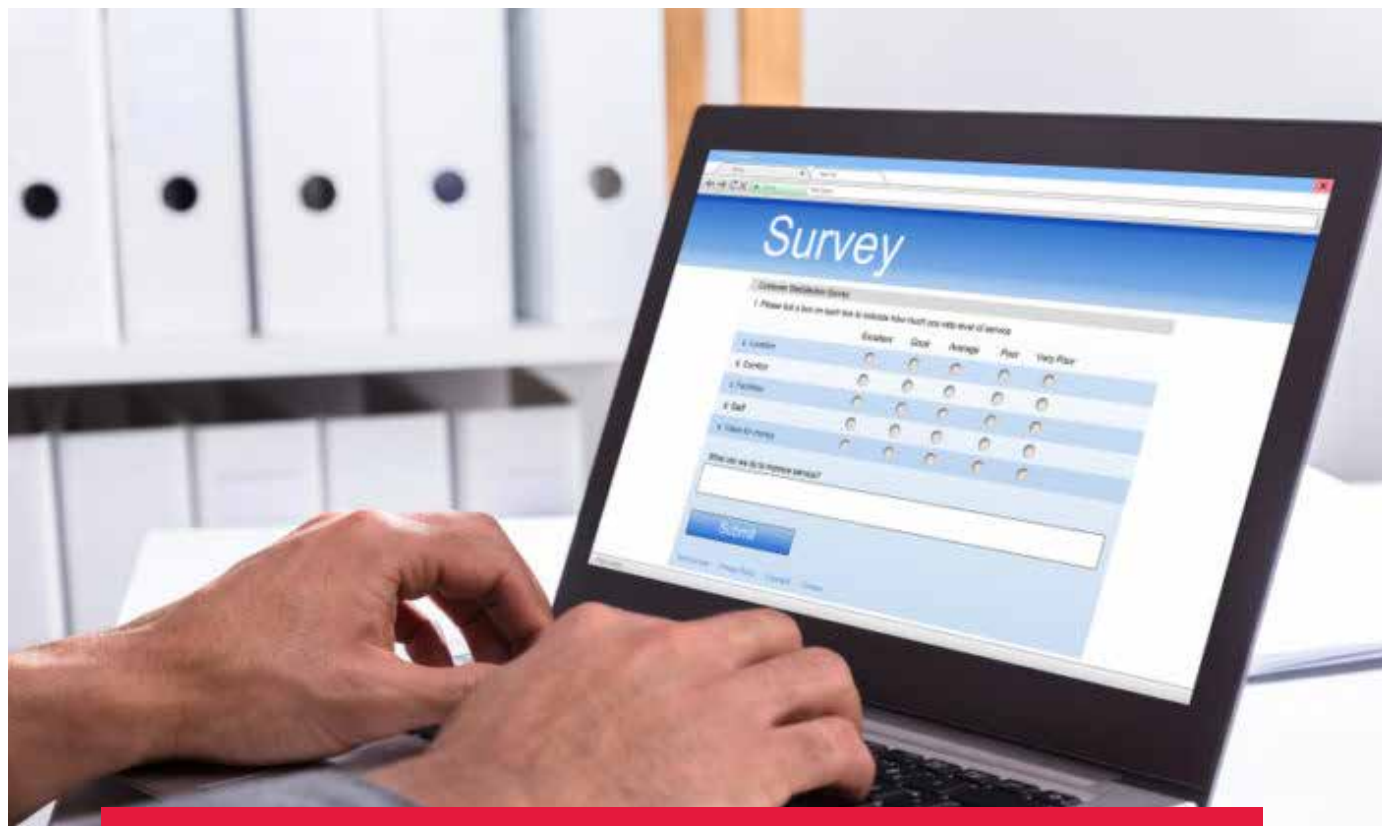
The 'mini police family' initiative is a fun and engaging opportunity for children to meet police officers, learn about the law and participate in community engagement sessions.

The project aims to help break down barriers between young people and police and promotes healthy relationships. It also means that children have a positive experience of policing and can interact with officers, help to support initiatives and participate in community events.

My Deputy Police and Crime Commissioner welcomed 60 9-11 year olds from West Lancashire schools to Police headquarters for the start of the 'mini police' pilot scheme in March 2019.

I have funded this project to help drive engagement in primary schools, building trust and encouraging them to get involved in their community, with the first cohort focusing on knife crime as their first topic. This will involve children developing short films, which highlight the issue and warn of the dangers.





Summer Survey 2019

I ran my **annual summer survey** from June to September 2019 which saw over **2,700 residents respond** online and in person at events in every district in Lancashire.

I asked for views on crime and policing priorities within the county and neighbourhoods, experiences of Lancashire Police within the last 12 months and what we as a force should be focusing on, whilst also seeking early feedback around the council tax precept proposals which would be required for the next financial year.

95% of those who responded said that **investigating serious crimes such as tackling organised criminal gangs should be a priority**, with 86% saying that tackling child abuse and exploitation should be a key focus. Meanwhile 50% of respondents said that patrolling areas with low levels of crime should be a low priority.

Lancashire Constabulary's major investigations teams are dedicated to tackling serious crimes

including child criminal exploitation, supported by the work of response and neighbourhood officers, as directed by my Police and Crime Plan.

This year has also seen the launch of **local taskforces across Lancashire**, with the responsibility for tackling local priorities including drug dealing, anti-social behaviour and burglary, alongside disrupting organised crime group activity and targeting outstanding offenders.

The vast majority of **respondents said they felt safe where they live** but confidence levels were mixed when asked whether they think the police will be there when people need them.

After almost a decade of austerity in policing, it is understandable that people's confidence that police will be there for them has been impacted, however people also repeatedly said that they feel officers are doing the best they can with the resources available.



Community Meetings

Over the last year my Deputy Police and Crime Commissioner and I have attended a number of events out in our communities, hearing views from residents and answering questions on policing in their area.

These have included PACT meetings which bring the police and community together, along with a number of other events including Blackpool Pride, Preston Mela and Garstang Show.

One community event I was pleased to help organise was held at Kingsfold Community Centre in Preston. This fed back on some activity taking place in the area to tackle Anti-Social Behaviour and divert young people from crime into diversionary activity with partners including Preston North End Football Club.

It was a great opportunity to hear about the work that had taken place so far, where to go next and the real difference being made for the community and the people in it



Lancashire Talking

In early 2020 I funded a brand new initiative, Lancashire Talking, to give you a voice in your local neighbourhood policing priorities.

It's important to get the county talking about how we can improve our services and knowing about your concerns means we are able to tackle the things that matter to you the most.

This new project utilises doorstep chats and online conversations to better understand what it's like to live in our county.

In each area across Lancashire, these conversations focus on what it's like to live in a

community - what's good about it, what could be improved and any concerns local people may have – to gather important information about the issues that matter to people the most.

This feedback then enables neighbourhood policing teams, together with partner organisations, to tackle these issues.

I joined officers during a successful trial in the Hyndburn area and it was great to see the positive response from the public to this new initiative that I am sure will continue to grow in the months ahead.



SCRUTINY AND TRANSPARENCY

Changes to Complaints

The Policing and Crime Act 2017 and supporting regulations made significant changes to the police complaints and disciplinary systems during 2019/20. A number of changes were introduced designed to achieve a more customer-focused complaints system.

The changes allow for certain types of complaints to be resolved outside the requirements of the Police Reform Act 2002 while those that have been recorded may be handled reasonably and proportionately otherwise than by investigation.

Where appeals were previously handled by either the chief constable or the Independent Office for Police Conduct (IOPC), the new right to apply for a review is to either myself or the IOPC. This change aimed to increase independence and transparency.

Prior to 1 February 2020, I dealt with 7 complaints (14 allegations) against the Chief Constable – of the 7 complaints, 2 appealed my decision to the Independent Office for Police Conduct but neither were upheld.

Since the 1 February 2020 I dealt with 5 complaints (8 allegations) against the Chief Constable with no appeals received from the Independent Office for Police Conduct.

I have received 8 review requests in relation to complaints made against police officers following changes to the police complaints process on the 1 February 2020.

During 2019/20 I have ...

Engaged in **4 Police and Crime Panel meetings** where members scrutinised and supported my work

Made formal **59 decisions** and published them

Dealt with **15 complaints (28 allegations) against the Chief Constable** – none of which were upheld

Held **3 Strategic Business Meetings** giving me the opportunity to discuss matters of immediate concern, trends in performance and incidence of crime that may impact on priorities included in the Police and Crime Plan, strategic finance and policing matters

Held **7 one-to-one meetings with the Chief Constable**

Held **4 formal Scrutiny meetings** giving me an opportunity to challenge and question the Chief Constable and his Officers

Held **4 Joint Audit and Ethics Committee (JAEC)** meetings focusing on governance and risk management

Stop and Search

Through independent oversight, my **Stop & Search Scrutiny Panel** ensures stop and search is being used in an appropriate manner and enables me to hold the Chief Constable to account.

In March I joined officers on patrol in Blackpool and witnessed a stop and search take place, whilst attending other incidents such as a road traffic collision.

My office is responsible for running the county's 'Stop and Search Ride Along Scheme' which gives members of the public the opportunity to accompany officers on routine patrol and, if appropriate and proportionate, observe the use of stop and search powers in action.

The ride alongs, which meet requirements around ensuring the best use of stop and search from Government, sees members of the public report back to the Stop and Search Scrutiny Panel, around what they see and experience whilst shadowing the work of officers.

There was a **50% increase in the use of stop and search during 2019** when compared to the previous year. This follows the surge activity as part of the work to tackle knife crime.

Independent Custody Visitors

Independent custody visitors (ICVs) are the eyes and ears of the public and provide reassurance that all is as it should be in police custody. They help me to fulfil my statutory role to hold the Chief Constable to account and provide accessibility, visibility and accountability of Lancashire Constabulary.

I continue to oversee an established and effective Independent Custody Visiting (ICV) Scheme. The Scheme has up to **40** dedicated volunteers who visit detainees in each of the six police custody centres in Lancashire: Greenbank (Blackburn), Burnley, Skelmersdale, Preston, Blackpool and Lancaster.

Due to some custody closures for refurbishment in year there has been a slight decrease in the number of detained persons who accepted visits from the ICVs in 2019/20, in comparison to 2018/19, with a total of **217 unannounced checks and 641 interviews** carried out by our Independent Custody Visitors (ICVs) compared with 743 the year before.

FINANCES AND RESOURCES

The Police Reform and Social Responsibility Act 2011 created two separate Corporations Sole: the PCC and the Chief Constable. The PCC is responsible for:

- Setting the budget and precept
- The finances of the whole Group
- Receiving all income and funding
- Making all payments for the Group from the overall Police Fund
- Control of all assets, liabilities and reserves

The long term appropriate and sustainable funding of Lancashire Police to meet the growing complexity of demand remains a key aspect of my focus.

I set a revenue budget of £286m for 2019/20, the headlines can be summarised opposite.

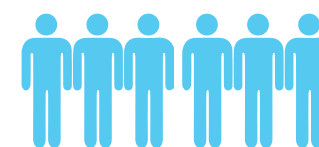
153 ADDITIONAL OFFICERS



153

THE PROCESS OF THE RECRUITMENT OF 153 ADDITIONAL OFFICERS BY MARCH 2021 AS PART OF THE NATIONAL 'UPLIFT' PROGRAMME HAS BEEN STARTED AND IS AHEAD OF SCHEDULE

OFFICERS AND SPECIALIST STAFF



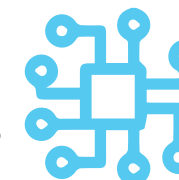
100+

INVESTMENT IN OVER 100 POLICE OFFICERS AND SPECIALIST STAFF THANKS TO THE INCREASE IN COUNCIL TAX PRECEPT

IT INFRASTRUCTURE

£6.9m

£6.9M INVESTED IN IT INFRASTRUCTURE, SYSTEMS AND EQUIPMENT TO ENSURE OFFICERS AND STAFF CAN OPERATE AS EFFICIENTLY AND EFFECTIVELY AS POSSIBLE



VEHICLE REPLACEMENT



£3.1m

£3.1M INVESTED IN THE VEHICLE REPLACEMENT PROGRAMME

FRACKING

£1.835m

IN 2019/20 £1.835M WAS SPENT ON OP MANILA FRACKING OPERATION, WITH £1.495M CLASSIFIED AS 'ADDITIONAL COSTS'. WE RECEIVED £1.271M IN GRANT FROM GOVERNMENT TO MEET 85% OF THESE ADDITIONAL COSTS. THIS BRINGS THE TOTAL 'ADDITIONAL' COST OF THE OPERATION SINCE JANUARY 2017 TO £8.4M. WE HAVE RECEIVED A TOTAL OF £7.2M OF GRANT FROM THE GOVERNMENT TOWARDS THESE ADDITIONAL COSTS.

CONTAINED COST PRESSURES



SIGNIFICANT COST PRESSURES ON THE BUDGET WERE CONTAINED (E.G. PAY INCREASE £6M, INFLATION £1M)

GENERAL RESERVES

£10.175m



GENERAL RESERVES WERE MAINTAINED AT £10.175M - 3.6% OF THE NET REVENUE BUDGET

SAVINGS



£2m

SAVINGS OF £2M ACHIEVED IN YEAR, BRINGING THE TOTAL ANNUAL SAVING SINCE 2011/12 TO MORE THAN £86M

SIGNIFICANT INVESTMENTS IN ESTATES



£1.5m

£1.5M INVESTED IN THE REPLACEMENT, MAINTENANCE AND REFURBISHMENT OF THE ESTATE TO DELIVER ASSETS THAT MEET ALL STATUTORY HEALTH AND SAFETY REQUIREMENTS AND PROVIDE ACCOMMODATION THAT ENSURES OPERATIONAL EFFICIENCY AND EFFECTIVENESS IS DELIVERED.

CONTROL ROOM



£0.4m

0.4M INVESTED IN THE FORCE CONTROL ROOM TO IMPROVE THE OPERATIONAL EFFECTIVENESS OF CONTACT WITH THE PUBLIC



LOOKING FORWARD

As I conclude this report it is clear the world is in a very different place than it was in 2019 and the policing challenges are perhaps less known. However, I will ensure Lancashire Constabulary continues to have the resources it needs to adapt and to keep people safe.

The fight against Coronavirus will continue well into 2020/21, however, I am committed to finding new ways to meet local people, attend events, and continue to listen to your views and experiences of crime and community safety. Your priorities are important to me.

May 2021 will now see the third **election** take place for Police and Crime Commissioners across England and Wales which will once again allow the

people of Lancashire to have their say on policing in Lancashire.

Police recruitment, like all other aspects of our lives, has also been impacted by the current crisis. Now more than ever, we need to ensure we can maintain capacity in our service to support the frontline and continue to protect the public. I continue to seek assurances from the Government that we can press ahead to deliver the increase in police numbers pledged and ensure Lancashire remains resilient during and following this national crisis.

Clive Grunshaw
Police and Crime Commissioner

APPENDIX A

Reducing Reoffending Fund		
Red Rose Recovery	Community Leadership Academy	£25,000.00
The Well Communities	Offender Coaches	£15,000.00
Maundy Relief Trust	Support for Offenders	£22,382.00
Community Solutions North West	Life Choices	£13,000.00
Burnley FC in the Community	It's your Turf	£12,680.00
Active Lancashire	United Together	£19,000.00
The Foxton Centre	Foxton Centre Social Enterprise	£20,500.00
AFC Fylde Community Foundation	Know your goal	£20,000.00
The Princes Trust	Positive Pathways with Blackpool	£25,000.00
Blackpool FC Community Trust	Blackpool Community Cohesion	£7,964.00
The 180 Programme	Be The Best You!	£19,680.00
Magistra Civitas	Lifeboat Programme	£17,452.00
PACT (Prison Advice and Care Trust)	Fresh Family Starts	£14,062.70
Inspire Motivate Overcome (IMO)	Personal Development Programme	£18,740.00

Crime & Reoffending Funding		
Lancashire County Council	Contribution to substance misuse services	£265,600.00
Blackpool Council	Contribution to substance misuse services	£72,900.00
Blackburn with Darwen Council	Contribution to substance misuse services	£78,000.00
Lancashire County Council	Drug Alert Scheme	£2,500.00
Blackburn with Darwen Council	Prevent	£30,000.00
Blackburn with Darwen Council	MEAM	£10,000.00

APPENDIX A

Community Safety Fund		
Community Action Fund	£80,675.10	£25,000.00
District Community Safety Partnerships	Various projects	£134,867.90
Blackburn with Darwen Council	Contribution to community Safety	£70,000.00
Blackburn with Darwen Council	Contribution to Pennine Lancashire CSP support	£6,000.00
Blackpool Council	Contribution to community safety	£91,000.00
Blackpool CCG	Night Safe Haven	£25,000.00
Blackpool & the Fylde Street Angels	£7,000.00	£20,500.00
Chorley Street Pastors	£4,000.00	£20,000.00
Lancaster Street Pastors	£2,000.00	£25,000.00
Ormskirk Street Pastors	£2,000.00	£7,964.00
Preston and South Ribble Street Pastors	£10,000.00	£19,680.00
Lancashire County Council	Contribution to YOT services	£60,000.00
Blackpool Council	Contribution to YOT services	£18,100.00
Blackburn with Darwen Council	Contribution to YOT services	£20,000.00
Lancashire County Council	MADE Website	£39,850.00
Lancashire County Council	TIIG Data	£12,500.00
National Ugly Mugs	£4,000.00	

Victims Funding		
Blackpool Council	Contribution to domestic abuse services	£51,000.00
Blackburn with Darwen	Contribution to domestic abuse services	£78,000.00
Blackpool Teaching Hospitals	IDVA	£32,951.00
East Lancashire Hospital Trust	Contribution to IDVA	£10,688.00

APPENDIX B

PROTECTING LOCAL POLICING			
Measure	Previous Equivalent period Apr '19 Mar '20	In Year Performance versus Previous 12 months period	In Year Performance 31st Mar 2020
Proportion of Force Budget Spent on Front Line Policing: visible	£102.9m (40.5%)	-1.8%	£103.7 (38.7%)
Proportion of Force Budget Spent on Front Line Policing: non visible	£79.5m (31.3%)	+1.2%	£87.1 (32.5%)
Measure	Previous 12 Month Period Apr '18 Mar '19	In Year Performance Versus Previous 12 Month Period	In Year Performance Apr '19 Mar '20
Grade 1 - Emergency Response Median Time to Arrive (Target <15 min)	10.1 min	+ 0.2 min	10.3 min
Grade 2 - Priority Response Median Time to Arrive (target <1 hour)	33.2 min	+ 0.6 min	33.8 min
Grade 3 - Routine Response Median Time to Arrive (<48 hours)	841.9 min (14 hrs)	+ 133.2 min (2 hrs)	975.1 min (16 hrs)
999 Calls - Service Level < 10 secs	76.5%	+ 0.9%	77.4%
999 Calls - Time To Answer (Average)	8.1 sec	+ 0.7 sec	8.8 sec
101 Calls - Service Level	39%	+ 1.6%	40.6%
101 Calls - Time To Answer (Average)	184.5 sec	+ 8 sec	192.5 sec

TACKLING CRIME & RE-OFFENDING			
Measure Taken from Recorded Crime dashboard unless stated with	Previous 12 Month Period Apr '18 Mar '19	In Year Performance Versus Previous 12 Month Period	In Year Performance Apr '19 Mar '20
All Crime	164,905	-12.5%, 20,585	144,320
Violence with injury	19,900	-18%, 3,507	16,393
Violence without injury	23,968	-3%, 670	23,298
Burglary Residential	8,970	-17%, 1,505	7,465
Robbery (Personal)	1, 032	+5%, 54	1,086
Public Order	15,386	-30%, 4,684	10,702
Business Crime	13,912	+1%,109	14,021
Road Safety KSI	816	+28%, 227	1043
Number of Anti-Social Behaviour Incidents	50,464	+13%, 6,769	57,233

2019/20



ANNUAL REPORT

**Lancashire Police and
Crime Commissioner**

