



Lincolnshire
POLICE & CRIME COMMISSIONER

SAFER TOGETHER

PUBLIC ASSURANCE MEETING

Tuesday 19th September 2023

14:00 to 16:30

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 – 19 September 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 00:00)

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

Lincolnshire Police

- Deputy Chief Constable - Julia Debenham
- Temporary Assistant Chief Constable – Dianne Coulson

Office of the Police and Crime Commissioner

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

Apologies

- Chief Constable – Chris Haward
- Assistant Chief Constable – Chris Davison
- Chief Finance Officer – Julie Flint

Police and Crime Commissioner's Update (Time 01:00)

- The PCC acknowledges that the Road Safety Summit was well attended by people from various forces across the UK. This gave insight into ways other forces are dealing with road safety, these ideas can be adapted by Lincolnshire Police to improve road safety measures.

Public Questions (Time 03:50)

There was one question submitted by a member of the public for this Public Assurance Meeting.

- **Subject:** Police Community Support Officer Reduction
Question: *In view of the latest influx of money from the government to Lincolnshire Police, will the Chief Constable still be reducing the number of Police Community Support Officers by 41 people?*

Crime Performance and Exceptions Report (Time 10:55)

(Please refer to full report provided on the OPCC website: [Public Assurance Meeting Dashboard – 19th September 2023](#))

This report was presented by DCC Julia Debenham

The performance pack gives an overview of force 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** – There has been a 12% increase in 999 calls over the last 12 months. The force is 1st in the country for percentage of 999 calls answered within recommended timescales.
- **Crime and ASB** – All crime has stayed relatively consistent but has increased by 2.97% from the previous year. However, this is still lower than pre Covid levels, decreasing by 2.54%.
- **Neighbourhood Crime** – Residential burglary has increased in the last 12 months of 2.5%, this is still a significant reduction from pre Covid levels.
- It was expected that crime would increase over the summer due to the amount of people who visit the Lincolnshire coast, however this was not the case. A factor influencing this was proactive policing and the summer policing plan.

- **Violence** – Violent crimes (including with injury and without injury) make up a significant 13,580 of the Force's overall crimes. There has been a steady reduction of violent crimes in the last few months.
- 1/3 of violent crimes are domestic abuse.
- **National Ranking** – Lincolnshire was ranked 14th per 1000 population for total recorded crime excluding fraud.
- Lincolnshire is ranked in the 4th quartile for shoplifting. The Force has plans to tackle this issue by working with neighbourhood policing teams.
- **Positive Outcomes** – Cases obtaining positive outcomes have increased by 13% in the last 12 months. However, this is still a 20% decrease from pre-Covid levels.
- There has been a 30% decrease on out of court disposals on pre covid levels.
- Although these areas have decreased, they are consistent with national outcomes.
- **Rural Crime Action Team** – A new team focusing on reducing harecoursing had a successful outcome. The Force has a proactive approach, using new legislation to deter, prevent and prosecute offenders and those who had the intention of harecoursing.
- **Protect from Harm: Domestic Abuse/Rape/Stalking and Harassment** – Domestic abuse cases are increasing, a factor affecting this is the Force have created a better recording processes and compliance from officers.
- The Force have set up extra training so officers can identify signs of domestic abuse, including in depth risk assessments.
- **Mental Health** – Mental health incidents are 3% higher than the previous 12 months and have increased by 75% since pre-Covid. The Force has the Right Care Right Person plan in place which aims to reduce these figures.
- **Road Safety** – The Road Safety Policing Team enforce and focus on road traffic offences. This has shown to be proactive and valuable.
- There was a 20% decrease on people being killed and/or seriously injured on the pre Covid level.
- **Help those in Need: Responding to the Public 999** – There is an increase in 999 calls for service. This increase is national, not Lincolnshire specific.
- The force prioritises 999 calls, therefore has a strong performance, with 89% of 999 calls being answered within at least 10 seconds and only 0.79% of calls abandoned.
- **Responding to the Public 101** – 21% of 101 calls were abandoned which is a 10% increase since pre Covid levels.
- There has been a significant investment into the control room because 101 calls have increased by 10%, this has caused increasing abandonment rates. This investment has been used on increasing the number of call handlers, resources and to increase training.
- Call handlers for 101 have increased numbers by 90 in the Forces control room.
- Proposed review of process of call handling and consistency.
- **Urgent Response** – The Force aims to respond to Urban areas in 15 minutes, this is achieved 55%, compared to 88% responded to in 30 minutes.
- The Force aim to respond to rural areas in 20 minutes, this is achieved 65%, compared to 84% responded to in 30 minutes.
- **User Satisfaction** – 73% of users are satisfied which is a 3% increase on the previous 12 months.

- **Criminal Justice - Quarterly** – There is concern regarding investigations closed because the victim does not support police action, the Forces metrics are a considerably lower percentage than the national scale.

Topics for Discussion

(a)Neighbourhood Policing New Delivery Programme (Time: 01:22:00)

- The Force have had to rethink the neighbourhood policing model since PCSO numbers are being reduced.
- 3 key focus areas:
 1. Engagement
 - Ensuring there are targeted and visible preents in communities. Providing a variety of engaging methods, to ensure different community preferences are met.
 - The force has set minimum standards for engagement which can be managed in the new model.
 - Providing forums with parish councils to share work the force are doing and answering questions.
 2. Prevention-
 - Problem solving and an evidence-based approach will be used to prevent and tackle crime.
 - A multiagency approach will be used for maximised efficiency.
 3. Targeted approach-
 - Resources are used efficiently and prioritised due to limited resources.
 - A vulnerable locations index has been created by the force to ensure areas of vulnerability are considered, ensuring resources are distributed to areas of greatest need.
 - The Force have allocated 2 PCSO's to the 19 most vulnerable areas in the county. A further 3 PCSO resources to each of the 4 key district areas.
 - Dedicated CBM's, beat managers, sergeants and inspectors are all still in post and will be enforcing neighbourhood policing preents more broadly.
- The Force has developed a neighbourhood policing manual which gives clear guidance on how the force will deliver resources and links to the tools to do this.
- Better governance will be used to track engagements and feedback from the community, this will be incorporated into priorities moving forward.
- Received funding from the government regarding homicide reduction, this is being used to upskill current resources.
- The Force created a document called 'Commitment to Neighbourhood Policing' which will be shared publicly, so they understand how they can be involved.
- Regular panels to monitor the delivery and concerns.

AOB (Time: 01:42:00)

- Next Meeting: Monday 18th December 2023