

Public Assurance Meeting 19th March 2024

Response to PCC Precept Commitments 2023 & 2024

We are **COURAGEOUS, OPEN, FAIR** and **INCLUSIVE**



2023 Progress

- **Maintaining police officer numbers. Retaining our police officer numbers at 1186, bolstering local neighbourhood teams, preventing and tackling crime, and protecting our communities.**

We have maintained our police officer establishment over the course of the year and are committed to ensuring this is maintained into 2024/25.

- **Extra officers and staff into specialist sexual assault/abuse units. Commitment to greater protection and justice for children and adults across Lincolnshire who experience some of the most harmful crimes.**

The Protecting Vulnerable People unit saw growth through Priority Based Budgeting, and the four-hub model means we have far better geographical coverage and can respond more effectively to victims across the entire county.

Resourced solely to RASSO (Rape and Serious Sexual Offences) we now have a Detective Inspector, alongside a project team. They are dedicated to the implementation of the National Operating Model for RASSO investigations, under the banner of Operation Soteria.

We are currently delivering RISDP (Rape and Serious Sexual Offences Investigative Skills Development Programme) training to all CID and PVP detectives.

- **Improving 101 call response times. Lincolnshire has one of the best 999 answering records in England. An additional 15 call handlers will boost the 101 service to give residents the service they deserve.**

We continue to monitor our call handling performance to ensure our ability to answer emergency calls (999s) and priority calls (101s) is in a timely and efficient manner.

Our performance for answering 999s within 10 seconds has been consistently amongst the best in the country and this will always be our priority. Our 101 performance in answering calls within 3 minutes has been improving. We have been recruiting call takers since September to increase our numbers to 90. We have now seen sustained improvements in our performance.

- **Making our roads safer. Investment in the Serious Collisions Investigation Unit will help deliver crucial answers and justice to victims and families of tragic incidents on our roads.**

Resources have been increased in the Serious Collisions Investigation Unit to help deliver crucial answers and justice to victims and families of tragic incidents on our roads. The creation of the Roads Policing team and their subsequent work continues to help make the roads of Lincolnshire Safer.

- **Increasing community confidence - We are determined to keep the confidence of the public.**

Professional Standards Department and Vetting

Both units have seen an increase in establishment to enhance capability and capacity and to be able to deal robustly with issues of concern.

New Neighbourhood Policing Model

On 2nd October we launched our new Neighbourhood Policing model to ensure that the county remains one of the safest places putting neighbourhood policing at the heart of all it does.

Launch of single Trust & Confidence Survey

As part of ongoing work to understand public trust and confidence in Lincolnshire Police, a single question has been widely circulated for the people of Lincolnshire to answer. The question is: "Taking everything into account, how good a job is Lincolnshire Police doing?" Respondents can answer this question on a star rating scale from 1-5.

Launch of Community Newsletters

Staying in touch with our communities is really important to us, so that we can understand the issues of concern, and that we promote the work we are undertaking. That's why we've refreshed our Neighbourhood Policing Team (NPT) newsletters to make them more accessible to our communities with a new digital format that can be viewed on laptops, desktops, smartphones, and tablets. They can also be printed for those who don't have online access, or so that they can be shared in community spaces.

Joint Parish Council Meetings

The meetings allow us to brief on the excellent work of the Neighbourhood Policing teams in conjunction with Response, Crime and Central Operations. They also allow us to inform the parishes of the daily demands placed upon officers and ask for their and the communities support in preventing crime and disorder.

- **More officers on shift when you need them - Investment in a revised deployment model to place more officers on duty in peak demand periods thereby improving incident response times**

In January 2023, we went live with changes to our response policing model, which saw a change of shift pattern to provide a better response to the demand we face and improve the service we provide. We also introduced a response investigation team, increased our investigative cover at nights and at weekends and made changes to our CID function to ensure our standards of investigation are maintained.

These changes were supported by a response strategy and proportionate investigation policy which focusses on prevention, our standards of investigation and our work with partners to deliver the best overall service to the public of Lincolnshire.

We continue to evaluate our demand and resourcing profiles and are undertaking a review of our Target Operating Model ensuring demand is responded to and allocated appropriately.

2024 Looking Forward

- **Maximising the number of police officers in the Force**

Officer Entry Routes

We have an Initial Police Learning Development Programme (IPLDP) intake in March 2024 of 40 officers (Cohort 36).

No force will be able to use the IPLDP route beyond 1st April 2024 and so our next intake of 40 Officers (Cohort 37) will be through the non-degree entry route - Police Constable Entry Programme (PCEP) in September 2024, followed by a further PCEP intake in January 2025.

- **New approach to preventing and tackling anti-social behaviour to improve safety for all residents**

The Government published a new Anti-social Behaviour (ASB) action plan in March 2023. This included funding for ASB Hotspot Response pilots in ten police force areas in 2023/24, with an anticipated wider roll out across England and Wales in 2024/25. The wider roll-out also combines the national Operation Grip serious violence funding and amounts to £1m funding for Lincolnshire. This funding is for 'additional' patrols by high visibility authority figures in hotspot areas Apr 24 – Mar 25.

In preparation of this funding, we are analysing our ASB and Serious Violence hotspots in order to increase visible patrol activity whilst adopting a strategic problem-oriented policing approach to address the root causes.

We are also tackling persistent ASB and are utilising Criminal Behaviour Orders (CBOs) and proactively monitoring them for any breaches. A CBO is a civil order designed to tackle the most serious and persistent anti-social individuals where their behaviour has brought them before a criminal court. The orders place enforceable rules on where offenders can and cannot go, and who they can associate with - with breaches being a criminal offence.

- **Explore and exploit emerging technologies such as 'facial recognition' to identify and apprehend criminals faster than ever before and 'rapid video technology' – speeding up engagement with victims of crime, getting them the help they need even faster**

Following the transition from G4S, we have established a Digital & Data Directorate (DaDD) to enable everyone to have the digital tools and secure data they need. It also seeks to ensure we operate as efficiently and effectively as we can, working together to co-design our digital products and services.

In order to maintain efficiency and effectiveness, some major systems are to be introduced over the next 12-18 months, these include:

- Enterprise Resource Planning (ERP) system
- Digital Evidence Management System (DEMS)

- Contact Management System

We continue to look for any digital opportunities to enhance operational efficiency and provide a better service to the public, we are introducing Rapid Video response to enable a swifter response to victims of domestic abuse. We will be seeking to extend this to other callers and victims over the next year. We also plan to explore options for introducing facial recognition technology to help us to prevent and detect crime by identifying potential offenders.

- **Expand the successful Roads Policing “Operation Stronghold” – denying criminals use of the roads and keeping our communities even safer**

Our Roads Policing Team continues to work towards making the roads of our county safer and making them a hostile environment for criminals. We are doing this as part of our everyday activity to target individuals and locations, as well as taking part in local and national operations.

We continue to work with partners such as Highways England and the Lincolnshire Road Safety Partnership (LRSP) to help educate our road users and our ‘Stronghold’ operations will continue to ‘pop up’ anywhere in our county.

Operation Stronghold aims to disrupt, deter and detect vehicle enabled offenders and to also enforce against the main causes of Serious Road Harm in Lincolnshire.

- **Develop and use targeted approaches and teams to tackle issues such as summertime demand, rural crime, burglary and retail crime**

We continue to focus our approach on the different demand that we face across the year.

We will enact our summertime policing plan again in 2024 to reduce demand through early engagement and prevention initiatives as well as exploring options to bolster our officer numbers on the Coast during this period of peak demand, including minimum staffing levels and posting additional officers from other areas of the County.

We will continue our ‘Beating Burglary Together’ campaign to reduce the opportunities for an offence to be committed and to trace offenders swiftly, recovering stolen property and bringing offenders to justice.

Our Rural Crime Action Team continue to work with the rural communities in tackling hare coursing and rural crime such as poaching and organised theft of plant and agricultural machinery.

We will work with our neighbourhood teams and businesses to tackle retail crime, ensuring we are targeting repeat offenders and locations and making best use of criminal and civil orders available.

- **Transform availability and quality of crime prevention advice and guidance to help keep communities safe from crime**

Focus on Prevention

Working with our Partners, our focus is to work with communities to protect themselves against crime. We have developed guides on practical crime prevention advice on our internet pages [Crime prevention advice | Lincolnshire Police \(lincs.police.uk\)](https://lincs.police.uk) and we will look to reach communities through targeted approaches.

We will continue to undertake specific crime prevention operations, such as;

- Operation Rudolph – our Christmas campaign working with licenced premises and retailers to provide advice on crime prevention measures and patrol communities at peak times as a deterrent to thieves who may try to take advantage of busy shopping centres and supermarkets.
 - Operation Calibre - a national initiative to tackle personal robbery, by enforcing against this violent crime and engaging with our communities to reassure, encourage reporting and provide crime prevention advice.
 - Operation Magpie - providing top tips from the dedicated Crime Prevention Team on keeping your belongings safe, both out and about and at home. We know how easy it is to forget to zip up a handbag, leave the front door unlocked if you're out in the garden, or become distracted at the cashpoint.
- **Build on crime reduction results in local neighbourhoods, developing new ways to target organised criminality and drug supply in our communities**

Clear, Hold, Build

In January 2023, the Home Office announced a roll-out of the Clear, Hold, Build tactic to tackle Serious and organised Crime. The tactic would see forces ruthlessly pursue gang members to **clear** an area, maintain a **hold** over the location to prevent another gang from taking control, and then work with communities to **build** resilience in an area so it is less susceptible to the draw of crime groups.

We have started to scope the feasibility of adopting the Clear, Hold, Build tactic at a site in Boston as we have a good neighbourhood policing presence and already have good partnership working and structures in place. We have also secured some funding through the serious violence fund for some initiatives which could work well.

County Lines

We continue to undertake operations, with partners, in areas where we see organised criminality, such as Operation Nutcracker - a crack down on County Lines drug dealing in the Sleaford area in the run up to Christmas.

We target County Lines activity all year round and recognise the negative impact of drugs on our communities can be significant. We couldn't do this work without the help of our communities who provide much-needed intelligence around drug-dealing, suspicious activity, or vulnerability, and we would encourage people to continue to do this.