



Police and Crime Strategic Board

16 March 2015

Chief Constable's Report

1. National Issues

1.1 Update on the establishment of the National Police Chiefs' Council (NPCC)

1.1.1 In December feedback was requested from all forces and PCCs regarding the proposed funding arrangements with the draft Section 22a collaboration agreement between Chief Constables and PCCs. Six key issues emerged that needed further explanation:

- Command of counter-terrorism operations;
- The right to derogate from collective decisions made at Chief Constables' Council (CCC);
- Responsibilities of the Chair;
- Issues of liability and insurance;
- A clause on withdrawal from the agreement with sufficient notice;
- Further information on governance.

1.1.2 These were discussed and broadly resolved at a session at CCC on the 15 January. CC Sara Thornton (NPCC chair elect) attended the Association of Police and Crime Commissioners (APCCs) AGM on the 3 February where discussions about the NPCC were positive and supportive and PCCs were encouraged to sign the Section 22a prior to 31 March to allow the Metropolitan Police Service to initiate the hosting arrangements.

1.1.3 Following discussion at CCC in January regarding proposals for governance arrangements and accountability mechanisms, members supported the development of a sub-committee that would hold the Chair to account on ethical standards, conduct and integrity and a governance board that would provide strategic governance, including reviewing and approving business plans, budgets and proposals for capital assets or liabilities.

1.1.4 It has been agreed that heads of the current business areas would transfer to the new NPCC committees on 1 April but both organisations would continue to work together effectively while maintaining their separate and distinct roles. The twelve NPCC committees will be:

- Strategic policing requirement (capability, capacity and mobilisation)
- Counter-terrorism
- Crime operations
- Criminal justice
- Local policing
- Operations
- Equality, diversity and human rights

- International
- Information management
- Finance
- Performance and inspection
- People.

1.1.7 The transition of the National Police Coordination Centre (NPoCC), Crime Prevention Initiatives (CPI) and Disaster Victim Identification (DVI) is currently a key priority because of their connection with ACPO. Work is underway to ensure that this takes place quickly and a separate Section 22a agreement is being prepared for NPoCC and DVI. CC Debbie Simpson is working with the other units to achieve a corporate approach to arrangements with host forces.

1.2 PCSO Handbook

1.2.1 I attended the College of Policing Professional Committee on 4 March 2015. An item on particular interest to Lincolnshire Police was the draft national PCSO handbook. Encouragingly, it complements and parallels the existing Lincolnshire Police document. One area for improvement I was also able to comment upon was the need for a mention on the role of Volunteer PCSOs. This was of particular relevance in view of the Home Office visit to learn more about the Lincolnshire vPCSO initiative, at 3.4 in this report.

2 Regional issues

2.1 East Midlands Operational Support Services (EMOpSS)

2.1.1 Work is continuing to develop the Section 22 agreement to underpin the EMOpSS operating model. A briefing to PCCs by C/Superintendent Chris Haward will take place over the next few weeks to outline the final model and contributions from each force. The overall savings in officer salary to provide EMOpSS has slightly reduced to £4,659,000 as a number of posts have been put back into the model to ensure resilience.

2.1.2 A 'Go Live' plan is being developed by the Senior Management Team to ensure contingencies are in place for the launch on 4 May and specific performance indicators are being monitored. The logistics in respect of four forces working from shared accommodation is challenging but a small group of individuals are tasked with ensuring this is seamless.

3 Local issues

3.1 Update on "A fair deal for the people of Lincolnshire" – Policing Minister's visit

3.1.1 The meeting with the Policing Minister Mike Penning MP on 2 March was positive and is being followed by Home Office officials spending time in force on 10th/11th March. Their specific terms of reference are:

- the financial planning assumptions underpinning Lincolnshire’s budget position and medium term financial plans and the level of risk being taken in the short and longer term;
- the wider operating context for Lincolnshire, including its existing collaboration with other forces and the scope for increased collaboration and support from other forces;
- Lincolnshire’s existing FREDD resource model, the assumptions underpinning it and implications for operational sustainability over the longer term;
- the detail of the G4S contract and scope for extracting any further savings from it;
- the detail of any other significant change/collaboration programmes (e.g. mobile IT) and where and when savings may be expected; and
- the changing natures of demand in Lincolnshire, including any emerging pressures from exceptional or unplanned activity.

3.1.2 The outcome of this visit will be to establish a sustainable solution.

3.2 Decision of interest – PCSO powers

3.2.1 I have taken the decision to increase the powers of our PCSOs by providing them with the power to deal with parking offences. This was supported by the Chief Officer Team and follows many incidents raised with me around illegal and inconsiderate parking. Schools in particular have raised the matter with me and whilst it is clearly a matter for the relevant head teacher to address there is often a requirement for enforcement. Previously the PCSOs would not have been able to deal with what is effectively a community issue.

3.3 THRIVE

3.3.1 The demand management project relating to the FCR (THRIVE) went live on Monday 23 February. In order to understand the impact the model had on demand, calls received into the FCR were graded as before THRIVE and then put through the THRIVE process with new grades recorded. The interim findings for the initial week, in comparison to the same week last year, are detailed below:

	Pre-THRIVE Position (Scoping)	THRIVED Outcome (Scoping)	Weekly Average 2014	Weekly Average 2015	Weekly Average Difference
Urgent	29%	29%	26%	22%	-4%
Priority	44%	17%	38%	32%	-6%
Routine	9%	12%	14%	13%	-1%
Non Attendance	19%	42%	21%	32%	11%

3.3.2 The results so far show consistent reductions across the priority grade incidents when comparing the data against the corresponding day in 2014 however most notably is the increase of incidents that do not now require attendance.

3.3.3 The Incident Resolution Team (IRT) has already established itself as being a positive resource for staff within the FCR as they are responsible for triaging a significant number of incidents that ordinarily would have been sent to front line Officers and

PCSOs for Priority or Routine attendance. In the first three days alone in excess of 150 incidents were processed by the IRT, of which 100 were due to be allocated as Routine or diary appointments to the Districts. This has undoubtedly saved officers time, that would have been spent on routine enquiries. Examples of these include:

- Dealing with an initial MISPER enquiry that led to locating the female within 10 minutes.
- A potential police complaint resolved at source on the telephone as it was identified as not a complaint but a misunderstanding of police procedures.
- A regular caller spoken to by the IRT, allaying any concerns therefore negating the need for an incident being allocated to a resource.
- A number of immediate enquiries being processed before the incident is transferred to the Controllers for allocation
- An increase in public satisfaction, due to live calls being transferred from Call Taker to the IRT once the incident has been created.
- Suitable advice provided to callers relating to civil disputes, therefore negating the need for allocation to District officers

3.3.4 Whilst more work is required in terms of understanding peaks in demand within the operating hours of the IRT, it would appear that the team workload has become quickly populated with a significant numbers of incidents and continues to develop.

3.4 Home Office visit re voluntary PCSO (vPCSO) Scheme

3.4.1 The Force continues to petition for the authority to delegate powers to vPCSOs and a team from the Home Office Police Integrity and Powers Unit visited Lincolnshire on 3rd March.

3.4.2 Having received an overview of volunteering in Lincolnshire and a copy of the presentation that the Policing Minister received the day before the visitors met front line supervisors who currently manage vPCSOs as part of their role in neighbourhood policing. The supervisors were very supportive and discussed the issues of powers for vPCSOs and it was felt that some powers were essential to the role, for example, the power to require someone to give their name and address. It was queried by the supervisors whether, in the absence of a change to legislation, the Home Office could consider using Lincs as a pilot force as other forces were used to pilot the introduction of full time PCSOs back in 2003.

3.4.3 The visitors were introduced to three vPCSOs and a mentor and were able to speak freely with these officers as to their role. The vPCSOs were able to articulate that they didn't want to be, for instance, a Special Constable, or other kind of volunteer, but particularly wanted to give something in a uniformed role to their local communities. They gave examples of how they had influenced public opinion in policing to the good and how they were able to carry out some great work in their communities. They were all strongly of the view that the introduction of some powers would better enable and equip them to do their volunteering.

3.4.4 The guests then went on patrol with a vPCSO and mentor where they were able to see at first hand some of the work that is being done.

3.4.5 The visit was closed by ACC Peter Davies, where general discussions over taking the concept forward were discussed and the initial feedback received was that our visitors felt that the introduction of vPCSOs was an extremely worthwhile idea and certainly has the ability to work in practice. They were unable to give formal support

to the scheme given that a general election is looming but appeared to be of the strong view that the scheme may well gain momentum post-election.

- 3.4.6 The Force has had contact from a number of forces wishing to explore the introduction of the vPCSO role and should they get powers it is anticipated more forces will show an interest.

3.5 Partnership News (CSP/LCJB)

- 3.5.1 Work continues with the two pieces of national work that Lincolnshire has been leading on. The East Midlands video link project encompassing the five forces across the region has moved in to a key stage. Fifteen pieces of equipment are being purchased across the forces that will cover the three defined uses of video technology. Refurbishment works are in the process of being carried out with the equipment to be installed in Lincoln, Grantham and Boston by the 31 March 2015. The Criminal Justice Board is being kept up to date with all developments.

- 3.5.2 The internet based video solution (IBVS) proof of concept (POC) trial finished at the end of January. Lincolnshire were one of five forces testing whether an internet solution could provide a more costs effective, flexible method of police officers and witnesses interacting with the courts.

- 3.5.3 Whilst there were a number of technical challenges to overcome during the testing which restricted the range and number of tests that could be completed, the POC has proved an invaluable exercise for all parties. A full evaluation is close to completion but the feedback from those forces participating suggests that, providing the quality and connection issues can be overcome with the permanent solution, IBVS offers real possibilities for efficiencies.

- 3.5.4 The learning from the POC is being used to inform the design of the permanent solution to be produced by Vodafone. Discussions are underway between MOJ and Vodafone to understand this detail and reach an agreement on design scope and it is expected that the first phase of a permanent solution will be available for further testing in the summer. It is proposed that Lincolnshire participate in this next round of testing.

3.6 HMIC Inspection – Firearms Licensing

- 3.6.1 The inspection of the firearms licensing function was carried out by HMIC on 24/25th February and whilst this information will feed into a national report the hot debrief provided a positive balanced report for the force overall.

- 3.6.2 The report reflected upon the force arrangements around leadership and governance, risk management, systems and processes and people and skills. It found that we had effective leadership which had identified the issues around the current demand and backlog situation and that this had been escalated appropriately. The force policies and risk management processes were described as robust and we actively demonstrated how at all levels staff are aware of the risk associated with firearms and actively remove weapons where appropriate.

- 3.6.3 There are a small number of areas for improvement which the force has accepted and is actively working to address.

3.7 Legal Highs (New Psychoactive Substances)

- 3.7.1 On 24 February City of Lincoln Councillors voted in favour of a Public Space Protection Order (PSPO) and, in a move that is the first of its kind in the country, people will be banned from consuming intoxicating substances (including alcohol and 'legal highs') in Lincoln city centre from 1 April. The public were able to give their views during a four-week consultation in November, which resulted in 97 per cent of respondents saying they would support a ban.
- 3.7.2 Anyone who breaches the order will be committing a criminal offence and receive a Fixed Penalty Notice or face a fine in court. Police and council enforcement officers will have the power to demand the surrender of the substances. However, this is also about providing support to individuals and work is ongoing with Addaction to ensure anyone using these substances is provided the help they need.
- 3.7.3 The introduction of the PSPO followed the opening of two shops selling 'legal highs' in Lincoln and a significant increase in reports of anti-social behaviour in the city centre were attributed to people using these substances. The shops sold the substances much cheaper than could be purchased online and in many other parts of the country. Homeless charities reported an increase in service users as people were being attracted to Lincoln due to the availability and affordability of 'legal highs'. Similarly, schools, mental health, prisons and accommodation providers all reported the use of 'legal highs were causing significant issues.
- 3.7.4 Legal advice supported evidence obtained under the new Act to take enforcement against one of the shops using a Community Protection Notice which effectively instructs the owner to stop selling 'legal highs' and if they continued they could be fined up to £20,000 and have all their products seized and confiscated. When the shop owner became aware action was going to be taken against him he voluntarily closed his store, the ultimate aim of the operation was achieved.
- 3.7.5 Media coverage, on the whole, both locally and nationally, has been supportive of the action taken and it is hoped that the PSPO will make a real difference to the City Centre in reducing incidents of anti-social behaviour, safeguard those who are most vulnerable and make Lincoln a more pleasant environment to visit.

3.8 Mobile data

- 3.8.1 Contracts are still awaiting signature between G4S and Airwave which is now anticipated for 12 March. The Mobile Data project team have been working with the Airwave Business Improvement Consultant and have agreed the first 10 processes to be included on the devices. Once contracts are signed, the Business Analyst will begin identifying any areas for streamlining or process change. The project team have also met with the Regional NICHE lead and verified any changes in process templates integrated into NICHE. The first tranche of training and deployment of devices has been rescheduled for the 7 – 18 September 2015 due to the delay in contracts being signed. Learning and Development and RMU have been updated and will re-align resources for this date.