

LANCASHIRE CONSTABULARY

A VIEW FROM THE TACTICAL ETHICS COMMITTEE

Report for the Joint Audit and Ethics Committee

Date of meeting: 23/11/2021

Time: 10am to 12pm

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A VIEW FROM THE TACTICAL ETHICS COMMITTEE: RIGHT CARE RIGHT PERSON & GOODSAM OFFICER LOCATION TRACKING

PURPOSE OF THE BRIEFING NOTE

The purpose of this note is to document a response from the Tactical Ethics Committee in respect of the Right Care Right Person policy that Lancashire Constabulary is looking to implement and the GoodSAM officer location tracking technology which is nearing the implementation phase in Lancashire. The first section will cover background to both projects and provide the context that PS Strug provided to the Committee on the 23rd of November 2021. The second section will provide the Committee's initial views.

BACKGROUND

Ethical Dilemmas for discussion:

'Right Care Right Person – is it justifiable?'

PS Strug provided a background of what the Right Care Right Person project is about and its current stage.

In 2018, Her Majesty's Inspectorate of Constabulary published *Picking up the Pieces*, which reviewed mental health demand in policing. The report recognised the importance of using the right professional to deal with mental health demand. In particular, the report highlights how the risk and responsibility of mental health related demand, '[...] should not be passed onto the police simply because policing is the service of last resort' (p. 38). This report concluded that the police are responding to mental health matters at the expense of meeting its core purpose of preventing and detecting crime, saving lives and keeping the peace.

In May 2021, representatives from Lancashire Constabulary visited Humberside Police to discuss their new approach to dealing with mental health. The key principle of this work is not to start from a point of demand management or demand reduction, but to provide a model that is accountable, transparent and provides the right care to the person in need of support for mental health, which is the driving principle of this project.

Right Care Right Person is an operating model for police and partners to ensure that calls for service are responded to by those with the right skills and expertise to provide the best possible service. It is a policy that also offers legal protection to the Constabulary and its staff.

'GoodSAM location tracking – is it ethical?'

PS Strug provided a background of what the GoodSAM project is about and its current stage.

Lancashire Constabulary is seeking to introduce a location tracking solution. At Lancashire we understand that through achieving a better understanding of hotspot policing we can reduce crime, disorder and anti-social behaviour and ultimately reduce long term demand on policing resources. This objective is reflected in Constabulary's Force Management Statement and also ties in with the three PEEL pillars – efficiency, effectiveness and legitimacy. In addition, the recently developed Plan on a Page places an emphasis on our purpose of prevention and detection of crime.

Furthermore, implementation of a location tracking solution is an opportunity to equip Design Out Crime Officers with a wealth of data to help inform the work around crime prevention through environmental design.

By leveraging the technology offered by GoodSAM, we will be able to: provide real time (or close to real time) resource location; give the ability to overlay officer activity with incident and crime patterns in order to monitor productivity, trends and patterns of behaviour; influence briefing, tasking and deployment; suggest resources closest to an ongoing incident; measure the contribution across departments to reduction in ASB and Crime; improve status messaging compliance; provide a picture around golden hour tasks and indicate if investigative opportunities at scene are maximised.

GoodSAM is used to track the location of officers. An application is pushed out to officers' devices, this application then records location data at a pre-set accuracy level. The GoodSAM app's "On duty" function must be activated to begin tracking and it continues to track until the "Off duty" option is selected. The data obtained through this can be fed into analytical dashboards for in-depth data analysis.

VIEW OF THE COMMITTEE

Right Care Right Person

The first point raised on the Right Care Right Person policy was around the risks of relying on information provided by members of the public to assist decision making, with a suggestion to keep this in mind when designing the policy.

Another point was raised that this policy would have been helpful during a recent incident in the Force Control Room which resulted in an IOPC referral, it is believed that the existence of RCRP at the time would have somewhat mitigated the circumstances.

A suggestion was then made around Police call takers making calls to the Ambulance service on behalf of callers who are not able to do so themselves, for additional legal protection.

A point was then raised around a culture or pattern of other agencies sometimes 'passing the book' on to the Police and that there is a concern that people may end up at risk whilst partner agencies come to terms with the policy and its implications, following Police's withdrawal.

One attendee enquired about the creation of an Equality Impact Assessment.

Interdependencies between the currently provided Synergy service, the IRS service and deployment decisions made in line with the Right Care Right Person policy were raised.

The Committee stated that this policy would be helpful to guide the approach to missing from home, particularly missing children.

It was agreed that the policy needs to be thoroughly examined to ensure that it offers adequate protection to the public and staff within the Constabulary.

The Committee feel that the policy will be received well by the public and PS Strug informed the Committee that an external communications strategy is being devised in response to any queries regarding RCRP.

Another suggestion was around: making reference to Post Incident Procedures within the policy, IOPC liaison and Coroner's Officer liaison.

In summary, the Committee feel that we need to make sure that our staff are supported and understand the policy well, it is good to hear that the Force Control Room are happy with it and any of the ongoing work with partner agencies must involve consultation to ensure successful buy-in.

GoodSAM

The Committee feel that tracking of officer locations is indeed ethical and it could be useful for supervisors to have access to the live data, particularly to be able to check if officers are carrying out their tasking as prescribed. A further discussion then took place around the possibilities of granting access to FIMs, DRIs or other officers/staff for the purpose of being able to quickly locate resources in case of emergency.

A query was raised whether it is possible for a Force Control Room operator, using GoodSAM's Instant-On-Scene technology, to listen into devices covertly and PS Strug clarified that any transmission of sound/video/location will only take place after the mobile device user has physically allowed location tracking, audio and video to be transmitted into the Control Room.

A question was raised around Professional Standards Department access to this technology. PS Strug stated that this has already been addressed through DCI Mulla and due to a request from PSD (due to the sensitivity of the matter), it is not possible to discuss PSD access to GoodSAM in this meeting.

PS Strug explained that GoodSAM's video capabilities will not be brought into Lancashire Constabulary just yet and once this work begins, a separate discussion can be had around this.

Lastly, a suggestion was made around linking of the GoodSAM technology to the Storm system, which would automatically toggle officers' on and off duty status to minimise the need for manual intervention as it is expected that officers will forget to switch it on.

NEXT STEPS

The very useful feedback outlined above will help inform the ongoing work around Right Care Right Person and GoodSAM.

The next Committee meeting has now been arranged and it will place on the 23rd of February 2022.