



**Lancashire
Constabulary**

police and communities together

Strategic Scrutiny Meeting

10am

Tuesday 26 March 2013

Morrison Room

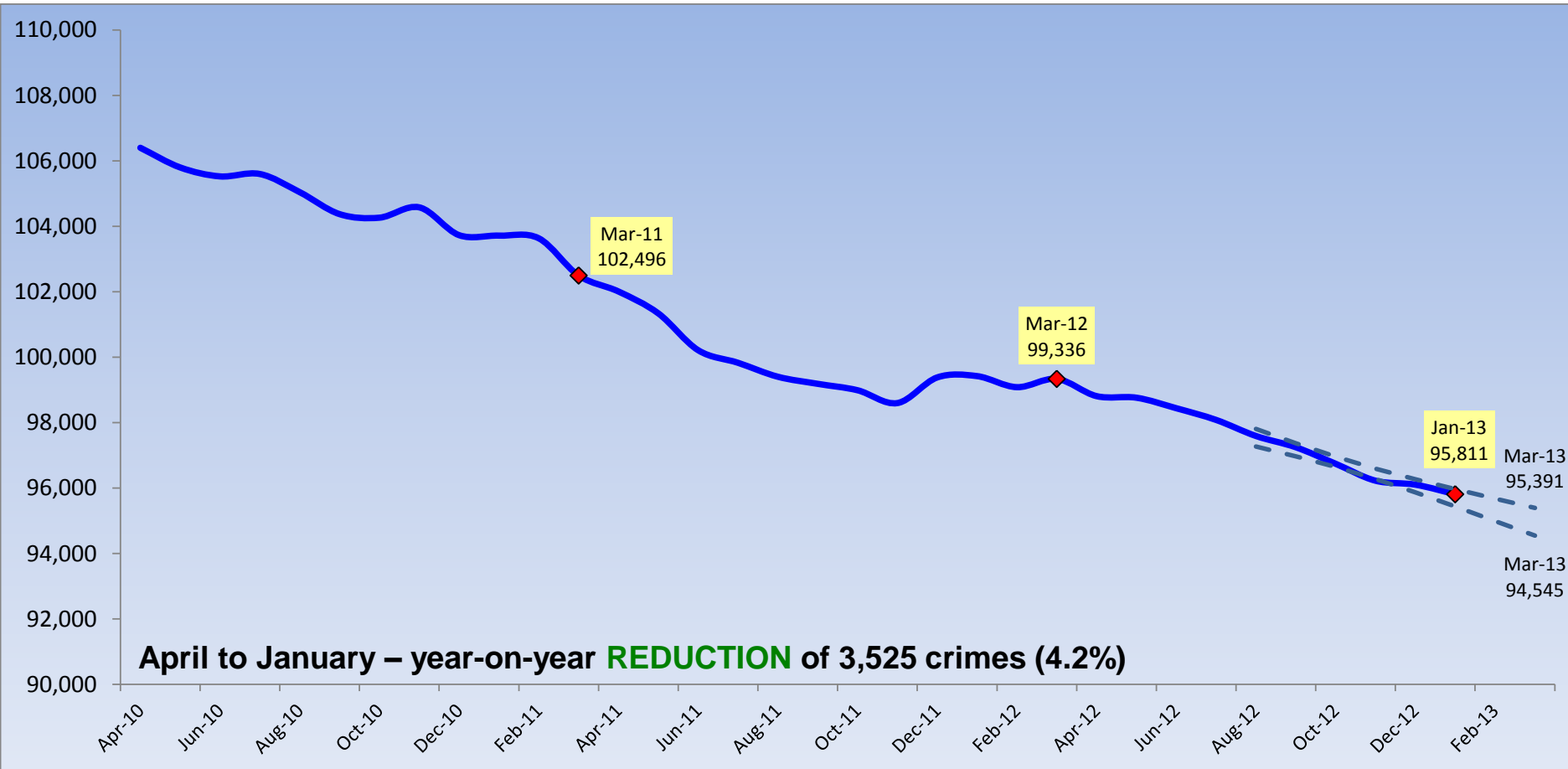
Overview of Performance

Projections for 2012-13 – All Crime



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**Based on the Chart Figures
Year-End Estimate**

Best Case Scenario - Reduction - About 4.8%

Likeliest Outcome - Reduction - About 4.4%

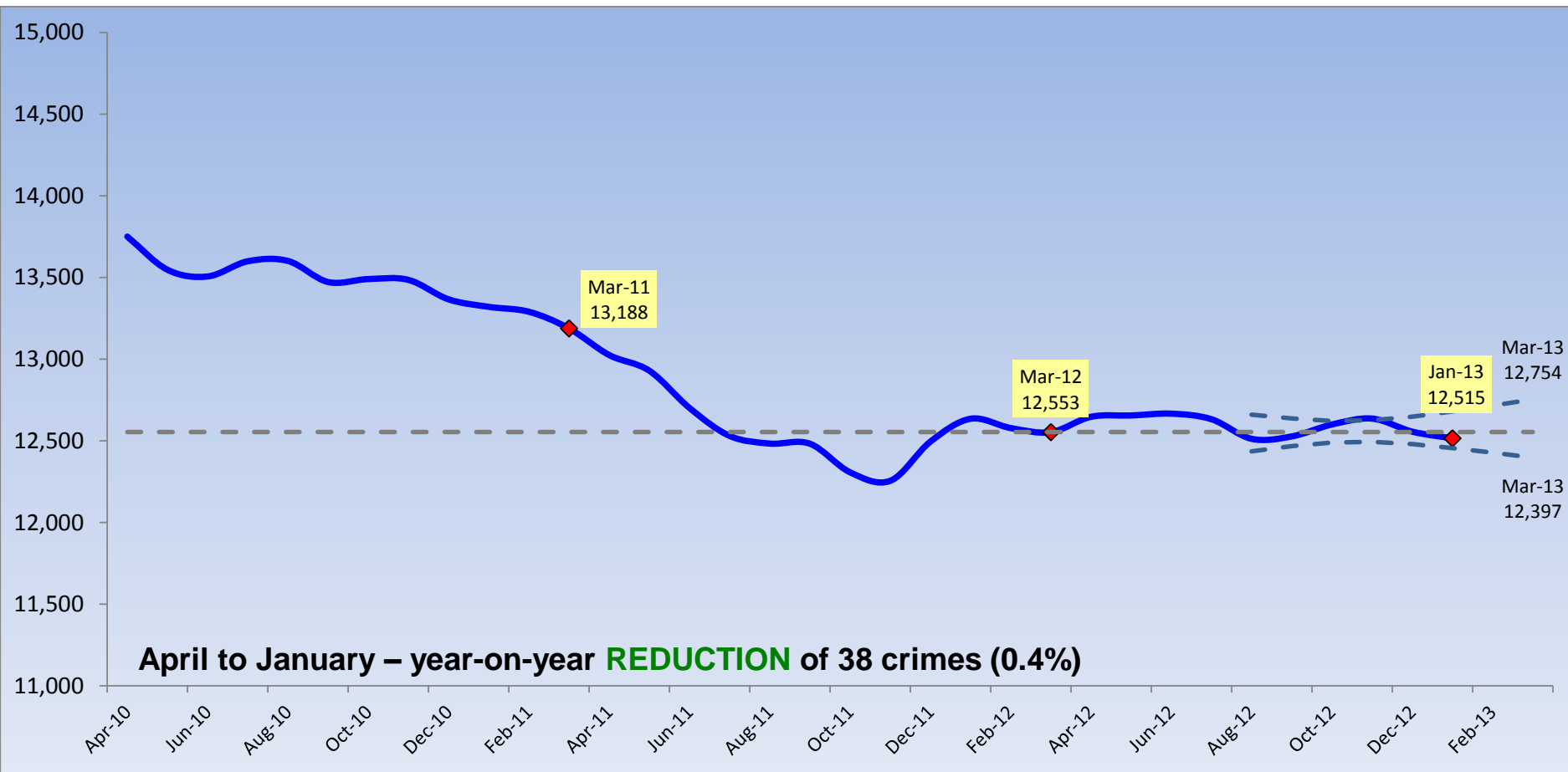
Worst Case Scenario - Reduction - About 4.0%

Projections for 2012-13 – Serious Acquisitive Crime



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**Based on the Chart Figures
Year-End Estimate**

Best Case Scenario - Reduction - About 1.2%

Likeliest Outcome - Increase - About 0.2%

Worst Case Scenario - Increase - About 1.6%

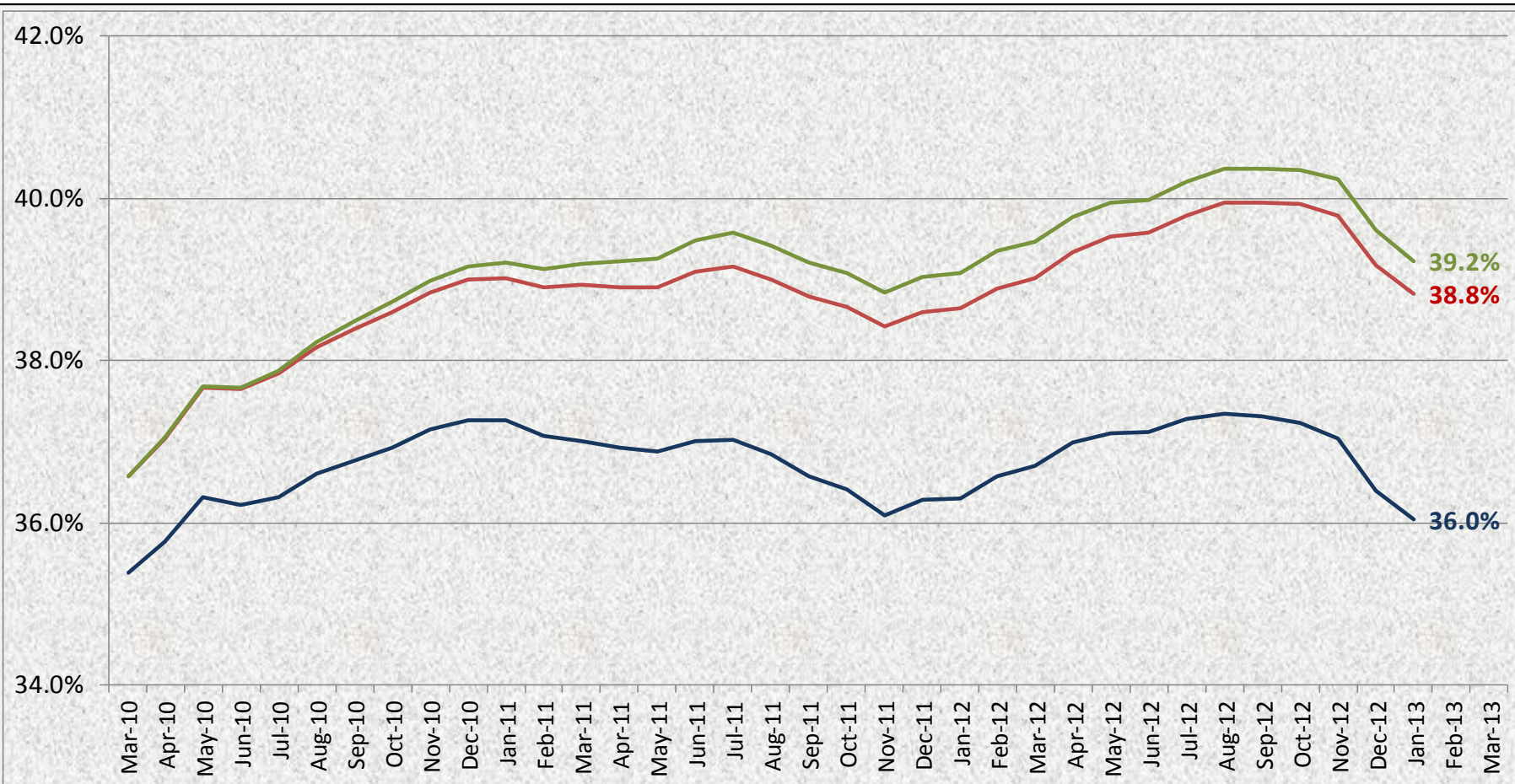
Sanction Detections with RJ and Police Resolutions

All Crime – Force Level



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The dark blue line represents the sanction detection ratio (rolling twelve-month results)

The red line indicates what the detection ratio would be if Restorative Justice disposals were added to sanction detections

The green line indicates what the detection ratio would be if both Restorative Justice and Police Resolution disposals were added to sanction detections

Police Resolutions only came into use in March 2010 and gradually increased in frequency from that point

HMIC Monitoring Process – Crime Rate comparisons with Most Similar Group Average



SINGLE FORCE Z SCORES - DELIVERY - SEVERAL CRIME CATEGORIES

Select Force

Lancashire

Select Crime Categories

Victim-Based Crime

Violence With Injury

Violence Without Injury

Rape

Sexual Offences (Excluding Rape)

All Acquisitive Crime

All Burglary

All Robbery

Vehicle Crime

Shoplifting

Other Acquisitive Crime

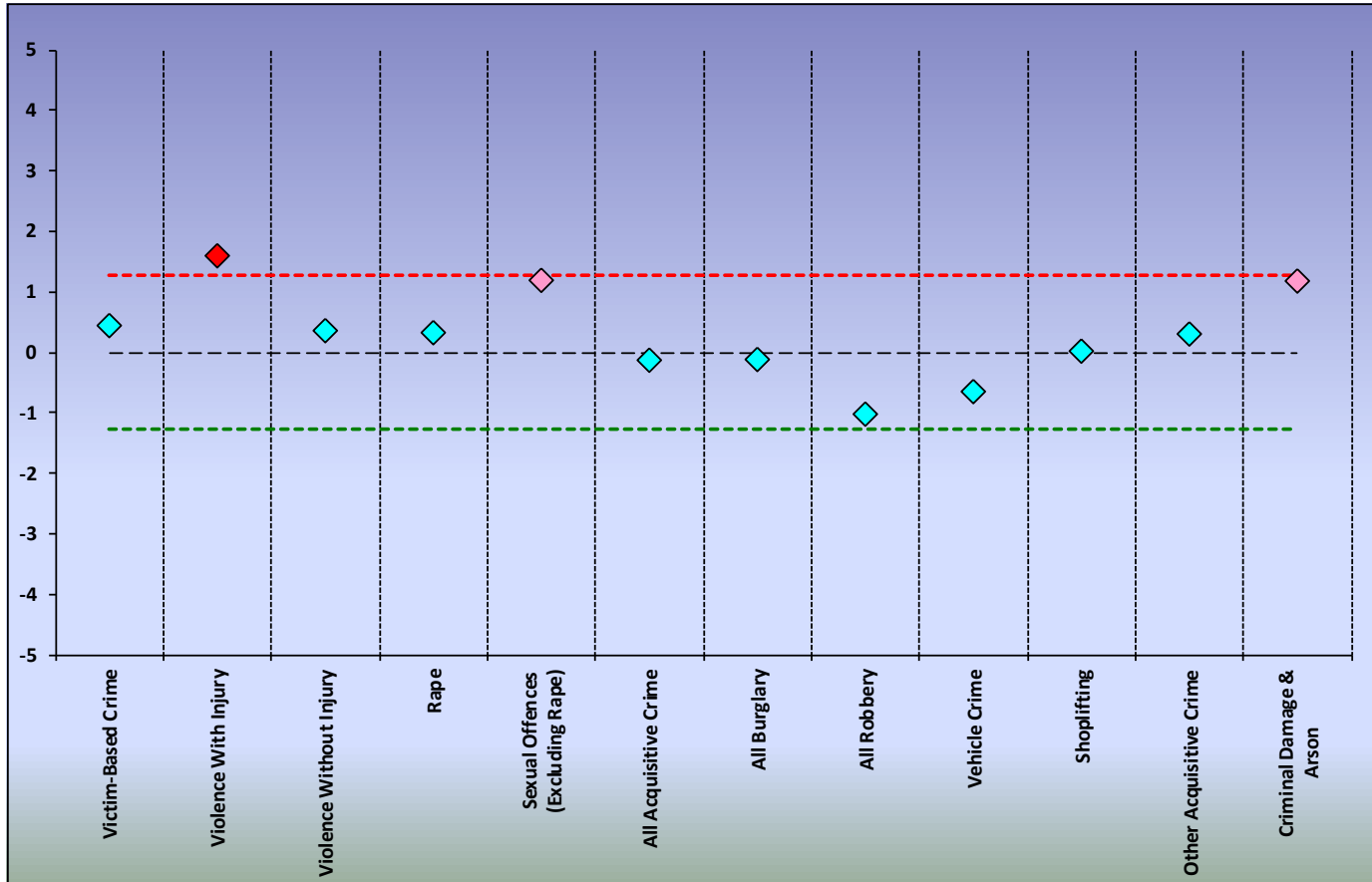
Criminal Damage & Arson

Select Period

Feb-12

to

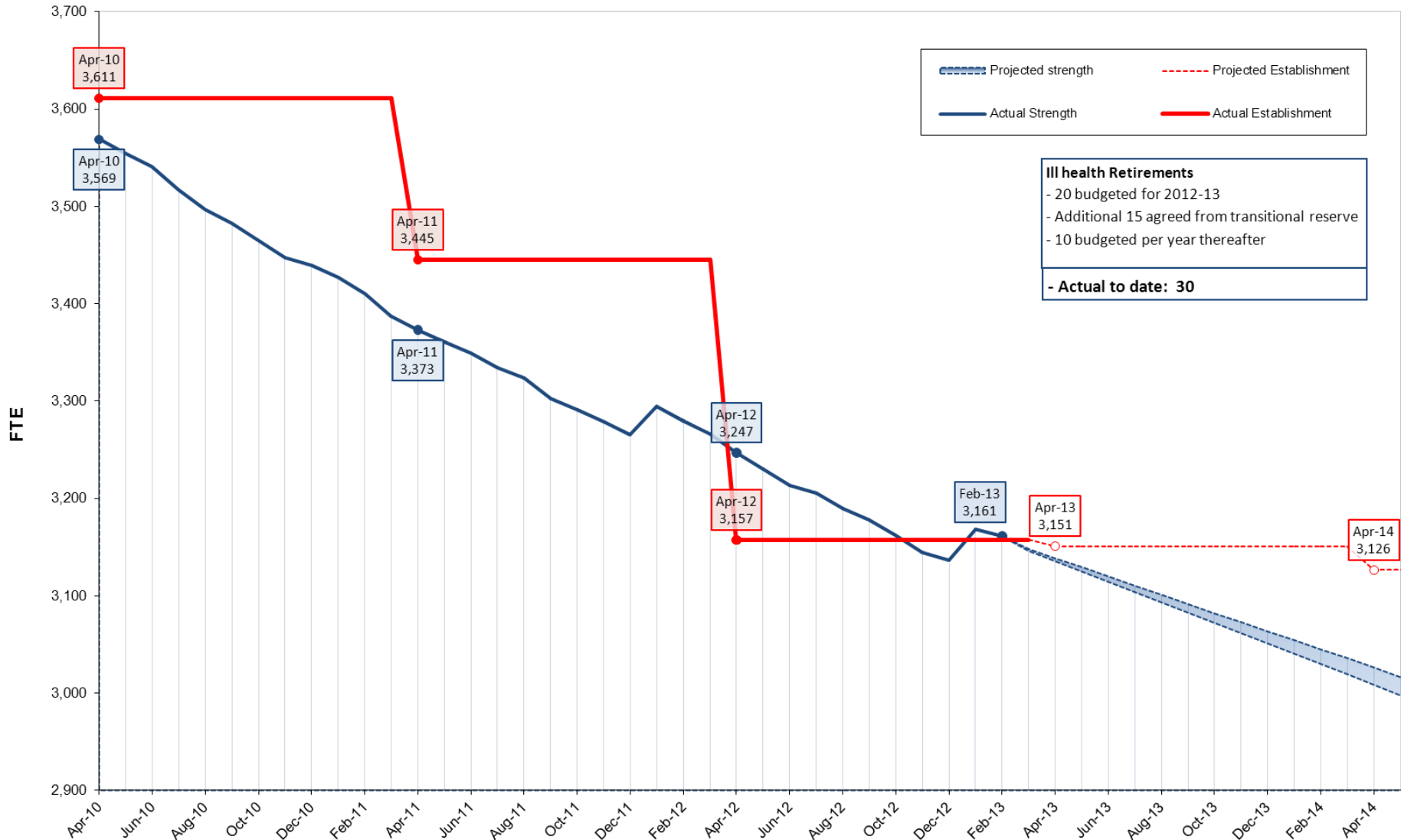
Jan-13



The current HMIC Monitoring Process uses the difference in a force's crime rate for a particular crime group from its MSG average crime rate for that crime group over a 12 month period, and looks at the distribution of the results for all forces in England & Wales and highlights those forces that are at the top and bottom of that distribution. The above is Lancashire's profile for the 12 months ending January 2013 (latest available).

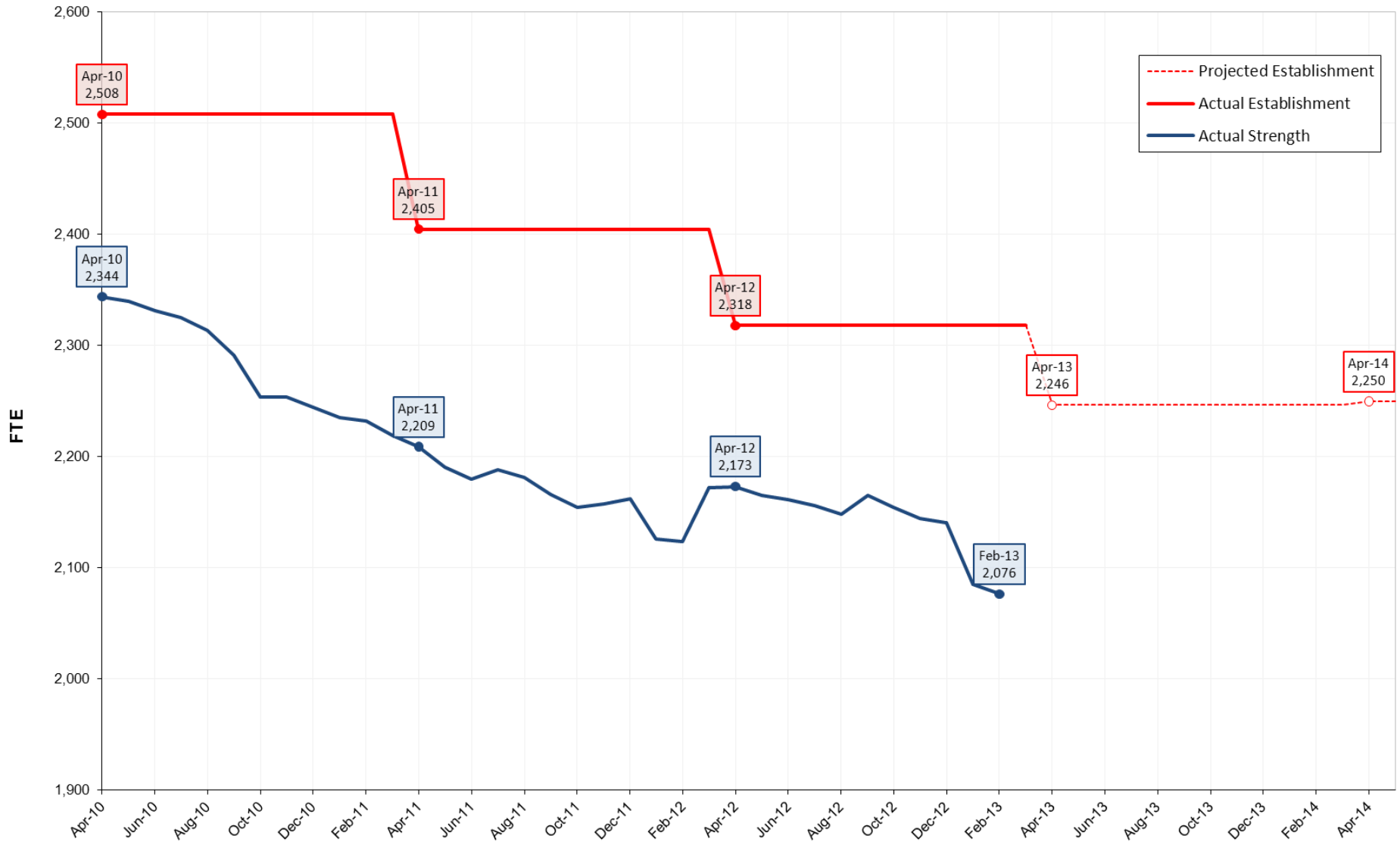
Police Officer Step-down Model

As at 28 February 2013



Police Staff Step-down Model

As at 28 February 2013



Sickness Performance

12 Month Moving Average Working Days Lost

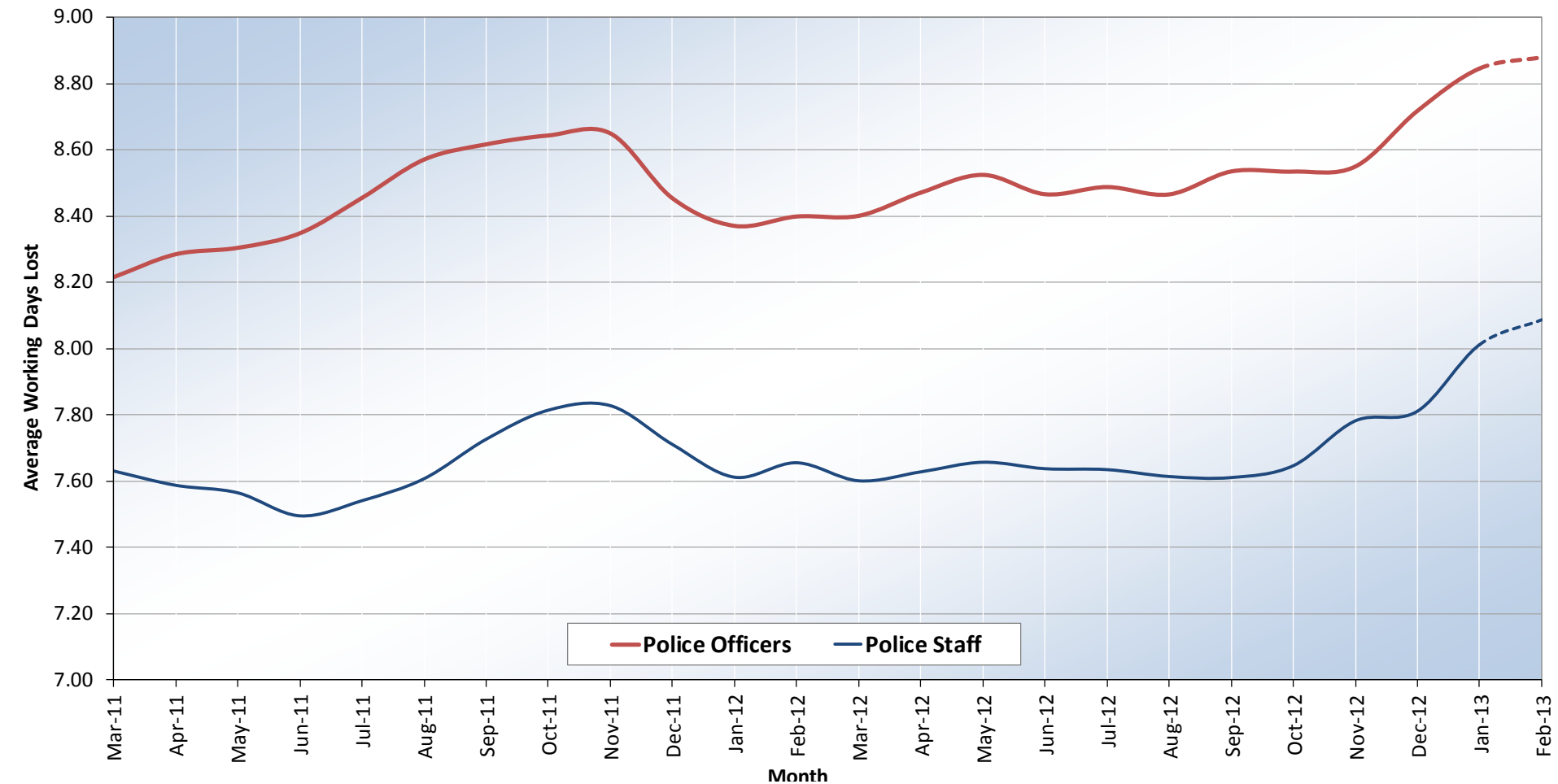
As at 28 February 2013



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Month	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
Police Officers	8.22	8.28	8.30	8.35	8.45	8.57	8.62	8.64	8.65	8.45	8.37	8.40	8.40	8.47	8.52	8.47	8.49	8.46	8.53	8.53	8.55	8.72	8.85	8.88
Police Staff	7.63	7.59	7.56	7.49	7.54	7.61	7.73	7.81	7.83	7.71	7.61	7.66	7.60	7.63	7.66	7.64	7.63	7.61	7.61	7.65	7.78	7.81	8.01	8.09





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Police and Crime Plan Priorities



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Defending Frontline Policing

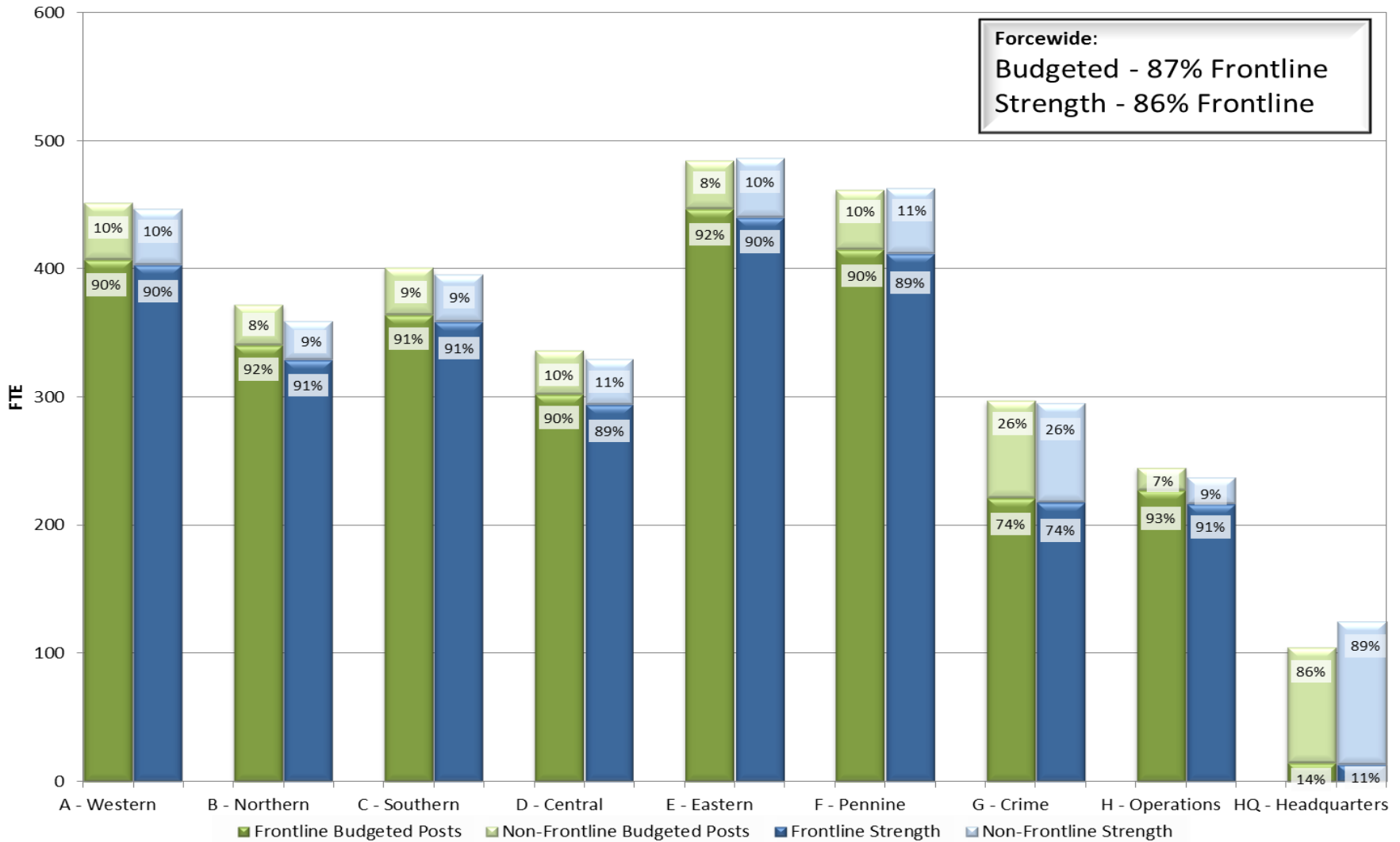


Frontline Policing Measure – Police Officers (HMIC definition)

31 December 2012



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People Numbers



Strength as FTE	Police Officers		Police Staff		Total	Specials*	Volunteers*	Grand Total
	Total	of whom were CBMs (incl. NHP Sergeants)	Total	of whom were PCSOs				
31-Mar-09	3693	373	2394	433	6087	448	555	7090
31-Mar-10	3590	384	2362	424	5952	469	457	6878
31-Mar-11	3387	328	2219	382	5606	443	357	6406
31-Mar-12	3266	299	2172	407	5438	370	318	6126
28-Feb-13	3161	316	2076	362	5237	397	320	5954

** figures provided as headcount as volunteers do not have contracted hours*



Citizens in Policing

Additionality through Volunteers



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- **Recognising the contribution Volunteers can make in expanding capacity to deliver policing services.**
- **Harnessing that ‘additionality’ to improve Neighbourhood Policing and Quality of Service, whilst ensuring Value for Money.**
- **Broadening the workforce mix to provide new ways in which to engage communities and enhance service delivery.**
- **Enshrining corporate values, such as openness and transparency, in addition to promoting social responsibility and community action.**



Citizens in Policing

Key Milestones



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- **Roll-out an approved Volunteer Police Cadet model across the Force area, offering 300 young people an opportunity to engage.**
- **Establish new roles and expand the Special Constabulary to better support regular officers.**
- **Active involvement of Constabulary Volunteers in delivery of service and early action support.**
- **Commissioning of external voluntary sector groups to provide co-ordinated outreach support to victims of crime and anti-social behaviour.**

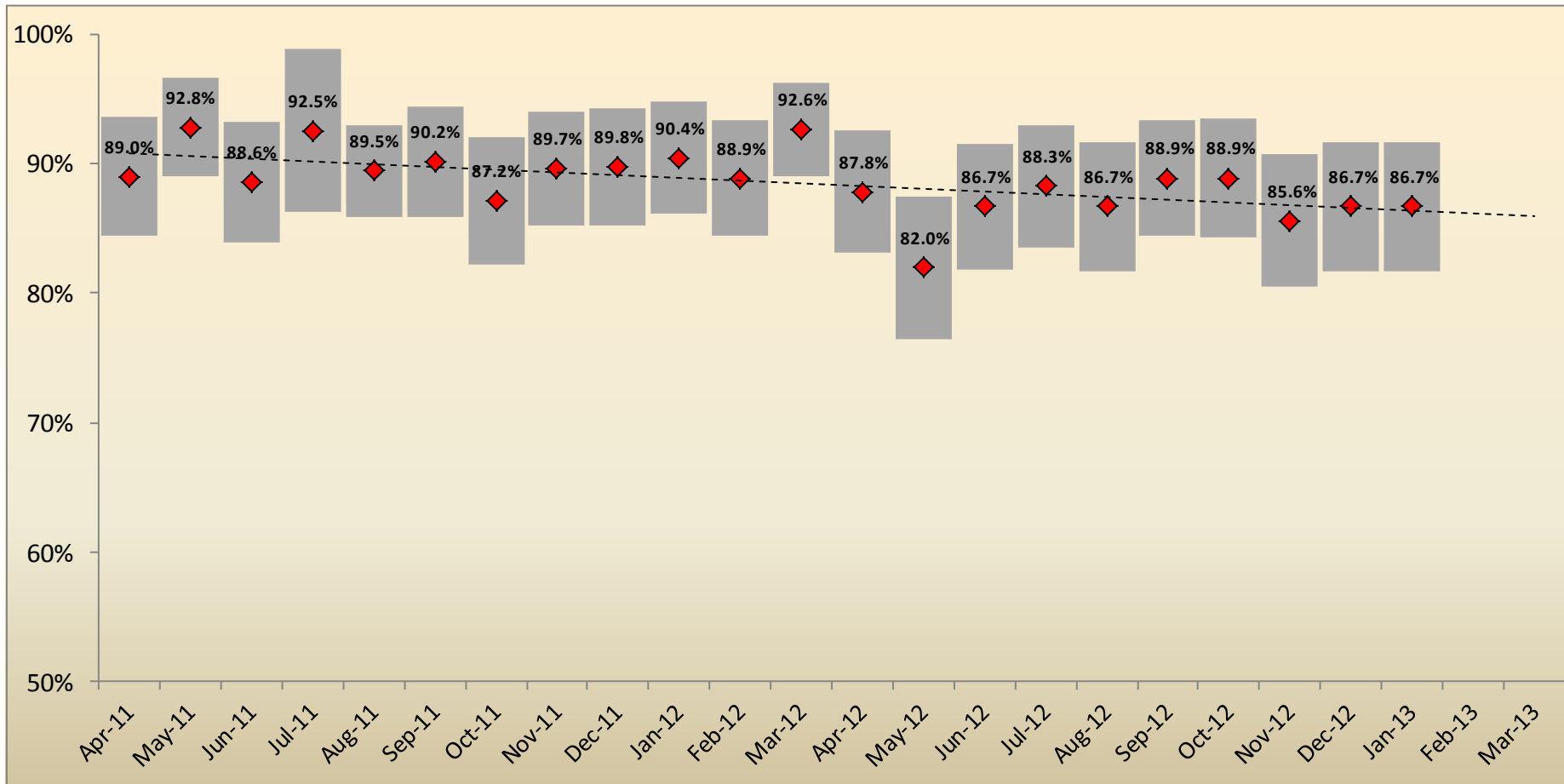


Confidence in the Constabulary – individual monthly results



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Question: How confident are you in the Lancashire Constabulary as a whole ?

Respondents who are at least fairly confident



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***Champion the Rights
of the Victim***



User Satisfaction



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	12M to Jan-11	12M to Jan-12	12M to Jan-13
*Four Groups	85.8%	85.1%	87.8%

*included above :- Domestic Burglary, Vehicle Crime, Violent Crime & Road Traffic Collisions

	12M to Jan-11	12M to Jan-12	12M to Jan-13
Racist Incidents	78.2%	78.3%	81.2%

	12M to Jan-11	12M to Jan-12	12M to Jan-13
*White	85.7%	83.3%	87.6%
*Minority Ethnic	80.2%	72.8%	81.8%

*included above :- Domestic Burglary, Vehicle Crime, Violent Crime, Road Traffic Collisions & Racist Incidents. The boxes are coloured red because there is statistically significant difference between the levels of satisfaction for White and Minority Ethnic Users

	12M to Jan-11	12M to Jan-12	12M to Jan-13
Anti-Social Behaviour	*N/A	78.4%	78.2%

*This survey only began in May 2010



User Satisfaction (Four User Groups Weighted)



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Lancashire's performance over time (Four User Groups)

Aspect of Service	12M to Jan-12	12M to Jan-13	Difference
Ease of Contact	97.0%	97.6%	+ 0.6%
Actions Taken	88.1%	88.6%	+ 0.5%
Follow-Up	78.7%	79.0%	+ 0.3%
Treatment	96.0%	95.3%	- 0.7%
Whole Experience	85.1%	87.8%	+ 2.7%

Lancashire versus Most Similar Group Average (Three User Groups) 12M to Dec-12

Aspect of Service	MSG	Lancs	Difference	Position
Ease of Contact	95.9%	97.5%	+ 1.6%	2 nd of 8
Actions Taken	84.2%	87.4%	+ 3.2%	3 rd of 8
Follow-Up	77.7%	79.6%	+ 1.9%	3 rd of 8
Treatment	94.7%	95.6%	+ 0.9%	2 nd of 8
Whole Experience	85.7%	86.8%	+ 0.9%	4 th of 8

Green shading = significantly better; Yellow shading = no significant change



PSD – Public Complaints Data



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Complaint Cases & Allegations

Public Complaint Cases / Allegations	Apr-10 - Jan-11	Apr-11 - Jan-12	Apr-12 - Jan-13
All Recorded Public Complaint Cases	632	591	606
All Recorded Public Complaint Allegations	1180	1198	1203

Top 4 Allegation Categories *(Commonly accounting for over 60% of All Allegations)*

Top 4 Most Common Public Complaint Allegation Categories	Apr-10 - Jan-11	Apr-11 - Jan-12	Apr-12 - Jan-13
Other Neglect or Failure in Duty	276	294	327
Incivility, Impoliteness and Intolerance	220	175	174
Other Assault	154	129	127
Oppressive Conduct or Harassment	100	107	107
TOTAL (Top 4 Categories)	750	705	735
% of Allegations with Top 4 Categories	63.5	58.8	61.1



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Protecting Vulnerable People



Domestic Abuse



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	April 2010 to January 2011	April 2011 to January 2012	% Change 2011/12 vs 2010/11	April 2012 to January 2013	% Change 2012/13 vs 2010/11	April 2012 to January 2013 Detection Rate
All Domestic Abuse Offences	7,233	7,651	+ 5.8%	8,003	+ 10.6%	73.2%
Domestic Abuse Serious Violent Assaults	168	160	- 4.8%	204	+ 21.4%	80.4%
Domestic Abuse Stalking & Harassment	510	793	+ 55.5%	862	+ 69.0%	73.5%



Child Sexual Exploitation



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- The Lancashire approach
- National Issues
- The Facts
- Multi Agency Teams
- Partnerships
- About victims
- Prevent, Protect & Pursue



Hate Crime



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	April 2010 to January 2011	April 2011 to January 2012	% Change 2011/12 vs 2010/11	April 2012 to January 2013	% Change 2012/13 vs 2010/11	April 2012 to January 2013 Detection Rate
ALL	839	774	- 7.7%	657	- 21.7%	65.8%
Disability	48	39	- 18.8%	49	+ 2.1%	46.9%
Homophobia	104	75	- 27.9%	63	- 39.4%	54.0%
Race	664	650	- 2.1%	534	- 19.6%	69.5%
Religion	44	48	+ 9.1%	39	- 11.4%	71.8%
Transphobia	22	11	- 50.0%	9	- 59.1%	33.3%



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***Promote Targeted Initiatives to
Contribute to Tackling Crime
and Re-Offending***



Anti-Social Behaviour



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April 2011 to January 2012	April 2011 to January 2012	April 2012 to January 2013	% Change	April 2012 to January 2013 Proportion
All Incidents	84,775	77,340	- 8.8%	
ASB – Personal	29,461	26,882	- 8.8%	34.8%
ASB – Nuisance	50,889	46,768	- 8.1%	60.5%
ASB – Environmental	4,425	3,690	- 16.6%	4.8%

*Repeat ASB Incidents	Full Year 2011/2012	End of January 2013
Percentage	9.55%	9.47%

*The Definition used in the above is 5 or more incidents in the last 6 months

The definition of Anti-Social Behaviour Incidents changed from 1st of April 2011



Non-Domestic Violence



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	April 2010 to January 2011	April 2011 to January 2012	% Change 2011/12 vs 2010/11	April 2012 to January 2013	% Change 2012/13 vs 2010/11	April 2012 to January 2013 Detection Rate
Serious Assaults	617	595	- 3.6%	533	- 13.6%	53.1%
Assaults lesser Injury	5,538	5,644	+ 1.9%	5,282	- 4.6%	41.5%
Assaults without Injury	3,440	2,922	- 15.1%	3,089	- 10.2%	33.2%
Assaults Total	9,595	9,161	- 4.5%	8,904	- 7.2%	39.3%



Business Crime



	April 2010 to January 2011	April 2011 to January 2012	% Change 2011/12 vs 2010/11	April 2012 to January 2013	% Change 2012/13 vs 2010/11	April 2012 to January 2013 Detection Rate
Business Robbery	132	91	- 31.1%	77	- 41.7%	37.7%
Shoplifting	7,935	8,601	+ 8.4%	6,787	- 14.5%	67.8%
Drive-Offs	993	849	- 14.5%	801	- 19.3%	15.6%



Partnership Working – MASH



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- Multi Agency Safeguarding Hub
- Co-located agencies
- 38,000 referrals pa – largest in UK
- Early and accurate identification of risk for vulnerable persons
- Facilitating the right level of intervention
- *Stepping Up* to statutory responses or *Stepping Down* to early support
- Long-term vision of reduced demand through early action



Community Safety



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- **Working with Community Safety Partnerships:**
 - Domestic Abuse
 - Anti-Social Behaviour
- **Reducing the Number of Young People entering the Criminal Justice System**
- **Support for the Drug and Alcohol Action Teams**



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Finance and Resources



Money - Current forecast

Year	Gap (£m)	Savings Identified (£m)	Savings Remaining (£m)
2011/12	13.8	13.8	0
2012/13	17.5	17.5	0
2013/14	6.1	6.1	0
2014/15	12.9	2.4	10.5
TOTAL	50.3	39.8	10.5
2015/16	5.6	0.2	5.4
2016/17	4.3	0.2	4.1
TOTAL	60.2	40.2	20.0



Securing and Delivering VfM



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Effective management of revenue resources despite the challenging financial environment:

- ***Revenue Budget will come in under budget***
- ***Management of financial pressures in Eastern and Pennine due to step-down through robust management***
- ***Claw back of £2.5m in-year to provide resources for challenges that lie ahead***

£12m Capital investment made in priority areas:

- ***Completion of HQ Extension to enable better space utilisation and integrated Contact Management suite***
- ***VDI infrastructure build to secure accreditation to CJX***
- ***Investment in vehicles to ensure robust operational delivery***
- ***Slippage of expenditure recognised early and planned for***



Securing and Delivering VfM



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Delivery of financial strategy to deal with Financial Challenges:

- ***Implementation of savings plan to identify £40m savings***
- ***Balanced budget in place for 2013/14***
- ***Detailed strategy to deliver force restructure to deliver further £20m***

Positive external accreditation of Financial Health and Resources:

- ***Clean bill of health from External Auditor***
- ***HMIC positive message in preparing for financial challenge (VtP2)***
- ***Positive internal audit with no major concerns***



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