

Police and Crime Strategic Board

Date: 22nd June 2020



Chief Constable's Report

1. Performance by exception

1.1 Op Talla – Response to COVID-19

- 1.1.1 In response to the current COVID-19 pandemic, the Force is now moving towards its recovery phase. Lincolnshire Police have not been impacted in terms of its staffing resilience as was first feared and has coped well with the demand. We are now planning for the release of restrictions and the impact this will have on Policing.
- 1.1.2 We are preparing our plans with partners for the forthcoming easing of restrictions of non-essential retail opening on the 15th June and the potential reopening of the Hospitality Sector from the 4th July.
- 1.1.3 We also continue to lead the Local Resilience Forum who are also moving towards the recovery phase of its response.
- 1.1.4 The impact of COVID-19 has had an impact on the opportunity for offenders to commit crime and most offences have seen recent decreases – however, there have been opportunities to undertake proactive policing operations in response to intelligence, especially in relation to drugs supply. This has been recognised by NPCC (National Police Chiefs Council) who have cited Lincolnshire operations in their National updates.
- 1.1.5 The force is committed to learning from the lockdown period and ensuring that we respond to emerging risks and challenges effectively and efficiently and continue to meet the needs of the public in all of our communities. This will be through ensuring that we have plans in place to meet the changes in demand both internally and externally whilst looking at new ways of working including the introduction of new technologies to support our role.

2. Distinctively Lincolnshire

2.1 Quality of Service Board

- 2.1.1 The Quality of Service Board took place on 10th June, which assesses our service provision and whether it meets the expectations of our communities.
- 2.1.2 A presentation was given by the Head of the Force Control Room explaining call demand, call handling performance, customer satisfaction and the new developments over the next 12 months, including a new Command & Control system and further implementation of the Contact Management Transformation Programme (CMTP)

- 2.1.3 The Quality of Service Performance Dashboard and Performance Improvement Plan focusses on the steps and timescales to improve elements of performance in exception and the following outcomes from the Board were noted:
- The performance in handling 101 calls for service is continuing to improve and average call waiting times are continuing to decrease
 - During COVID-19 we have been able to attend more urgent incidents within 15 minutes (urban areas) and 20 minutes (rural areas) due to having enough deployable resources available to meet the temporarily reduced demand levels
 - We will continue to focus on the use of Bail and Released Under Investigation (RUI) as a means of offender management
 - Further understanding of issues experienced within the Criminal Justice system as a result of COVID-19
 - Increases in our use of Stop & Search and proactivity during COVID-19
 - A focus to improve our rates of user satisfaction, particularly victims being kept informed
- 2.1.4 The proposed National Outcomes Dashboard was also shared with the Board, which looks to measure improved performance as a result of the Government's commitment to uplift officer numbers.
- 2.1.5 '**Putting Victims First**' is the force approach to ensuring the victim is at the heart of everything we do, from the moment a call is taken through to the support given during and after any criminal justice process. We continue to work with the Police & Crime Commissioner and the Victim Lincs service to understand a victim's journey and ensure a victim focused approach.
- 2.1.6 A new website for victims in Lincolnshire has been developed by the OPCC and is a source of practical advice and guidance for anybody in Lincolnshire that has been the victim of crime. It is a way for victims and survivors, as well as their friends and family, to find relevant information and support. The site lets users know their entitlements under the Victims Code and gives advice about what victims can expect on their journey through the criminal justice system - such as 'what happens during a police investigation' and 'what happens if I need to give evidence in court'. www.victimlincs.co.uk

2.2 Corporate Planning

- 2.2.1 A corporate planning session took place on 1st May which looked to assess the current Distinctively Lincolnshire strategy and areas for revision over the next 6, 12 or 18 months. It was clear that there were 4 clear priority themes
- Understanding & Reducing Demand (External/Internal) – Maximising the use of technology to do so
 - Understanding communities and our effective engagement with them (Neighbourhood Policing)
 - Improving the effectiveness of preventing & investigating crime – maximising the use of partnerships
 - Investing in our people (wellbeing & leadership)
- 2.2.2 Work has begun to turn these four broad themes into some specific objectives, underpinned by some supporting principles, such as maintaining a balanced budget. These shall be discussed further at the next Corporate Planning session on 9th July 2020.

3. National & Regional

3.1 Black Lives Matter Protests

- 3.1.1 The shocking death of African-American George Floyd outside a shop in Minneapolis, Minnesota on the 25th of May has sent ripples of anger, fear, frustration and sadness across the globe. For many Black people in particular, this is history repeating itself and playing out in real time on both social media and the mainstream media.
- 3.1.2 This tragic and avoidable death undermines everything the Police Service stands for, Respect, Justice and protecting the public, regardless of skin colour or background. Putting on the uniform every day is a proud moment for all of us but at times like this we need to check on those around us too, to make sure they are feeling the same way.
- 3.1.3 We are supportive of positive change coming about as a result of this incident and will play our part in continuing to ensure officers uphold the highest standards of behaviour and professionalism. Our thoughts go out to the family of George Floyd in the hope that his death will not have been in vain.
- 3.1.4 Freedom of speech and peaceful protest are fundamental rights to be upheld and promoted, and whilst acts of violence will not be tolerated, we will continue to police our communities through open engagement.
- 3.1.5 In Lincolnshire we have seen one such protest in Lincoln on Thursday 4th June 2020. This protest saw approximately 500 people and passed peacefully with no policing issues – the crowd were friendly, engaging and thanked police officers for all they do. The organisers did advise people attending to Socially Distance in compliance with current Government guidelines and most were wearing masks and gloves. As a Force we are monitoring community tensions relating to the protests and actively engaging with our communities.

3.2 Impersonation Fraud

- 3.2.1 Lincolnshire has experienced a small number of impersonation and courier frauds over the last month, where offenders are phoning innocent victims claiming they are police officers. We are working closely with investigators to pursue suspects however, we are also keen to re-enforce the prevention message to our community to be aware of this type of fraud. We continue to work with crime prevention, the banks, the local authority and external media to keep this message at the fore-front of people's minds.

4. Good news and Other Points of Interest

4.1 Roads Policing

- 4.1.1 Our Policing the Roads Plan 2020-2022 has been published, which aims to deliver the following:
 - To achieve a sustainable reduction in the number of people killed and seriously injured in road collisions.
 - To reduce the risk to and from younger and older road users through education, engagement and enforcement.
 - To have the safest roads in the UK.
 - To make our roads a hostile environment for criminals.

We have also launched Op Falcon (focus on Fatal 4) and Op Octane (focus on motorcycles) to support the plan.

4.2 G4S Employee of the Month – Sam Darling (Force Control Room - FCR Controller)

- 4.2.1 G4S Policing Services is proud of the excellent work employees do in demonstrating the organisations values and behaviours. Outstanding performance is recognised through a number of reward schemes, including employee of the month.
- 4.2.2 Sam has recently become a FCR Controller having progressed from call taking and had only been signed off as competent to work solo by his tutor, when on 16th April 2020 he had to Control resources in 3 separate fatal road traffic collisions amongst all the other incidents on a busy radio channel, covering a large geographical area.
- 4.2.3 Dealing with a fatal road traffic collision is an emotional and complex process, ensuring the correct resources are deployed to deal with this type of incident, other emergency agencies i.e. Ambulance and Fire & Rescue, all necessary road closures are coordinated with the council highways department, media and Coroners Officers made aware and next of kin and funeral directors are all informed in a timely manner.
- 4.2.4 An experienced Controller is put under pressure at these times but Sam had 3 to deal with in his 12 hour shift, two within an hour of each other and he dealt with these with the utmost professionalism, showing great resilience and tireless dedication despite his relatively limited experience and short time in role. Sam's actions meant that each incident was dealt with efficiently, to a high standard with the respect and dignity they deserved causing no further distress to any party involved in such complex circumstances.

4.3 Safeguarding

- 4.3.1 As COVID-19 restrictions are lifted, we are prepared for the number of Domestic Abuse and Sexual offences reports to rise as victims gain more opportunities to make a report or notify a friend or neighbour once they are distanced from the perpetrator. We will continue to monitor the number of reports and take positive action against perpetrators and continue to support victims.
- 4.3.2 Media campaigns continue to encourage victims to come forward and seek help, as well as encouraging perpetrators of domestic abuse to seek help examples include:
- Posters and leaflets designed for Domestic Abuse and COVID-19 have been utilised across the county – by the Coop, Link Magazines and Lincolnshire Scene publication. We are also placing them at food banks, and town parishes are encouraged to utilise them through their Facebook community pages.
 - There is national Domestic Abuse campaign materials present at the testing sites across the county.
 - We have been actively promoting Domestic Violence Protection Orders (DVPOs) when achieved at court to push the message that we will remove the perpetrator where possible.
 - We produced a video of thanks to all the domestic abuse and sexual abuse service workers during this time - <https://www.lincs.police.uk/news-campaigns/news/2020/thank-you-to-those-working-with-victims-of-domestic-and-sexual-abuse/>

4.4 Hate Crime

- 4.4.1 Whilst the number of hate crimes recorded has declined, we continue with our proactive approach and engagement with our communities to encourage reporting and reassure victims of hate crime that their report will be taken seriously. We continue to work in partnership with our colleagues both at local and district council level, along with organisations such as Just Lincolnshire, a charity that aims to identify and address all issues of inequality across the county. Thanks to funding obtained via the OPCC and district councils, we continue to fund the services of Stop Hate UK, ensuring that those people who may have been subjected to incidents and crimes based in hatred have another way to report their concern and receive the help and support they need. Whilst recent COVID-19 issues have seen a drop in the number of calls for service in relation to Hate Crime, we continue to monitor community tensions to ensure that we can react and support victims as effectively as possible, whilst remaining adaptable to the needs of our diverse communities.

4.5 Rural Community Safety

- 4.5.1 Operation Galileo (Hare Coursing) saw 1048 incidents reported in Lincolnshire for the 2019/20 season – this is the second lowest season on record, making a total of 1921 incidents over the past 2 years, compared to 3300 for the two years prior to that. Lincolnshire Police continue to coordinate the top 12 Hare Coursing forces under Op Galileo, and work is on-going to develop the approach for 2020/21.
- 4.5.2 We are in the process of reviewing the current (2018-2020) Rural Community Safety Strategy, involving community partners and the OPCC, in preparation for a new Strategy later this year.
- 4.5.3 SCRAP is a Fly-Tipping initiative which the County Council lead on in Lincolnshire and all of the Districts are signed-up to – Whilst not fully nationwide yet, it shares good practice in preventing and addressing Fly Tipping. Anecdotally, there appears to have been an increase in Fly Tipping reports to the District Councils in the latter part of the Covid19 lockdown. The force is a member of this group and whilst it is not a Police-led issue, we are fully supportive.
- 4.5.4 We supported the Environment Agency on 30th April with enforcement action at a large-scale illegal waste disposal site at Long Bennington, and are keeping regular liaison with the local community.

4.6 Street to Suite

- 4.6.1 Arrangements have been confirmed for G4S to provide an additional Street-to-Suite van on the East coast between July and September 2020 to provide additional resilience to operational policing during the anticipated increase in East coast summer visitors. This has been provided for the previous two years, and following potential relaxation of COVID-19 lockdown measures and restrictions of foreign travel, it is anticipated UK coastal resorts will be extremely popular this year.

5. Forward Look

5.1 Horizons Programme - Officer Uplift

- 5.1.1 The force remains on target to meet its allocation of the national uplift recruitment for year one and is planning to recruit and train 120 new student officers during the current year.

- 5.1.2 Despite the challenges presented by COVID-19 the force has adapted its recruitment and pre-employment processes. As a result, whilst still complying with Public Health England guidelines we have been able to maintain the pace of our current recruitment drive, thereby ensuring that future planned cohorts of student officers are delivered on time.
- 5.1.3 Our most recent cohort of student officers commenced their initial training on the 4th May 2020, the force has ensured that appropriate social distancing measures are in place to safely deliver this training and has identified contingencies which will allow us to deploy these student officers to the frontline during their training phase, should it become necessary in the current climate.
- 5.1.4 In support of the Officer uplift programme arrangements are progressing for our Strategic Partner to provide a 2nd Training Team which will enable the increase of cohorts to 60 officers planned for 2020/21 and 2022/23 to be trained. In conjunction with this, a business case is progressing to consider the refurbishment of Skegness Magistrate's Court (which is adjoined to Skegness Police Station and was recently purchased by the PCC) to provide an additional training establishment for the force to accommodate this need. This would support our vision to increase our footprint in the East of the County.

5.2 BlueLight Programme

- 5.2.1 The evaluation continues in conjunction with Lincoln University; we have prepared the background information and analysis of each of the key project strands of the overall programme. We continue to work with each service to develop and respond to building challenges at South Park and ensure everything is working. We are also moving to a stage where we are conducting live research with people working at South Park to understand the benefits/ challenges and opportunities that exist within the site.
- 5.2.2 The focus of the programme will continue to explore areas where we can best collaborate with our emergency service and wider partners and also share best practice and lessons learned effectively as we move forward.

5.3 Specialist Operations - Dogs

- 5.3.1 The Force is now at establishment for GP handlers with the Digital Media Search Dog (DMSD) course re-commenced as of Monday 7th June; this was suspended half way through due to COVID-19. A further DMSD course is planned for January 2021 and Drugs, Cash and Firearms (DCF) course for September 2020. Four new Ford Mondeo Dog vans that should have arrived but were postponed due to COVID-19 are due to arrive this month along with 2 Ford Focus Demo Dog vans. The courses and vehicles all show the investment the force is placing into the Dog section.