



Police and Crime Plan Delivery Update

June 2022

1 Commissioners Update

1.1 The purpose of this report is to provide Members of the Lincolnshire Police and Crime Panel (PCP) with an update in relation to delivery of the Police and Crime Plan 2021 – 2025.

1.2 The report updates against each of the 'Key Principles' within the Plan:

- Community Safety and Prevention in Partnership
- Listening, responding and being accountable
- Protecting and supporting victims and the vulnerable
- Policing that Works

2 Community Safety and Prevention in Partnership

2.1 Activity in Quarter

2.1.1 A successful bid was made to National Trading Standards which has enabled the purchase of 44 **True Call Secure+ call blocker devices**. Identification of suitable recipients, the installation and management of the call blockers is undertaken by the Lincolnshire Police Crime Prevention Team.

The cost of the devices is inclusive of monthly reporting of blocking activity. The blocking activity data for the units already installed demonstrates that:

- those using the equipment have been receiving on average 40 nuisance calls per month
- 49% of all incoming calls received by the units were nuisance calls
- 95% of nuisance calls were successfully blocked

This demonstrates significant benefit to, and safeguarding of, vulnerable individuals in preventing nuisance calls getting through. In addition, the provider of the call blockers share data about the top nuisance callers to the National Trading Standards Scams Team, Trading Standards Scotland and Ofcom. They use this alongside data from other sources (such as complaints) to inform their enforcement work.

2.1.2 A funding bid has been submitted to **round 4 of the Safer Streets Fund** for c. £400,000. If successful, the bid will fund:

- the creation of CCTV 'safe zones' in Spalding, Skegness and Boston

- the introduction of Community Ambassador and Young Ambassador Programmes incorporating awareness raising, reporting and training on VAWG and ASB
- trauma informed training for police officers

The outcome of the bid is expected in June 2022.

2.1.3 May saw the launch of the **Lincolnshire Drugs Strategy**:

<https://www.lincs.police.uk/SysSiteAssets/media/downloads/lincolnshire/about-us/strategies-and-plans/lincolnshire-drugs-strategy-2021-25.pdf>

The Strategy will now be built upon to form a Substance Misuse Strategy and this work will be taken forward through the newly established Safer Lincolnshire Partnership Substance Misuse Core Priority Group.

2.1.4 Through the Reducing Re-Offending Group of the Safer Lincolnshire Partnership (chaired by the OPCC Director of Strategy and Operations (DSO)) a **Prisoner Release Housing Protocol** has been developed and agreed. The Protocol was launched on 6th June and currently applies to prisoners who are being released from HMP/YOI Lincoln and HMP North Sea Camp to the Lincolnshire area only. The key element of this protocol is to ensure that all referrals for housing, for those being released from the above prisons, are received by the Lincolnshire Local Housing Authorities at the earliest opportunity. The Protocol will be reviewed in 6 months' time.

2.1.5 The **Deputy Police and Crime Commissioner** (Mr Philip Clark) has attended over 60 national, regional and local meetings and events representing the PCC. The scope is wide ranging and examples include:

- Observing the delivery of the Twinning Project at Lincoln Prison
- Lincolnshire Rape Scrutiny Panel
- Roundtable on Project Adder (Policing minister and APCC Addictions Portfolio)
- Cohort 31 Attestation
- Chairing the Victim & Survivor Strategy Group (which he will Chair going forward)
- Rural Crime Summit
- Lincolnshire Health and Wellbeing Board
- Lincolnshire Criminal Justice Assurance Board
- Sports, Serious Violence and Youth Crime Prevention Board

The full list of meetings/events attended are published on the PCC website.

2.1.6 At the end of 2021, **Mutual Gain hosted World Cafes** in four areas of Lincolnshire - Sutton Bridge, Sleaford, Skegness and South West Ward, Gainsborough. These were listening events where the communities shared their experiences and insights into issues relating to community safety and local groups were encouraged to suggest projects they believed would benefit their areas. These applications were then considered and voted on by the community at Participatory Budgeting events. Over 500 people attended the World Cafes and Participatory Budgeting events across all four areas. In total, 24 projects have received funding. Each applicant will update the community on their progress every three months for the next year and these updates will be centrally monitored.

2.1.7 The PCC has signed-up to the **Neighbourhood Watch Community Safety Charter** which includes the following pledges:

- Promote – culture do not tolerate harmful language, antisocial behaviour and hostility towards others
- Enable – others to identify and take an active stance to prevent harassment, antisocial behaviour and intimidation within our community
- Report – actively encourage and support others to report harassment, ASB, intimidation and share intelligence about these crimes to the relevant authorities
- Support those affected by harassment, ASB and intimidation and refer victims to relevant support agencies

Further information can be found here; [Community Safety Charter | Neighbourhood Watch Network \(ourwatch.org.uk\)](#)

Neighbourhood Watch activity is co-ordinated on the Lincolnshire Alert system and this system will be a key enabler in delivering against the pledges.

2.1.8 **Lincolnshire Lowland Search and Rescue (LLSAR)** are part of UK Search and Rescue and cover the areas not supported by Mountain Rescue (hill to high water). The PCC has committed just under £4,000 of funding to enable LLSAR to update their IT and radio equipment to better share information and facilitate joint working when providing support to Lincolnshire Police search teams.

2.2 **Future planned activities/events**

Community Mental Health Treatment Requirement Pathway development

Lincolnshire Road Safety Summit	2023
Community Remedy Consultation	2023

3 Listening, responding and being accountable

3.1 Activity in Quarter

3.1.1 The OPCC Communications Manager produces a monthly **Communications Highlights** document which provides an overview of the online campaigns and social media activity undertaken by the Office. The most recent updates below demonstrate the range and reach of the activity being undertaken:



3.1.2 **The Youth Commission** ‘Big Conversation’ Event was held on 3rd March. The Deputy PCC opened the event and the young people presented back their findings and recommendations to officers from Lincolnshire Police and partners. The final report is attached:



The Safer Together Team are sharing the report with partners and will be working with the young people to deliver against their recommendations, as appropriate.

The model of the delivery for the Youth Commission to date has been via an external delivery organisation – Leaders Unlocked. Whilst this approach has been effective at a county wide level, the model going forward will be for the Safer Together Team to lead this work and develop opportunities for young people to engage at a more local level. The PCC will continue to hold an annual event to share findings, recommendations and to identify themes which may be county-wide, but this will allow for further differentiation in both the delivery vehicle and the subjects covered. The youth engagement through the OPCC going forward will be referred to as ‘Lincolnshire Strong Voices’.



- 3.1.3 The **Public Assurance Meetings** continue to be held. They are one of the primary mechanisms by which the PCC meets his statutory responsibility to hold the Chief Constable to account. The meetings focus on the performance of Lincolnshire Police and provide assurance regarding the effectiveness and efficiency of policing services. Members of the public are able to submit questions in advance of the meeting and the meeting is recorded and uploaded to the PCC’s YouTube account. The May meeting included thematic briefings on citizens in policing, integrated offender management, use of taser and anti-social behaviour.
- 3.1.4 To ensure there is transparency around how **the precept element of Council tax** is spent, a paper or electronic leaflet is sent to all council tax payers in the county. The leaflet and supporting information are also published on the PCC website: [Council tax leaflet 2022 \(lincolnshire-pcc.gov.uk\)](http://pcc.gov.uk)
- 3.1.5 **The Safer Together Team** have attended over 100 events, activities or professional meetings across the county in 2022. They have represented the OPCC at events including the Uffington Scarecrow Festival, RAF Waddington Prevent, and Gainsborough South West Ward Walk Arouns. This has enabled the team to develop an understanding of local community issues which are then shared with partners, Lincolnshire Police and the PCC as appropriate.
- Engagement activities have also taken place with partnership agencies and events including Neighbourhood Policing Teams, Voluntary Centre Services, Cyber and Rural Crime Event, Lincolnshire County Council, and Community Alcohol Partnerships.

During quarter 1 of 2022 the team distributed over 60 messages using Lincolnshire Alert, notifying local residents of police appeals and sharing crime prevention and community safety messages.

3.1.6 The OPCC took on the management of the **Lincolnshire Alert** system from the Force from 1st April 2021. The Safer Together Team and Communications Team were issued administrative status on the system, with responsibility for distributing messages to users we might not otherwise reach. It was agreed that messages would be sent about local engagement opportunities, crime prevention and community safety messages both national information and targeted local information. It was also agreed that the system would be reviewed prior to March 2021 to inform the decision about whether to continue it's use beyond this period. The review has taken place and key findings included:

- The number of users registered to receive information from the OPCC has risen from 11,936 in April 2021 to 12,272 in December 2021
- During this time the OPCC distributed over 100 emails to registered users.
- With each message sent users are asked if they wish to provide feedback and are given the opportunity to score the engagement. Satisfaction rates with quality, relevance and content are consistently high (90%+). 69.7% of individuals surveyed stated that they found the messages useful.
- The system provides community safety and crime prevention messages to those who do not wish to use social media or other communication methods

The decision has therefore been taken to continue with Lincolnshire Alert for a further year, at which point another review will be undertaken.

3.2 Future planned activities/events

Safer Together Team evaluation

PCC Annual Report

PCC Victims Impact Report

Campaign to raise awareness of the emotional support available to victims of crime in the workplace and how to access it via Victim Lincs

4 Protecting and supporting victims and the vulnerable

4.1 Activity in Quarter

4.1.1 The PCC will be re-commissioning **Victim Outreach support** from April 2023 when the current contract is due to end.

- Following consultation with victims, stakeholders, and service providers an extensive report of findings has been produced which is being used to inform the future specification of the Outreach Support Service.
- Market engagement with provider organisations took place between 18th- 29th April.
- Development of the Invitation to Tender documents is currently underway. The report of findings, market engagement feedback, desk-based research and feedback collated from 1:1 meetings and focus groups with police officers is being used in the development process.
- ♣ Publication of Contract Notice and Invitation to Tender will be issued on 11th July.

4.1.2 £78,000 of non-recurrent funding has been secured from NHSE/I to introduce a dedicated **Sexual Violence Co-ordinator within Victim Lincs**. The role will provide an enhanced service to victims of sexual violence and abuse by completing detailed needs assessments, providing information and advice and making referrals to specialist support services(s). The recruitment process will commence in June.

4.1.3 Commissioning of **Domestic Abuse (DA) services** is led locally by Lincolnshire County Council (LCC). In March 2023, the current DA Outreach and Independent Domestic Violence Advisor (IDVA) contracts expire, and a new procurement exercise is required. The OPCC DSO is supporting LCC with this process. Furthermore, through the review of the existing model it has been agreed that Victim Lincs will take on the initial assessment of police referrals to domestic abuse services (for those assessed as standard and medium risk).

4.1.4 To support the development of a Lincolnshire **'Violence Reduction Programme'** the PCC commissioned Lincolnshire County Council Public Health colleagues to undertake a needs assessment and evidence review. The needs assessment has now been completed and a report and recommendations produced.



In terms of taking this work forward, the OPCC DSO has proposed to the Safer Lincolnshire Partnership (SLP) that a Serious Violence Core Priority Group be established under the SLP. A paper has been prepared for discussion and agreement at the Safer Lincolnshire Partnership (SLP) Strategic Board meeting in June. This proposal recognises the Community Safety Partnerships wider remit in relation to community safety, and that many issues concerning violent crime can be interrelated. Establishing the group under this existing structure will help to ensure that individual strategies (such as domestic abuse and substance misuse) are aligned without being duplicative.

The key points within the proposal include:

- Membership of the group will comprise the statutory partners who have a responsibility under the serious violence duty.
- Meetings to be held monthly with the first meeting in July to kick-off the strategy development for completion by the end of October and sign-off by the Strategy Board at the December meeting (to align with budget setting and spending decisions, enabling an evidence-based assessment of where funds are best spent).
- Deputy PCC to Chair the meetings and lead on behalf of the PCC
- PCC to fund a co-ordinator post for a period of 12 months and to provide intern support
- The PCC will commission Elizabeth Shassere (who led on the needs assessment) to author the strategy.

Following agreement of the proposed approach, the needs assessment will be formally shared with all those who contributed to it alongside details of how the work is to be taken forward. The Deputy PCC will also separately write out to those who have a responsibility under the Serious Violence Duty inviting them to nominate a representative to attend the CPG.

4.1.5 The **Criminal Justice System Scorecards** are now available through a dedicated website: criminal-justice-scorecard.justice.gov.uk. The Criminal Justice System (CJS) Delivery Data Dashboard brings together data from partners across the justice system, presenting data from the police, the Crown Prosecution Service (CPS) and the courts. The Government has published this data to increase transparency, increase understanding of the

justice system and support collaboration. Working with partners, the Government has developed a dashboard for all crime and for recorded adult rape offences.

In addition to the national dashboards, data is now available at a localised level. The regional scorecards reflect seven regions, police data is county based, CPS data is across 14 regions and Court data reflects each court. This local information is considered at the Lincolnshire Criminal Justice Assurance Board.

4.2 Future planned activities/events

Sexual Violence awareness campaign

Victims Impact Report

5 Policing that Works

5.1 Activity in Quarter

5.1.1 Following the end of the G4S contract, the Future Services Programme determined that Custody services would be provided by Mitie Care & Custody, and Cleaning services would be provided by Solo. All other service areas transferred back to Lincolnshire Police. The transfer took place from April 2022 and there have been no issues reported. Regular communications are in place for those staff affected by this transfer, including engagement sessions for staff who have transferred from G4S to Lincolnshire Police.

Updates in relation to 'Policing that Works' are also included within section 6 'Precept Commitments' to prevent duplication.

6 Precept Commitments

6.1 The PCC made a number of commitments in relation to the use of the extra council tax raised through the precept. These are summarised below and progress against delivery of these commitments is reported each quarter.

6.1.1 Additional recruitment of 60 Officers starting training in 2021 more than doubling the planned total of incoming Officers to 114.

During the period 1 April 2021 to 31 March 2022 Lincolnshire Police welcomed 117 student officers to the Force in four cohorts:

- ♣ September 2021
- ♣ October 2021
- ♣ March (1) 2022

♣ March (2) 2022

Of these, 54 were posted to roles in the East of the county and 63 were posted to roles in the West of the county. The Force recruitment campaign throughout May 2022 saw 260 applications received for intakes in January and March 2023 when there are plans to bring in a further 60 officers to Lincolnshire Police. From June 2023 the only entry route into policing will be through the Police Education Qualifications Framework (PEQF) which becomes a regulatory requirement from April 2023. PEQF is a professional training framework for police officers which is aimed at bringing consistency and accreditation to policing across the country. The Force is actively preparing for the implementation of PEQF and recruitment activity will ensure communities are well informed as they remain committed to appointing individuals from our local communities.

6.1.2 Creation of a dedicated roads policing team to create a visible police presence on the county's roads. The team will be tasked with denying criminals the use of our roads as well as preventing so many tragic deaths and serious injuries across Lincolnshire.

There are currently 1 x Sergeant and 9 x Constables based at Grantham who are now fully trained and equipped to carry out Roads Policing duties. The second phase of Roads Policing Unit deployment commences on 4th July with a further Sergeant and 9 x Constables based at Louth. These officers will be fully deployable by the end of August following training requirements.

6.1.3 Establishment of specialist enforcement teams to drive down community crime in both urban and rural areas. The new dedicated teams will tackle crimes that can blight our communities such as burglary and vehicle crime. Issues such as ATM thefts, robbery, drug offences, specialist rural equipment thefts and the stealing of lead from our historic churches will all be tackled.

The R-CAT (Rural Community Action Team) is now in operation and has a Sergeant leading the team. The team are now planning for their delivery against the rural crime strategy objectives agreed by the Rural Crime Multi-Agency Gold Group, which include the priorities set by the PCC. The team is governed by the Central Ops Department, which ensures good connectivity between the Force Control Room, other specialist resources and the R-CAT in order to bring the best mix of intelligence and enforcement to bear on rural

crime challenges. The team comprises of an experienced Police Sergeant, currently has six constables in post (a mixture of police constables and detective constables) and another very experienced detective will be joining the team in July.

6.1.4 Equipping officers to tackle violent crime and criminals. More officers will be provided with tasers and the number of firearms response teams will be increased to better respond to serious incidents that pose the highest risks to our communities.

In April 2021 the Force had 220 taser-trained officers. There are now 301 taser-trained officers and the Force is on track to reach the uplift target of 350 by September 2022. The current number of firearms officers is expected to be maintained throughout 2022.

6.1.5 Improving intelligence gathering from the people who know their communities best – the public. Money will be invested in new technology which will give the public easier and simpler access to the police to report crime and answer questions.

Single Online Home is now fully integrated and allows the public to report non-urgent crime, traffic collisions, missing persons, make applications under the Freedom of Information Act, request Sarah's Law/Clare's Law data, inform about events and report rural crime, all from their own personal devices without the need to talk to anyone or wait in a queue. Requests for information or crime reporting are all dealt with in the same time frames as if the individual had called the Force Control Room.

The first publication of call handling data was made available on www.police.uk from 31st May 2022. The data is being published as part of policing's overarching transparency and responsiveness approach, and in response to government expectation set out in the Beating Crime Plan.

The data provided by BT shows the public experience when dialling 999 and includes:

- The total number of calls that month to each Force
- The mean waiting time (total wait time/number of calls)
- The median waiting time (the middle time when all waiting times are put in ascending order)
- The percentage of calls answered in under 10 seconds

- The percentage of call answered 10-60 seconds
- The percentage of calls answered after 60 seconds

The data shows that in April 2022, the Force answered 88.5% of 999 calls within 10 seconds, which is the third best performing force in the Country. 101 non-emergency call handling data is due to be published at a later date.

6.1.6 Investment in raising awareness of and tackling scams and frauds which are the scourge of modern society. The scamsters are constantly finding new ways to part residents from their hard-earned money and often their life savings. More will be done to tackle this challenging phenomenon.

The PCC and Force have committed to extending the 'Fraud Prevent and Protect Co-ordinator' post for a further two years ending in 2024. We have been able to attend and speak at community engagements across our core demographic groups, including targeted interventions with professional services that assist in their day to day lives such as Adult Social Care, NHS, Housing, Post Offices and many more. Internally training has been delivered to Neighbourhood Policing Officers, new recruits, Force Control Room Staff and Town Enquiry Officers.

The Force has been working with the regional fraud teams and partners to identify upcoming trends, share resources and best practice. Focus has shifted to concentrate on the fraud enablers and not the fraud outcomes, which has supported in the education of both internal and external professionals.

The Force has also worked with national and local campaigns to ensure media messaging is current and relevant to audiences across many mediums, including social media, radio, and publications.