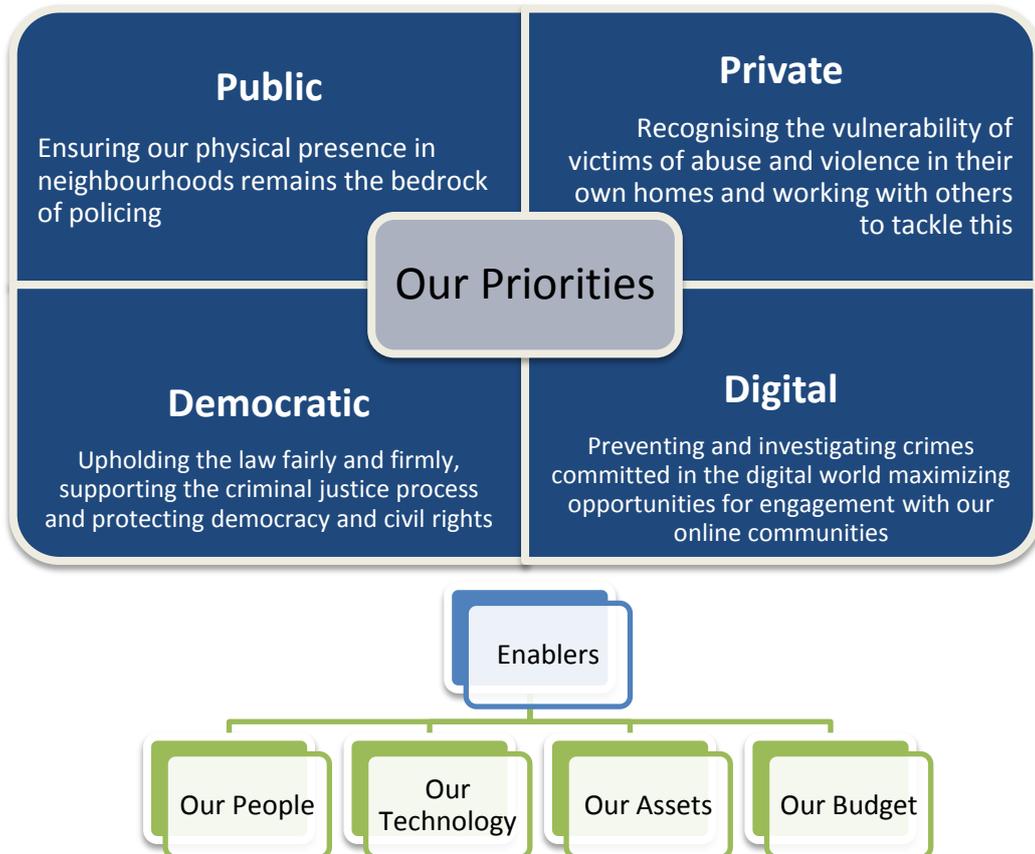


Police and Crime Strategic Board



Chief Constable's Report

Date: 19 APRIL 2018



1. Public

1.1 Estate Strategy

1.1.1 Work continues with regard to the future of the police estate. An initial draft Estate Strategy has been provided to the ACO for consideration and discussion with COG, prior to submission to the PCC. This will be followed by the submission of a decision paper to the PCC presenting recommendations for some changes to the estate portfolio.

1.2 Community Engagement

1.2.1 Diary System

The Diary System (reported in the March Chief Constable's Report) has been launched and has been well received by police officers and the public.

1.2.2 Mini Police

Communications and Public Affairs continue to support this project and the TV unit is currently working on a video production on 'What is Community Policing?' by interviewing up to 10 members to demonstrate the concept to a policing conference in Kosovo which will be addressed by ACC Shaun West. Four Minis for use by Mini Police project team have been received, and are being commissioned by Fleet Management for operational use in the Summer 2018.

1.2.3 Opening of the new Lincoln Mosque

Community engagement has taken place with the Islamic Community in preparation for the opening of the new mosque on Dixon Street this month. The Islamic Association of Lincoln (IAL) are planning on holding open days for partners and also members of the public to look around the new building once it has opened.

1.2.4 Force Control Room

The FCR continues to seek improvements to working practices. At the launch of the new telephony system there were complaints from Custody that they were getting a lot of calls going through to their department when the caller's issue did not relate to custody. Initially the 'auto attendant' option for custody was to press button 2 on the phone handset and it was believed that callers were pressing this before listening to all the options and selecting the correct number. To this end custody has now been moved further down the option list to number 6. It is hoped this will end this issue.

1.3 Operation Galileo

1.3.1 The official 2017-2018 hare coursing season has come to an end. The total number of hare coursing incidents for the force is 1365 compared to 1965 for last season - a reduction of 30% or 600 less incidents. Sleaford Rural North, the busiest area on West Area, saw a huge reduction from 164 incidents to 68 incidents this season. This represents a significant decrease in those members of the rural community who became victims of crime.

1.3.2 Across the Force there were:

- 45 persons arrested or summons
- 56 dispersal orders
- 76 dogs seized
- 29 vehicles seized

2. Private

2.1 General Data Protection Regulations

2.1.1 The new Data Protection legislation in the form of the UK Data Protection Bill 2018 is being introduced on the 25th May 2018 to coincide with the EU introducing the General Data Protection Regulations (GDPR) and Law Enforcement Directive (LED). Work continues in earnest to ensure we are aware of any deficiencies in our processes and procedures prior to the new legislation.

2.2 Information Requests

2.2.1 In February 2018 the IMU provided information on 871 occasions to a variety of Partner Agencies for the protection of Children and Vulnerable Adults, this not only assisted partnership working but helped to ensure the most vulnerable in society were protected.

3. Democratic

3.1 Partnerships

3.1.1 Work has been undertaken to reshape the Community Safety Partnership into the Safer Lincolnshire Partnership (LSP). This has involved focussing on fewer, more focussed priorities as a county partnership. The partnership voted to have these as Domestic Abuse, Anti-Social Behaviour, Reducing Offending and Serious and Organised Crime, concentrating on Fraud and exploitation of the vulnerable. The SLP has met twice, and the new priority groups have had chairs appointed and draft work plans created.

3.1.2 Work has been commissioned for closer partnership working on crime and harm prevention, with hopes that a collaborative team formed between staff from Lincolnshire Police teams, LCC Community Safety and Trading Standards, in order to have better co-ordinated crime prevention and harm reduction initiatives on matters such as frauds and scams, as well as specialist enforcement in areas such as licensing and tobacco. Early discussions have been held to improve alignment of current and prospective person-centred management of complex needs, to share resources and intelligence, and provide more effective access to specialist resources. This will build on the current ARC framework.

3.2 Regional Data Quality

3.2.1 As part of regional collaboration around Niche, during the month of March the Regional Data Quality team situated within the Lincolnshire IMU resolved 28,828 Data Quality issues for Lincolnshire. These were primarily due to the back record conversion of CATS records into Niche. Of these 20,385, records were matched, ensuring officers and staff have access to the best available information when investigating and making operational decisions or when sharing information with either other forces or partner agencies.

3.3 Review, Retention and Deletion

3.3.1 Again as part of the Niche regional collaboration, the regional Review, Retention and Deletion (RRD) within the Lincolnshire IMU have concluded the hugely complicated identification of those records appropriate for deletion from across the East Midlands and City of London areas. This was particularly challenging as none of the other Forces have ever had an appropriate RRD process. It has resulted in the identification of 343,131 records that the region had no lawful purpose for retaining and which will now be progressively deleted. This will result in better quality information being available to operational officers and staff from across the region.

3.4 Commissioning and Management of Outreach Support Services

3.4.1 An initial discussion has taken place with the OPCC's new Partnership & Delivery Manager to ensure that the work the CPT undertakes in the commissioning and management of a number of outreach support services continues to support the implementation of the PCC's Victim's Strategy. Linked to this, the new adult Sexual Assault Referral Centre (SARC), including Independent Sexual Violence Advisers (ISVA), and regional Paediatric SARC contracts successfully went live on 1st April 2018.

4. Digital

4.1 Social Media Harassment

4.1.1 Social media companies have interventions in place to tackle on-line harassment, which are often more effective than through the criminal justice system. We are working in the south of the county to develop a programme of engagement and education, particularly focussed on young people, to help them to manage their social media interactions via these interventions rather than criminalising individuals.

4.2 Digitisation of Personnel Files

4.2.1 The digitisation of personnel files process has commenced, with sample files being created. The eventual conclusion of this work will provide many benefits to the force with better correlation of records in terms of both HR and Payroll/Finance. A business case recommending the installation of Telematics into Force vehicles is being considered by COG prior to submitting a decision paper to the PCC for final approval.

4.3 Force Control Room Telephony System

- 4.3.1 FCR/G4S are looking to expand the capability of the new telephony system that would allow us to have more 999 enabled lines into the control room. Currently the call takers on the 999 bay feel under pressure to release the line quickly in case other calls are trying to come through. This results in callers sometimes being asked to call back on 101 which can be frustrating for the caller and involves more call handler time as the victim has to repeat their initial message. We have the capability of having 15 lines that can take 999 calls; we currently manage with 2 or 3. This move has been agreed in collaboration with G4S (IT & FCR) and will provide greater efficiency in the FCR, better service to the public and expand on the potential of our current Telephony system.

5. Our People

5.1 People Services

- 5.1.1 HR has seen a change in leadership and structure since the last PCSB meeting. Charley Rimmer has returned to the Force as the 'Head of People Services' and will now oversee both the HR and People Development (formerly L&D). Rachel Betts remains as Head of HR, and a new Head of People Development, Jo Kane, joined the organisation. This new leadership team is now looking to the future in terms of the structure across the whole of People Services to ensure what is in place is fit for purpose and future proofed in terms of the requirements of the organisation and its staff

5.2 Foreign Language Recruitment Campaign

- 5.2.1 The police officer recruitment campaign seeking second language skills has progressed well, with 8 candidates successfully through the selection process. These candidates will now progress through pre-employment checks in readiness to join the organisation in June 2018. This recruitment campaign has seen much engagement with our communities, and has improved the awareness of the opportunities within Lincolnshire Police. Candidates who have been unsuccessful during the police officer process have been advised of other opportunities available including PCSO roles and volunteer roles, and proactivity will continue across all areas of recruitment in order to build the foreign language skills-base within the workforce.

5.3 Apprenticeship Levy

- 5.3.1 The proposed introduction of the Police Constable Degree Apprenticeship from 2020 will provide greatest opportunity for the Apprenticeship Levy funds to be used within Lincolnshire, and therefore decisions have been made regarding the use of these funds in the interim. Cyber Security is a growing area of work within policing, and an apprenticeship programme in this area of work will be introduced to build the capability within the organisation in this area. One of the strategic aims set out within Distinctively Lincolnshire is

to ensure that we provide new opportunities for our workforce to operate at senior levels. It is important that we recognise the potential of our staff and officers within the organisation, and therefore the levy funds will also be used to enhance our leadership and management capability. It is the intention to commence apprenticeships in these areas during September 2018.

5.4 Driver Training

5.4.1 Work has continued around Driver Training and the numbers of Officers brought back 'in ticket' in terms of Standard Driving and Pursuit increases weekly. Training is now planned through to 2020 with all staff requiring training having been planned in for training events.

5.5 Spit and Bite Guards

5.5.1 On 3rd April 2018 a launch day was held for the introduction of spit and bite guards into Lincolnshire Police. Officers will be trained on their use through Personal Safety Training starting on 16th April 2018.

5.6 PSD Welfare Officers

5.6.1 Professional Standard Department is preparing a paper for the Chief Officer Group for a proposal to have a cohort of 16 trained Welfare Support Officers (WSO) for the county. The WSOs will mirror the Family Liaison Officer structure, in that appointment of a WSO to a case will be organised via a WSO Coordinator (who will be an officer from the cohort). They will be trained in mental health first aid, suicide awareness, NLP, misconduct procedures, TRIM and the NDM. PSD are currently working on a bespoke risk assessment that identifies risk of suicide and self-harm so that before an officer is provided with a regulation notice to advise them that they are under investigation, a meeting will be held with the relevant SMT, chaplaincy, the WSO coordinator, any relevant staff association and PSD. The purpose of the meeting is to discuss any potential foreseeable risk and safeguarding measures that may be required for the officer/ their family. In high risk cases, response plans may be created along with relevant markers and preparation for counselling referrals. The WSO coordinator will appoint a WSO and a deputy WSO to the person under investigation. The WSOs will not be involved in the investigation and their function is purely to provide support, identify risk and signpost the person appropriately to ensure they are receiving the care that they require.

5.7 Wellbeing Conference – Humans Not Machines

5.7.1 The first Lincolnshire Police and Lincolnshire Fire and Rescue Wellbeing Conference took place at the Everyday Champions Centre in Newark on Thursday 12 April. The event was a great success and was attended by about 250 people. A verbal update on the conference will be provided at the Police and Crime Strategic Board meeting.

5.8 Fitness Mentors

- 5.8.1 All five Fitness Mentors have passed the Level 2 Personal Training Diploma and are now progressing to Level 3. The referral and evaluation process for the programme has been drafted and is out for consultation, to be formally approved at the April Wellbeing Board.

5.9 National Police Wellbeing Service

- 5.9.1 An initial workshop was held with representation from College of Policing (CoP), academia and LPFT as well as operational, HR and strategic reps. The purpose of the workshop was to gain a common understanding of what we are seeking to achieve and how this can align with the NPWS. We were also keen to understand timescales, particularly taking into account that the launch of the 3-year PTF wellbeing fund was last July. A number of actions were agreed at the meeting, including a workshop to enable CoP to develop evaluation criteria and to seek a partner to undertake the evaluation and consultation with academia and psychologists to design the psychological screening to produce a specification to procure the service.

5.10 Staff Survey

- 5.10.1 The force is participating in the Durham University survey in June. This survey is now undertaken by 35 forces, HMICFRS and one Fire & Rescue service so will provide a rich source of comparable data around many aspects of staff satisfaction, wellbeing and motivation. Initial details have been discussed with Professor Les Graham from Durham University and a small planning team formed, led by the Chief of Staff. Consultation has commenced with G4S and OPCC regarding participation in the survey.

6. Our Technology

6.1 Technology futures

- 6.1.1 The Technology Futures Programme is beginning to take shape with the Programme Director, Programme Manager, Project Manager and Project Support Officer roles having been appointed. Operational posts have been advertised and interviews took place on the 6th and 7th April. The vision of the Programme is to deliver service improvements to our communities, our partners and our staff through enhancements in the technologies we use. A meeting has been arranged with the PCC on 8 May 2018 to present the ICT Futures Plan.

6.2 Mobility project

- 6.2.1 Over the last 3 months a proof of concept into the use of laptops on a Windows 10 direct access platform has taken place. This pilot has been successfully completed and steps are now being taken to stabilise the infrastructure to enable the wider roll out of laptops to operational staff.

6.3 National Enabling Programme (NEP)

6.3.1 The national programme covers the delivery of Digital Intelligence and Investigation, Digital Public Contact and Digital First. Lincolnshire Police are currently engaged with the Digital Public Contact team in the delivery of the "Single On-Line Home" (SOH) and are making an assessment on the benefits for Lincolnshire in joining the programme. We are also engaged with Microsoft assessing the national policing offer of the Office 365 suite which includes 20 plus software applications including Skype for business, SharePoint and analytical tools. A decision about joining the programme will be required by the end of June 2018.

6.4 Telephony project

6.4.1 Lincolnshire is currently managing three different mobile phone applications: Apple, Blackberry and Samsung. This also includes running three Mobile Device Management (MDM) software applications. A piece of work is taking place to rationalise the mobile estate and streamline to a single mobile phone supplier and a single MDM.

6.5 Infrastructure Project

6.5.1 It is vital the infrastructure required throughout the organisation can meet the changing circumstances of our working environment and in particular the mobility project. The infrastructure project has been delivered into HQ, as a test site, a corporate WIFI solution, enabling better performance of the network. This will then be rolled out to 11 key sites in the force in line with the mobility roll out.

6.6 Mobile Data Collaboration

6.6.1 Leicestershire and Northamptonshire have selected Pronto as their preferred mobile platform supplier. Both forces will join the Lincolnshire hosted platform to become the largest and most developed multi-force mobile platform in the UK. Leicestershire and Northamptonshire will adopt the 27 operational processes developed by Lincolnshire when joining the single platform. Lincolnshire will benefit from the creation of a second link into the hosted solution (at no extra cost) providing the force with a resilient infrastructure of their key operating system.

6.7 Internal Communications

6.7.1 The Communications & Public Affairs (Web and Digital Unit) has created and developed a new Intranet site for the force which is in the process of being introduced and with full implementation expected on 17 April, after which the old system will be discontinued.

7. Our Assets

7.1 Blue Light Campus

- 7.1.1 The build at South Park continues. The final outlines and designs are being negotiated with the design team for the floor layouts and external buildings on the site. All services are working towards future proofing the site with the inclusion of solar panels and duct work for electric car fast-charging points. Moreover, planning permission is being completed for the first floor west wing extension above the fire and rescue appliance bay as well as some additional site changes. The first floor extension allows Lincolnshire Police increased operational and office space to ensure changing requirements for the police can be incorporated into South Park. The next phase will be the design of room space and the allocation of power and data points. Decant planning has begun a year and a half away from the move. This is to tie in with the decommissioning of West Parade.

8. Our Budget

8.1 Capital Programme 2018/19

- 8.1.1 The 2018/2019 Capital Programme has been finalised with the Facilities Management team now drafting specifications for projects. In support of carbon reduction initiatives, the programme includes two Salix funded projects of relating to LED and Solar Panels.