



**Lincolnshire  
POLICE & CRIME COMMISSIONER**  
SAFER TOGETHER

**PUBLIC ASSURANCE MEETING**

**Monday 12<sup>th</sup> June 2023**

**10:00 to 12:30**

Video Conference

**Summary of Key Discussion Points**

**Note**

*The timings noted in this document for each discussion point is an approximate position. The recording of the meeting can be found on the Police and Crime Commissioners YouTube channel, via the link copied below.*

[Public Assurance Meeting - 12 June 2023 - YouTube](#)

*This document represents a summary of key points discussed in the meeting, for a detailed understanding of the items discussed please view the full recording of the meeting.*

**Welcome and Introductions (Time 0:00)**

*Attendees at this meeting were from Lincolnshire Police and the Office of the Police and Crime Commissioner for Lincolnshire.*

**Lincolnshire Police**

- Chief Constable – Chris Haward
- Deputy Chief Constable - Julia Debenham

**Office of the Police and Crime Commissioner**

- Police and Crime Commissioner – Marc Jones
- Chief Executive – Malcolm Burch
- Research and Performance Officer – Aubrey Williams
- Director of Strategy and Operations – Joanne Davison

## *Apologies*

### Lincolnshire Police

- Assistant Chief Constable – Chris Davison
- Assistant Chief Constable - Diane Coulson

### Office of the Police and Crime Commissioner

- Deputy Police and Crime Commissioner - Phil Clark

### **Police and Crime Commissioner's Update (Time 01:20)**

- The PCC acknowledges that the Home Office proposal to use RAF Scampton to house migrants is a significant conversation in Lincolnshire at the moment. Senior officers in the Force have started to look at the operational requirements of this, as plans are starting to be formed by the Home Office.
- The PCC acknowledges that the Annual State of Policing Report has been published. In the coming months, the recommendations cited in this report will be assessed to see the impact they will have on the delivery of policing in Lincolnshire.

### **Public Questions (Time 04:44)**

There were no public questions submitted for this meeting.

### **Crime Performance and Exceptions Report (Time 04:50)**

(Please refer to full report provided on the OPCC website: [Public Assurance Meetings \(lincolnshire-pcc.gov.uk\)](https://www.lincolnshire-pcc.gov.uk) )

CC Chris Haward addressed the seasonal fluctuation of incidents experienced in Lincolnshire, which has already started to show an increase. This is particularly in relation to road traffic incidents.

The Summer Policing Campaign is underway, requiring additional resources to police the county. There are still currently 106 probationers who are not yet qualified to patrol independently, which is a limitation during the busy months. However, this campaign has been planned thoroughly and its success will be assessed overtime.

This report was presented by DCC Julia Debenham

- The performance pack gives an overview of the Force's performance over the past 12 months. It includes a number of good practice stories to focus on the positive aspects of policing in Lincolnshire, as well as the improvements required.

- **Performance overview** - The Performance Overview shows issues with the abandonment rate of the 101 non-emergency phone line.
- There has been a 10% increase year on year of 999 calls, which is a 24% increase from pre-covid levels.
- There has been a 30% increase in responding to mental health incidents in the last 12 months, which is a 90% increase from pre-covid levels.
- **Crime and ASB** - While the overall crime rate appears to be increasing, some of this will be due to the seasonal fluctuation in crime. The changes to the Home Office Counting Rules should lead to a decrease in the number of crimes recorded in this figure.
- **Neighbourhood Crime** - There have been increases in the last 12 months, but this is still significantly lower than pre-covid and reflects the national trends.
- **Force Ranking** - The Force is now ranked 13<sup>th</sup>, where previously it was 12<sup>th</sup>. Many of the individual crime types are ranked in the first and second quartile, with shoplifting being an outlier in the 4<sup>th</sup> quartile. Work is ongoing with Neighbourhood Policing Teams to implement a problem-solving approach to the shoplifting figures.
- **Positive Outcomes** - There has been an increase in positive outcomes, but work is ongoing to improve this further.
- There has been a reduction in Anti-Social Behaviour. There has been a collaborative effort between partners and the Neighbourhood Policing Teams to reduce ASB.
- **Rural Crime** – The Rural Action Team are getting significant results considering the size of the team. Hare Coursing is reducing each month due to proactive actions from the Team.
- Previously response officers have been used for these incidents and so utilising a specialist team has allowed resources to be reallocated to other parts of the county.
- **Domestic Abuse/Rape/Stalking and Harassment** – There has been a significant increase in domestic abuse since the pandemic. There are also increases in rape that are consistent with the increases in domestic abuse.
- A high percentage of these crimes are domestic, and the offender is known to the victim.
- This rate is likely to be increasing due to victims having better confidence in the police.
- Many of the cases are ongoing and are often linked to finances and access to family.
- Crime recording standards are going to be changed, as this is being over recorded by the Force compared to the Crime Survey for England and Wales.
- **Mental Health**- Humberside PCC started using the Right Care Right Person model to support people with mental health needs. A large number of calls received by the Force are concerns for safety.
- The number of mental health incidents have decreasing, and work is ongoing to continue to reduce these figures.
- There are cases where the police are the correct agency to attend Mental Health Emergencies, but the focus is on making sure other agencies that may be better resourced to offer support are contacted too.
- **Protect from Harm: Road Safety** – Overall, the figures show that there has been a reduction in road traffic incidents that have resulted in people being killed or seriously injured.
- There has been a slight increase very recently in road traffic fatalities, which has been attributed to heavier traffic due to the time of year.

- **Responding to the public** – The call volume is continuing to increase, which is partly attributed to silent 999s (phone calls in error) and concern for safety calls for service.
- Having a strong 999 service is affecting the 101 wait times. The Force Control Room is also responding to members of the public who report through the Single Online Home.
- People have been recruited to support the reduction of waiting times for the non-emergency line, however, they are still in training. The benefit of having more staff on call will not be seen for a while.
- **User Satisfaction** – With the Home Office Counting Rules change, officers will have more time to be contacting and updating victims, which is expected to increase user satisfaction.

## **Topics for Discussion**

### **(a) Force PEEL Inspection Report (Time 1:14:04)**

- The Force were disappointed with the HMICFRS PEEL Inspection report, as the focus appeared to be on areas requiring improvement and overlooked areas of accomplishment.
- Concerning the Force Control Room, the Force were disappointed with the way the 999-response handling was presented, as Lincolnshire has consistently been in the top 4 forces across the country for this in the past. Investment in the Force Control Room to increase staffing numbers is ongoing but was not reflected in the report.
- HMICFRS did recognise how capacity limitations and a large volume of work were impacting the performance of the Force.
- There is ongoing work around work-place culture being led by ACC Davison. While this was not recognised in the HMICFRS report, it has been recognised nationally as The Met have looked to Lincolnshire to see how this work has been rolled out.
- DCC Debenham is now chairing a PEEL Delivery Group to focus on the 21 recommendations that have been outlined in the report.
- HMICFRS will return to the Force in the second half of 2024 to reassess their performance.
- The Force will now be working alongside HMICFRS to address the areas of improvement that were set out in the latest inspection.
- The latest HMICFRS report looking at EMSOU also had recommendations for the Forces, which focused on the governance structures and funding for the collaboration.

### **(b) Home Office Counting Rules (Time 1:36:18)**

- The Home Office Counting Rules have been brought in, in response to their being a discrepancy between crime figures recorded by the Crime Survey for England and Wales and police recorded crime.
- This has been a welcomed change by the Force, as officers will only be notified of the crime against the victim, instead of any other potential convictions that happened in the same incident.
- This should lead to a reduction in crime volumes.

- There are also additional changes that have come in regarding how to remove a crime recording, where a crime has clearly not taken place. This has previously been a very long process, where now new standards will be implemented to streamline the process.
- Messaging around this change has been communicated to all staff, but there may be a gradual uptake of the changes as the workforce adjusts to the new system.
- This should give a clearer picture of the true crime rate in Lincolnshire and will help to present where resources are required across the county.

**(c) Force Annual Plan 2023-24 (Time 1:46:47)**

- The Force Annual Plan aims to present the ongoing work of Lincolnshire Police to anyone who has an interest in the operation of the Force.
- It sets out the governance framework, priority-based budgeting, and the work of the Force Executive Board, among other areas of work that the Force are prioritising over the next year.
- The plan also looks at prioritising digital upgrades and data management to provide the best equipment for staff to carry out their roles.
- The Annual Plan links in with the Police and Crime Commissioner's Police and Crime Plan and presents how the Force is helping to deliver against the Commissioner's priorities.

**AOB (Time 2:04:00)**

- Next Meeting: Tuesday 19<sup>th</sup> September 2023