



# Police and Crime Strategic Board

21<sup>st</sup> September 2017

**OPEN**

## Chief Constable's Report

### **1 National**

#### **1.1 Police Officer Pay**

The Government has agreed a 1% consolidated increase in basic pay for all ranks. This will cost the force £330k. An additional non-consolidated payment to the value of 1% of basic pay (using 2016/17 pay rates) has also been agreed and a 1% increase to the Dog Handlers' Allowance – the cost of this for Lincolnshire Police is £266k. The total cost to the force of this is there £596k.

### **2 Regional**

#### **2.1 ESN**

All Airwave contracts are scheduled to expire at the end of 2019. However no risks will be taken with public safety and there will be no gap in the emergency services' communications provision. The existing Airwave system will continue until transition on to ESN is completed. The costs to Government of any requirement to extend Airwave contracts beyond the planned National Shutdown Date (NSD) of 31st December 2019 have been negotiated and agreed with Motorola Solutions Ltd, the owners of Airwave.

Re-forecast National Delivery Plan - Philip Rutnam, the HO Permanent Secretary (PUS) has commissioned an independent assessment of the Programme plan. Motorola and EE are working jointly on their integrated reforecast plan and the initial findings of this exercise have shown that ESN will not be ready for transition to commence in 2018. Greater clarity on the date ESN will be available is likely to be understood by the end of the year, and a revised delivery plan will follow.

#### **2.2 East Midlands Region**

DCC Knighton (SRO), Supt Ross Cooke (Programme Director) and Steve Hempton (Programme Manager), are leading the EM Regional ESMCP delivery. A Regional Strategy and Governance structure has been put in place and a Section 22 agreement is in the process of being signed by the 5 EM Force Chief Constables and PCCs. Regional Work Stream leads

are in place and liaising with local force leads to understand the requirements for mobilisation and transition. Local Business Change Managers are in place (Supt Martyn Parker for Lincolnshire) A Regional Transition order matrix has been produced however it is still unclear when EM will begin to transition due to the National Programme Independent Assessment and EE/Motorola Re-forecast.

### **2.3 Custody Detention Officers (CDOs)**

Provision of CDOs to Leicestershire and Northants by G4S - Whilst initial contract term is in place until Sept 2018, 12 months' notice is to be given to G4S if wanting to extend. A/ACC Debenham confirmed in principle the CCs of Leics and Northants would be agreeable to a 2 year extension – awaiting confirmation from G4S that they are wanting to extend.

### **2.4 Niche**

Work continues to develop the 6-Force Section 22 Collaboration Agreement to bring City of London Police on board with Niche, joining our existing regional collaboration

### **2.5 Online Reporting (OR)**

On the 3<sup>rd</sup> April 2017, a national first was achieved by the East Midlands forces (Lincolnshire, Nottinghamshire, Leicestershire and Northamptonshire) when they went live with the Home Office developed Online Reporting (OR) tool that allows the public to report crime and incidents directly into the Niche database. The online reporting tool gives victims of crime a new way of communicating with the police without the need to attend at a police station or make a phone call.

In June 2017 Derbyshire joined the other regional forces by adopting the OR tool. Since the go live dates there have been the following number of OR's processed directly in Niche by each force:

- Lincolnshire (539)
- Leicestershire (755)
- Nottinghamshire (347)
- Northamptonshire (383)
- Derbyshire (364)

### **2.6 Crimestoppers**

On the 24<sup>th</sup> July 2017, the East Midlands regional forces achieved another national first, going live with the new Crimestoppers process of automatically inputting data between the Crimestoppers database and Regional Niche. Each log that is automatically processed saves 7 minutes of staff time. The 450 logs equate to a saving of 52.5 hours, or 1.5 weeks of staff time. The new Crimestoppers workflows for each of the five forces are working well with the benefits of a seamless Crimestoppers update returns to start to take effect over the next couple of months.

## **3 Local**

### **3.1 1<sup>st</sup> and 2<sup>nd</sup> line supervisor seminars**

Seminars are being delivered to all Sergeants and Inspectors in force including their police staff equivalents to inform, engage and offer support and reassurance. The opportunity is proving a valuable forum to listen to what some of the barriers to effective performance are and for sharing best practice. An evaluation will be conducted once all the seminars have been delivered.

### **3.2 Recruitment**

A New cohort of 30 police officers have joined the force and commenced their training this month.

### **3.3 Retired Officers**

Requests have been sent out to recently retired officers to consider returning to the Force on a short term contracts to assist with some of the administrative tasks where police knowledge would be useful.

### **3.4 Bluelight Collaboration Programme**

Planning permission has been granted for South Park. Remedial work has started on the ground work and the conversion of the fire stations is scheduled to allow work to start on the main building. Work continues on the development of plans and now looking at room layouts and consultation with end users.

Work on the shared control room and requirements continues and other work around collaboration continues to be scoped

### **3.5 Prosecution Team Performance Management (PTPM)**

The group has been successfully re-established and is attended with addressing matters relating to file quality, victims' experience as a result and court results. It has been agreed that the next phase of the file quality improvement plan will be launched at the end of September 2017. At the next PTPM meeting (28.9.17) the group will agree on the areas of focus for this phase.

The TSJ (Transforming Summary Justice) data for Quarter One ranks Lincolnshire at nine; at the same time last year we were 28.

### **3.6 Firearms Licensing**

Weekly performance meetings have continued but considered critical period has passed so this will revert to the monthly contractual service review meeting governance process. Risk continues to be effectively managed. New Firearms On-line system progressing – subject to an IT “Healthcheck” and then sign off by SIRO can be progressed. Engagement strategy is currently being developed with OPCC for the public launch of the system.

Firearms Enquiry Officers (FEOs) successfully transferred back to Lincs Police employment on 1st Sept 2017.

### **3.7 FMEs**

New service delivery model being implemented (providing embedded healthcare professionals, i.e. nurses, in Lincoln & Boston custody suites)- consultation with G4S staff commenced 1st September with new model being operational by 1st October 2017. This will be closely monitored by CPT and Force Custody Inspectors.

### **3.8 Adult SARC**

New contract still out to tender with evaluations due to take place late September 2017 with a contract award by 3<sup>rd</sup> November 2017. This new contract to include FME and ISVA provision.

### **3.9 Regional Paediatric SARC**

New contract still out to tender with evaluations due to take place late September 2017 with a contract award by 1<sup>st</sup> November 2017. This new contract to include FME.

Local Partnership agreement between the Region and NHS England is currently with NHS England legal teams for review.

Interim Paediatric SARC service for Lincolnshire until 1 April 2018, for acute out-of-hours only, being developed by NHS England. The proposal to utilise Sheffield Children's hospital has not progressed and we are now looking again to utilise Paediatricians at Nottingham University Hospitals Trust during the period until new regional contract commences on 1<sup>st</sup> April 2018. CPT engaging with the OPCC regarding this.

The service specifications for Adult and Paediatric SARCs have been issued, with a closing date for tenders by 11<sup>th</sup> October, for new services to commence on 1<sup>st</sup> April 2018

### **3.10 Demand Management**

Work is currently being undertaken to better understand our demand, particularly in relation incidents where other services are involved. A proforma has been developed to capture this data and is currently under review before being introduced to FCR call takers. Top jobs have also been identified where the benefits to the public in our attendance has been minimal, these are to be categorised and work in underway to review processes and requirements for attendance

### **3.11 Force Website Changes**

Format changes to the main homepage went live on 22.08.17. The initial review of the website content was completed for top 'non-crime' topics reported via Online Reporting. The next few weeks will see a full review of website content by 07.11.17, this includes a launch of the Unify Telephony System.

### **3.12 Online Reporting (OR)**

The pre Online Reporting Triage questions went live on the force website on 22.08.17. Initial results look promising with overall volumes and the percentage of non-crime reports reducing. Data for the first week of September indicates that 40% of the total reports were non-crime; this is a significant reduction in the average of 75% from April to June.

The next steps are to continue to monitor volumes and assess if any further activities are required.

### **3.13 Track My Crime (TMC)**

On the 10th July 2017 Lincolnshire launched Track My Crime (TMC), a secure online system hosted by Police.UK, which allows victims of crime in Lincolnshire to receive police updates from investigation to the point of charge. Lincolnshire were the final force to go live with TMC but are the first to adopt the two way communication process between the victim and police through the TMC portal. TMC is now in the process of becoming embedded. Further promotion and awareness raising is planned to drive VCOP compliance and use of TMC when officers have discussions with victims.

### **3.14 FCR**

The FCR is currently experiencing difficulties achieving the required service levels for 101s (the focus, quite rightly has remained on 999s, which has by default affected the performance on the 101s). There has been an increase in the number of calls received since May 2017 (this is reflected nationally) and the CPT Manager and G4S Delivery Manager are undertaking a review of demand to ensure an appropriate operating model is provided in the FCR to respond to this increase.

### **3.15 Ethics Panel**

The first meeting has been held and active recruitment is underway to establish membership. Terms of reference being drafted and Cate More secured as chair/facilitator.