

LINCOLNSHIRE POLICE AND CRIME PANEL
24 June 2022

ITEM 10 – Delivery of the Police and Crime Plan

THEME: Community Safety and Prevention in Partnership

Q1 (Section 2.1.1) The telephone system 44 True Call Secure + Call Blocker is a great idea but BT offer a similar free call blocking service if a service user signs up to it. I did some years ago and since I have had it, I have not received one nuisance call.

Police and Crime Commissioner's (PCC) Response – Thank you for your question. I am aware of the BT system and that they do different levels but there is a basic free level and there are also enhancements that you can add to it where it will block all calls that aren't on a known list as well, which I think for a very small monthly fee was at the time £2.99 and enabled us to literally be able to enter the phone numbers we wanted to get through and everything else has to go through a bit of a loop so it cuts out those automated calls coming through. So, there are a number of things like that there are some others as well with other telephone providers, but these particular blockers are particularly useful, and they use a high level of technology to enable a lot of new ones to be put onto who can get through and who can't. We are actually then using the network across the country of the people that are trying to get through to analyse which are the nuisance numbers so these systems are particularly good at protecting us all from that wider problem we've got.

Q1. Supplementary response – I'd also ask that when you are looking at the numbers you are going to block you should maybe look at the persistent charity ones who prey on older persons guilty complex.

Q2. (Section 2.1.2) Funding for round 4 of the Safer Street's Fund and the creation of safe zones in Spalding, Boston and Skegness, also on page 112 Profile of Violence in Lincolnshire, Location of Crime shows Skegness Ingoldmells and Chapel St Leonards top of the table with 278 offences per 100,000 worth the county average 114. Address of Offenders shows the same area again top of Lincolnshire with 161 per 100,000 and the

average being 86. I know the document that these figures are taken from and many of the graphs for various areas show a similar result. With this in mind how can the deployment of new officers be justified as being 54 in the East of the county and 63 in the west? Are you assured as PCC that this allocation is effectively tackling crime taking into account the crime data?

The Police and Crime Commissioner's (PCC) Response – Thank you for the question. We need to be clear that the deployment of Officers entirely is an operational matter for the Chief Constable. It isn't within my gift to redeploy against his wishes, but a lot of assessment does go on at that Senior Policing level, to make sure that the various competing demands in policing are being met and whether that is around specialism whether that's against response, or any number of other duties. The other factor is that you will always need officers in post that can mentor brand new trainee officers, so if you were to disproportionately put officers in one location you would lose mentor officers that were there to support and train them, so that must be factored in as well. In addition, we must look cautiously at figures where they are talking about statistics as we all know you can get statistics to say an awful lot of different things from the same data, and when we talk about statistics of crime against a population you know as very well as we all do, that the Lincolnshire population changes significantly especially on the east coast. So, when we are talking about the community that for 11 months of the year reside in Skegness but don't pay council tax because they are not permanent residents, they are not counted as part of that figure, equally the people that are coming there for their leisure in the summer so its reasonable to suggest that you might have a disproportionate occurring through night-time economy particularly in the Summer because of the influx of people. That said its set against the settled community as being the baseline as being the per 100,000 figure so its quite difficult sometimes to get under the skin of that to say does that disproportionately mean there is an issue there to resolve? or the fact that in the summer time the resources over and above what you've described in new officers is bolstered with officers from the west coming from the east to actually add to the resource in the summer time? So, there would be very little point in bolstering the east disproportionately for twelve months of the year when we know that there might be specific issues that we need to address for 3 or 4 months of the year and the rest of the time for example they could be tackling rural crime in South Holland and where the Chief feels is appropriate. So, I have got that assurance that on a regular basis we are having those discussions about deployments. In addition to that, the commitment for the new road policing unit, half of which is based

down at Grantham, and the new half which will come online early August that is based out of Louth those Officers are going to be not just patrolling the road for road safety, but they are there tackling and preventing crime coming into our area and we know one of the things that will happen wherever you get holiday makers for example you will get people wanting to play a drugs trade. So, we work hard to make sure the drugs aren't entering the County in the first place, and you will have seen on Operation California where we are working with the Ministry of Defence using their drug dogs to make sure we are keeping the community safe. So, I think there is a lot of work that is going on that is specifically targeting the needs of the east of the county, but the reality is 1204 Officers which is circa what we currently have, is still significantly less than any force of a similar size and complexity as Lincolnshire, so we are still very much trying to tackle our problems with a smaller resource than others can put in a field.

Supplementary Response – Thank you for your comprehensive answer and all the points that you raise, and I simply raise it because it's quite an obvious disproportion.

Supplementary Question – Perception of crime is probably as important as the actual crime rate. In Boston recently we've had some instances in the park that have sparked social media again, could you please update the Panel on progress with partners on improving perception of Crime?

The Police and Crime Commissioner's (PCC) Response – Thank you for your question I think your absolutely right perception of crime is really important on a number of levels, if people are fearful of crime it changes their personal behaviours, and if their behaviours change their lifestyle is being debilitated by the sheer fact that they are something whether it's actually likely or not is secondary to the fact that's its preventing them going about their lawful business in the way that we would hope they would. We know from the annual surveys we undertake that Boston residents disproportionately fear a crime more than it is likely to occur. That does not mean to say that there is no crime in Boston, of course we have crime across the peace that we need to tackle, but if you for example, were a resident of Gainsborough or of Grantham, there is very little difference between your likeliness of experiencing crime than residents in Boston, yet you are almost twice as likely to fear crime if you live in Boston than in Grantham. So, there is some work there to do and there are several factors some of which are more adobe than are base in evidence, but we know for example in Lincoln several larger businesses employ people in the areas of communications and public relations, so they are constantly putting out good news about their business about their

area, about their city because they are wanting that investment to come in. In some of our smaller towns where they still have good businesses but there maybe isn't the resource to create that PR machine, often we feel that means that there is less good news being put out continually about the town and everything that's going on. So quite often when there is good news who is actually putting it out there? Boston, I think is a good example of where actively as a partnership we really do need to put out there the genuine good news that's going on in the area, effectively and efficiently and try and get our local media to pick it up ready. There has been some hesitance in the local media to run with good news stories, so we've got to try and break that down, I think. Equally there is a longstanding challenge I think in Boston where you've had a high turnover of residents due to the kind of work that you have in the area and again that's unsettling for people and we tend to go through peaks and troughs and challenges working with the community to make them feel that they are listened to and that they are safe and secure and I think that is work that will be ongoing for a number of years but certainly I would say that the partnership you have there i.e. The Community Safety Partnership is very supportive of that, and it works across that whole area and the work that we are doing directly with Boston is good. I would say that we've had an opportunity to bid for some funding a little while ago from the safer streets fund, and it was really tough to get partners from South of the County to come forward and help support a BID, so there was money that we lost the opportunity to get which is unfortunate I think that is because we are all stretched and we don't have BID writers sat around waiting to come in with good ideas to fill the BIDS. As a team where there is opportunity to bring money into the County we've really got to be as effective as we can at doing that. So, I think there is a lot of work ongoing but certainly with the levelling up BIDS that are being put in, we've been supportive of our local government partners around the levelling up BIDS as well. So, I think all I can say is that I will stand ready to support you in your ambitions to improve the lives of the residents of Boston and surrounding area in anything that you feel we can.

Supplementary Response – To be very clear to the Committee there is no shortage of good news in Boston, we do have problems with media not wanting to take up the good news and I really welcome working with you to do anything you can because it helps the whole area and the whole east area.

Supplementary Question – The Commissioner mentioned the issue around BID writing and I’m also aware he has been doing some very good work with Lincolnshire YMCA where I sit on the board, and itself has also done some BID Writing. The City Council in Lincoln would also like to do more BID writing. Is there anything within the PCC’s budget or organisation perhaps where he could look at employing more BID writers around there?

The Police and Crime Commissioner’s (PCC) Response – My colleague Joanne Davison’s role is making sure that our BIDS are put together and written and working with partners to make sure they are supported, and letters are going out today around levelling up fund work. It is thanks to Joanne Davison that we have managed to attract the millions of pounds that we have. Put simply, if I employ another Member of staff to BID write, that’s one fewer Police Officers we get. So those things are always a balance because quite rightly people will say to me well how do you justify having somebody being in an office writing BIDs or having an Officer on the street and it is a genuine balance. So I think it needs to be a closer team approach, as we can work closely with the County Council as well as with District Councils on how we jointly put some of those BIDS together, because quite often there are areas where one of us will commission the other or both, so it might be around domestic abuse, violence etc and quite often as we are finding with Government, they will come up at the last minute. So if we are not working together we just can’t pull the evidence together and there is something worse I think about wasting somebody’s time creating a BID that is unsuccessful because they could have been doing something else, so we’ve got to be effective and we have as ‘Team Lincolnshire’ been extremely effective, but the short term nature of some of the money we are bidding for is also a question so sometimes is it worth bidding for the money when you know you are going to create a post that will do some good but in 12 months, 18 months you might have to end it again because there is no ongoing money there? It is that question of is that in the public interest? is that right for victims of crime or people you are trying to help to get their support levels up only to take them away again. So, I think as a team we have got to be effective not just in getting the BIDS in but making sure that we are being selective about what we are bidding for.

Supplementary Question – You’ve already alluded to the roads policing unit, and I think that’s a very good initiative, clearly it will need resourcing in terms of vehicles, and I just wondered whether those will be resourced from the existing fleet for the additional vehicles which clearly means additional costs for you?

The Police and Crime Commissioner’s (PCC) Response – Yes thank you for your question, fleet is one of those things that is a perpetual cost and I remember 3 years ago when we were asking questions about the number of vehicles on the road and how effectively they were being used and calculating how many vehicles we had got that were over the force’s own policy on mileage or on age, and it was not good news back then. We were in a position where we had got I think 409 vehicles on strength, we introduced a telematic system which means every single vehicle you can tell who is driving it as you have to use your security pass to make the car go effectively, and it therefore logs who is in the car it logs how the car is being driven and if it is being driven within the speed limit for example, and if that’s an operational vehicle there will be times when it won’t. So, all that information is gathered and what that has enabled the force to do is become efficient and effective in doing what we need to keep those vehicles. Can we be more effective? if you suddenly get one vehicle that is doing high mileage and then another that’s 10 miles away that’s hardly turned a wheel at all, then it enables the force to be much more effective. So, over the last couple of years, we have really improved some of those systems we’ve also got the third highest percentage of electric and hybrid fleet of any force, and we are third behind all the forces. It’s still only small beer as it’s only 5% of the fleet, but we know that we are going to have to increase that significantly. One of the big challenges at the moment, is anybody who is trying to buy a vehicle of late will know that putting in an order for a new vehicle means your waiting the best part of a year to get it and there have been ongoing conversations between the chief and I about how we are going to manage that, especially for the higher risk end of policing business such as roads policing where they might use tactics which involve direct contact with other vehicles because it can lead to police vehicles being written off and we need to be able to replace them. So, all of those contingencies are under way, the chief is working up plans for that. The other thing that we did back then was I was asking the questions about why we had at the time got 122 vehicles that were over age or mileage which was a significant failing in my view. So, a review was done on the policies and procedures that had led to that, a financial ask was built up as to what the budget needed to be to bring it back in line with its own policy and we provided the funds to enable that to happen and then made sure it did. So, coming into the current crisis around vehicle availability, Lincolnshire Police are going into that probably as one if not the best prepared forces in the Country with no vehicles

that I've been made aware of that were over age or mileage. So, what that means is that if we must run some of the vehicles slightly longer than our forces like, it means there will be slightly increased maintenance costs, but we are in a good place to cope with it. So, we've got ourselves in a really good position for that. With the roads vehicles they are additional fleet but back a year or so ago, when we were talking about roads policing again, I said I needed to make sure that the capital is made available, so that when we get the team ready, we are not then waiting for the kit to arrive, its clear in my plan we have the right tools to do the job. There is no point in having roads policing officers with no car. So, the vehicles were ordered, we have the right vehicles already ready for the launch half have already gone, some have gone live the other half will be going live. The threat really to our vehicle fleet is around how the availability continues to be a challenge, but also how we start to move to more hybrid; ultimately electric fleet and we had a presentation on this very recently and one of the challenges is that there is currently no option for policing around replacement of the high-speed high mileage vehicles currently. So, there isn't an available replacement yet as Lincolnshire Police go our fleet capability is in as good a place as its ever been.

THEME: Listening, responding and being accountable

Q4. 3.1.2 Youth Commission -- An excellent piece of work. Next steps are important to maintain momentum. Can you outline how this work will be developed?

The Police and Crime Commissioner's (PCC) Response – The first thing I've learnt through being involved with this work is that young people don't like the word 'youth' its usually used in a negative way by people like us to talk about them, and I can fully understand why they won't like that so in future we wont be calling it a 'Youth Commission' it might be a young person's commission or whatever it turns into, but the word youth is far too often used in a negative way to describe young people who live in our community and they don't like it, so I won't use that term for that reason moving forward. I think that shows the value of how young people perceive the services that are provided to them because they don't choose them, they don't pay their tax, they don't vote in an election they have these services in post and it's important that we understand how we receive or perceive those services, and that I think is a hugely valuable piece of work. So, I'm really pleased with the way the work we have done so far has come together. But moving forward and integral to the way we are moving forward will be the safer together team who are shaping up to be an excited small team of people that are reaching out into the community, so they will lead that work, make sure that

it stays fresh and relevant and that we don't end up with just the same cohort of people from similar backgrounds represented every time. We need to make sure that it is representative of all kinds of different backgrounds, and from across the whole county and the Safer Together Team are based across the whole county so they will bring that together. We will be leading on the work through that team still producing the same kind of work that we do now, but we want to make sure that it's as partnered as possible so it's not just looking at our world but all those services that come together. But if you talk about anti-social behaviour for example, if you look at that from a young persons perspective its not just about the policing response but its going to be about local government third sector groups interacting with them as well, and we need to make sure its partnered so that the work we produce is relevant and useful to all the partners as they are developing their plans and strategies. So, my plan is to make sure that it evolves and becomes as relevant as possible for all our Councils, and anybody that is interacting with young people.

THEME: Protecting and supporting victims and the vulnerable

Q5. 4. 1. 4. PCP Report Serious Violence Core Priority Group. The papers reflect that this is to be an additional Core Priority Group established and the rationale around this is appreciated. However, there is a concern that the remit of this group overlaps with other Core Priority Group areas of work and there may be a duplication of effort and service. What will be the added value of this board over existing platforms such as substance abuse etc?

The Police and Crime Commissioner's (PCC) Response –Firstly I'd say that the priorities have been arrived at by the Safer Lincolnshire Partnership not just myself, so this is something that has been agreed across our partnership and includes all local government as well as mental health probation, and all those partners that are involved in that partnership. I think it is absolutely the right thing to do and we are seeing legislation change that will place duties upon all of us with regards to serious violence in Lincolnshire and it's been noticed that we are ahead of the game. Some of the things that are going to be required of other areas up and down the country we will already be on that journey, so I think rather than it being duplication its literally us being at the forefront of what is happening everywhere. I think there is always going to be a bit of a cross over with some of this work because you could arguably say that substance misuse is responsible for some domestic abuse for example, so there are interconnectivities its not necessarily duplication and equally if you look at violence is it a cause or is it a symptom, it's very difficult to

draw it out and go where does it sit within something else? it really is so significant that it needs to be looked at as a primary piece of work and I feel very comfortable that it will add a lot of value not least of which because we are putting a substantial amount of money into reducing violence and harm. For the next 3 years we have committed £3m to that and in addition as a result of public health, Lincolnshire County Council are working very closely with us and they have put additional funding in. We commissioned the needs assessment to be done by public health and its looking at those public health approaches to reducing violence across Lincolnshire some of which would hopefully result in a reduction of harm through domestic abuse, also substance misuse and other areas so I think its going to be a key driver to delivering some of the outcomes in some of the other areas, but I don't believe there is duplication.

Q6. Violence Reduction Strategy. Are there any plans to create a multi-agency analytical hub to support this work?

Partnerships Delivery Manager– So as the paper says, the progress that we've made so far says that the needs assessment has been undertaken and the PCC commissioned that through public health colleagues, the next step will be the development of the strategy, a key element of that strategy which will be echoing the model that the violence reduction units have undertaken which is nationally funded. A key element of that is information sharing and data analysis, so in the development of the strategy we must consider how we deliver that, but that discussion hadn't happened yet, but the intention is that a letter will be jointly issued by the PCC, Community Safety Partnership and Public Health which was going out next week to invite partners to attend that meeting and drive that work forward.

THEME: Policing that works

Q7. Please give an update on progress in recruiting and training additional officers and PCSOs and provide current numbers of trained officers, PCSOs and civilian staff. Please provide your expectation of numbers by the end of the current financial year.

Note: Statistics to be requested for either circulation or inclusion in the next update report.

Police and Crime Commissioner's (PCC) Response – As you'd expect to give that level of detail of the cuff, I'm more than likely to get the

numbers incorrect so I can only give you ball part figures, and they change on a daily basis. So, if you want that detail its no problem getting it and obviously with a little bit of notice we can bring it to the meeting, but in very ball part terms, there are currently on strength just over 1200 officers but when you look at that full time equivalent there is about 1220 people and 1204 full time equivalent officers some of those indeed are still in training. You will also be aware that it has now been written into the regulation that as of April next year the training regime will be mandatorily under the PEQF. Basically, this is graduate entry routes only, so the training routes we have used up to date will be closed and the only way you will be able to join the police full stop will be if you have a policing degree. If you have a degree then do a conversion once you've joined which will take about a year or if you join as an apprentice and then spend 3 years doing your probationary period rather than doing the 2 years that you're currently doing there will be no option for people that don't have a degree, and don't wish to instantly start working towards one to join. I regret that very much, I think it's a huge error and I'm sure that at some point in the future as what often happens in policing, somebody will get rid of it, but currently that's the rules so that's where we will be, so yes that will hamper some future development. With regard to PCSO's the target number set by the previous Chief Constable which is still currently operating is 85, and we've been operating above that number ever since that was decided but that was partly because some went into the areas of reducing re-offending. We've now got a recruitment programme for PCSOs that will take place from the Autumn, the cohort for that will be 15, which will take us back up above the 85 but you need a critical mass of people to run a recruitment programme so you can't just do it for 5. It doesn't just really work, so there will be 15 recruited the Chief has been clear that he still believes whole heartedly that in a mixed economy it is police officer warranted i.e., PCSO's, volunteers and special constables. We've currently only got a handful of PCSO's but largely not exclusively they tend to be people that get to the end of what they are doing whether that's a career in policing, or indeed something else, then they do a few years of the volunteer PCSO role do brilliant valuable work, but its not the kind of thing that we get many 25-year-olds doing so we are keen to do that. The special constabulary element I think needs some national reform, we are working on that as well at a national level, it would be good to get to the point where specialist specials were the normal. So yes of course you've got those that want to do mainstream policing, supporting our full-time warranted officers on response etc, but training people like our safer roads team, who are a team of specials who have been given

additional training around roads policing, is important because they are people who have got real dedication and want to do that. What we saw was that their volunteering time went up significantly when they went into a specialism that they really felt passionate about and whether you replicate that in rural crime or cyber teams wherever it happens to be if you've got a real passion and interest for it. There are some added values so its not just about numbers with the specials so much as how do we get the best value out of them equally, how do we provide them with value so that they really want to keep doing it into the long term? Regarding the overall volunteer numbers one of the things, I do every year is send a Christmas card to each of our policing volunteers and I can tell you that I signed around 600 but that includes specials, so you just have to bear in mind that there are some in there that I have already accounted for.

Supplementary Response - I would welcome a paper with those figures on if you were able to provide that in due course.

Supplementary Question – You brought up a subject I wanted to ask you about which was the PEQF (Police Education Qualifications Framework) that's going to cause some difficulties. I just wonder how you are going to see that in the future for example, is it going to cause more trouble than it's going to give you the opportunity to recruit people that are beneficial to the service?

Police and Crime Commissioner's (PCC) Response - I don't think it will hamper recruitment in the sense that I think we will get enough recruits. Roughly around a third of Lincolnshire Police have a degree and roughly a third of the people that live in Lincolnshire have a degree and that's seems about a fair balance so why we must move to a balance where a 100% of the people in the police have a degree, I'm afraid I just don't believe that especially when you've got companies like google going. We no longer recruit based on the fact you've got a degree because we realise the error of our ways and we are all about doing it a different way, so I think the private sector have already seen that and there are other ways of judging value other than a degree. I can understand what the College of Policing are trying to do, and I can support the aims and objectives of a lot of it where they are saying well what we want to do is make sure that the people that are coming in are of the right calibre and they can deal with the rigs of modern policing whether that's cybercrime or something else. I get it I really do, but personally I think you can do all of that and still have a route that enabled you to come in without

a degree and it might be that for example, you've served in Afghanistan for 8 years and you've got a whole raft of skills that might be useful to policing but you've got a family at home and you don't want to get home after a 12 hour shift and start studying for your degree you want to see your family, and I think there should be a route for that as well to make sure that the people serving their communities as officers are truly representative of the community. I've raised this with the college, and I've put my name forward to sit on the Board of the College of Policing and as the Police and Crime Commissioner representative that's got to be approved by the Home Secretary. I didn't want to second guess but its going through the processes, I want to be in there to help shape some of these questions about why we are doing certain things in a certain way. But with PEQF, I don't think it will fundamentally prevent us getting really good quality recruits, and I don't want for a second to suggest that those that have got a degree are top quality people wanting to do the best for their community that's not my point at all. I think we should support officers through their career who want to attain a degree or a masters if they want to go on and become senior officers, we should do all of that, but we shouldn't close the door totally to everybody else and that is where we've gone now.

Supplementary Response - Thank you Commissioner I fully agree with what you are saying and it's very difficult where you are having a situation where it is being enforced upon. I do hope that you can try and get some sense into this.

Q8. 5.1.1 -- Custody services are being provided by Mitie Care and Custody and Cleaning by Solo. Please outline which services have returned 'in house'.

Police and Crime Commissioner's (PCC) Response- It's quite a list I think there were 18 services that were under the G4S contract so there are 16 that have now come back in house, so the headline service would be the fourth control room, which I think is absolutely a vital piece of work that goes on in policing and I have to say that the people that work in there are very easy to overlook the PCSO's and Police Officers who do amazing jobs. The first people that most of us will ever meet, are those that answer the phone when we ring up and they don't know from one call to the next what that call is going to be. It can be very harrowing, or it can be totally inappropriate for a whole raft of things and so they do an incredible job and they now come directly under the Chief Constable again rather than being employees of G4S so that's a key element and

things such as HR, Finance, Fleet Estates, and those kind of support services are all now under direct control of the Chief Constable. What I don't want is to give the impression that the Chief previously had control over these things. They absolutely did and what we've established is the kind of contract we set up which was effective at being able to hold those service areas to account. So, for example, we've recently launched nationally a league table around 999 and there are some big floors in this, so I don't want to claim some big victory because we were at the top of it because next time, we probably won't be truth be told because of all sorts of technical things. The reason we knew exactly where we were going to be before it was even published, was because of the control mechanisms we've got in place to hold G4S to account for the quality of service we were paying for. So what we don't want to do is lose the things that worked well, the things that worked good the control mechanisms, we want to retain those to make sure the Chief and myself have the ability to understand the business and make it as positive as possible, so whilst we've brought them in I wouldn't want to give them the impression that all was bad, it certainly wasn't but we can obviously provide you with a full list of exactly where the services might be better.

Supplementary Question –The transfer of services back from G4S have they come in within the cost envelope as indicated in the budget?

Police and Crime Commissioner's (PCC) Response- At the moment I've not been made aware of any issues and there are processes in place that I should be made aware of if they weren't. Really importantly, I met with representatives from Unison the last few days that represent the vast majority of the people that have been transferred and that assured me that they were not having concerns and issues raised from the workforce that they were happy with how it had been handled, and in fact they were very grateful in how it had been handled, so that again is reassuring because looking after our people is important so we seem to be in a good place.

Supplementary Question – You've talked about the rural community action team that is described within the papers of 1 sergeant and 6 constables, I just wondered, and I think it's a very positive initiative, are you assured that its sufficiently robust to be effective because with annual leave and with training and with sickness that can impact on deployment, so I just wondered if you are assured?

Police and Crime Commissioner's (PCC) Response-I'd have to say I'd love to see more, but that means having less of something else, so it's an operational balance the Chief Constable must make and I'm grateful that he seems to have supported the delivery of this element of the Police and Crime Plan with a dedicated resource. What it does enable the force to do is then build around that central structure so you've got this nuclear of full time dedicated full time warranted officers onto which we can then start building onto our specialists specials. So, suddenly you have got people of the rural community who can offer some of their time to become warranted to support to that. So very quickly it starts to grow, so in addition to that because of the way it had been structured, it will be intelligence led so they will be working closely with an analyst as well as the detective capability, so we will be able to get ahead of some of the criminal activity rather than just be chasing it around. We are very fortunate that Phil Vickers has not just led on this work but on national work around rural crime, and what he has been able to do is bring policing back into line of working together in a really positive way, so that's enabled us to make sure that the structures are working properly so for example we share a 40-mile border with Norfolk. Our regional allegiance has come with East Midlands but our rural areas are less about the East Midlands and more about the other areas, so Phil has done a great job of making sure that those partnerships are very strong. So, what we actually have is 3 or 4 rural crime teams working together and on top of that we have the drone team capability which is separate to that and pivotal in that work. The roads policing unit which are again intelligence led and about crime prevention and detection, will be working to repel criminality from our borders, so you bring all that together its not just suddenly about that little group it's about they are the centre of a network response to tackling criminality in rural areas. So they may have the specific bespoke knowledge of which bits of legislation you might bring to bear against a hare courser for example, but that's surrounded by a whole load of other policing.

N.B In terms of tasers for Officers, the Panel would write to the Commissioner asking questions with regard to this.

Supplementary Question - In terms of rural crime is this intelligence led? Just two questions would the rural crime team be on duty together or are they split so that you can get more work done spread out?

Supplementary Question - Would the day-to-day Officers pick up the crimes that come in and then they obviously get put together possibly by the other intelligence department and then obviously handed out by the rural crime team.?

Police and Crime Commissioner's (PCC) Response- I feel assured that they can cover a significant amount of ground with the tactics that they are proposing to use. In addition to that if they get intelligence about things that are happening in a set location, they can bring significant resources to there. That could be anything from drones, dogs, fire arms teams etc to the specific rural crime team as well as support from other response officers and everything else so it isn't that they are operating in isolation what we want to make sure is that if you have somebody ring up from South Holland for example, and they have a hare courser on their field and they send someone from Boston out to deal with it, they get there and they are not 100% clear on what bit of legislation they can use i.e. can they seize the dog under these circumstances, we do away with all of that by having people that are doing it day in and day out, who have the specialist knowledge equally by having that grouping if any other officers find themselves in the position of having to tackle crime. That I think they are not 100% sure about they've got some officers that they can contact, and they've got a firm footing. So, it doesn't always have to be those specific officers, that are tackling whatever that crime is and they will respond wherever they can to it, but equally they can assist their colleagues in just making sure that they are using the right bits of legislation to be as effective as they can, but it is that wide approach. It's like when I go out to a meeting like I did in Stamford, and they say how many officers support Stamford? 1204 is the answer, it's how many that are in your neighbourhood team that you might see is a tiny number compared to how many actually tackle criminality in your area, whether its serious organised crime, rural crime, child abuse and exploitation whatever, it is because the force is geared up to respond to protect Lincolnshire it's not divided up into little tiny patches where only that group support them so I can give you the assurance that they will be as effective as they can be.

Supplementary Question - You mentioned working closely with Norfolk and Cambridgeshire Police do they put the same sort of resources in or is it very much a Lincolnshire led response to rural crime?

Police and Crime Commissioner's (PCC) Response - That's a very good question, over the years it has changed, so to start with, we didn't have any kind of rural response really when I started back in 2016 and the Officers were working really, hard on the ground. There

wasn't a dedicated rural team, Cambridgeshire had one, but Norfolk didn't, so then Cambridgeshire started getting quite effective and all the rural crime went to Norfolk, so they got one and then they both sent it to us, so this is the problem we've got we are moving it around. What that has led to is Phil Vickers who is a game changer nationally, so there are now 32 forces who get involved in what we call 'Operation Galileo' which is the hare coursing operation that was initiated here in Lincolnshire, we've now got 32 forces working together. One of the big problems we have is that the radios talk to their force, and not everybody else so we've come up with a technical solution which will be coming, that I have invested in here to be able to say how do we get all 32 forces talking together. One of the things that will lead to, and it has been a problem in the hare coursing bit is that we've just experienced last year and through to this year, the fact that the east of England grouping (7 forces there), all use the same crime recording platform a bit like we do in the East Midlands which means we can all sort of see each other's data. The east of England got their act together and did the same but on a different system to the one we use, the net result was when they gave an order that said you must leave this area now and go back home because you think your hare courses, given an order to leave and arrested if they didn't comply, they could instantly deliver that as a ban across 7 counties. The nearest after those 7 being ours so effectively all Kent upwards, all their hare courses were being told can you go to Lincolnshire please and this obviously presented us with a challenge. We have come up with a technical solution which is to work simultaneously which means those orders should be able to be put in place across all 32 at the same time, and that's game changing. Instead of sending them to each other, we are killing the activity and instantly we will know that this vehicle with those people had been given an order, so instantly wherever they go they will find that they can be arrested for breach of the order which is a much greater problem for them than being caught hare coursing. Overall, we were all working together effectively, and I wouldn't say anyone now is doing more than the others other than North Yorkshire who have more money and resource.

Theme: Precept Commitments

Q13. 6.1.5 -- Calls to 101 are often a voiced frustration from the public and whilst recognising that the initial call may be picked up within a presubscribed time, will the report measure the period that the caller is holding which can be up to 25/30 minutes?

Police and Crime Commissioner's (PCC) Response- I'll be honest I don't hold out any hope whatsoever that this league table will be meaningful but that's my honest opinion because it's not quite quantitative as much as qualitative that we need around 101. I mean I could get us to be the fastest responding force in the country and in handling 101 we just answer it really, really fast and go 'we will call you back' and take as long as we like to ring everybody back, which ticks the league table box but is that really effective and efficient in delivering a service? and so I don't support the idea of having a league table around 101. I don't think its helpful. What we need to do is when people contact the force, they get the service they need and deserve, at the time that we can obviously deliver it. Now we need more people to be switched into using this online at home which is like the new national website where it is appropriate and I think the force and forces need to do a lot of work to explain to people the value of that, so if you've got something you wish to report and its not time critical, for most of us we have got our computer on most day long so just putting it on there if it takes 15-20 minutes to do it, it's straight forward. You can just put the information on, and you are done, and it still getting picked up and dealt with in the same way as the force. That channel shift will happen, but we need to encourage it in the right way, we certainly don't want to make getting through on 101 difficult for people so that they are forced not to use it and that is totally wrong, but we do need to effectively manage it. Some of you will remember that the reason 101 was set up was not that it was a police number, but it was set up to be a local partnership number which encompassed local government and others and that sort of fell by the wayside, so its ended up with the Police picking it up solely and the net result is we get lots of calls that aren't for the police at all. So there is work to go on to say how do we get people to ring the right agency for the right thing? how do you make some agencies available when the public need them? Not in office hours because the amount of calls we may get around mental health may have closed, it's not really down to the Police that they should be picking that up but at the moment where else would somebody in crisis go? So, there is all sorts of issues with it and sometimes if somebody rings 101, we have noticed the time it takes is getting

longer, people are on each call for longer and we have published the data on how long. Let's say it's taking 30% longer for each call when anybody new is trying to get in it is going to take longer to get through. But is it right that you deal with that persons query and they don't need ringing back? We have got work to do to remind the public of what 101 delivers and what it should be used for, it's a bit like A&E we know a lot of people use A&E inappropriately well for me stop calling it accident and emergency use the American term of 'emergency room', drop the accident bit don't term up you've stubbed your toe that's not what its for and its like 101 we got lots of people ringing for things that they really shouldn't be ringing for and then when we get people legitimately ringing through that's when we have to over resource it. By a way of what we are doing in Lincolnshire, we are increasing the number of call handlers on 101 anyway so that's something that has been worked through now because of bringing it in house. Also the whole assessment of how the services are delivered is being undertaken, so there is more work being done by the Police to actually look at what we want it to be but I can actually tell that the number of handlers will increase anyway, but largely that's to hold ground rather than improve it because there are more calls coming through and the complexity of the calls are getting greater, but overall I don't hold out much hope that the 101 league tables will do anymore than muddy the waters.

Supplementary Question –I've used 101 experience both rapidly getting in and time periods, trying to get people onto online services without putting people off. Do welcome fact that you've said you are increasing call handlers because there is still a large section of the public that need this bit also you have reminded us that this was something for working with the agencies? so as a City of Lincoln Executive Member responsible for the same area call handling and IT I'm interested in whether we can do more collaboration with your office and other local authorities to see if by collaboration we can achieve a better outcome on complexities? What areas of local government can we plug that in better with i.e., our NHS partners?

Police and Crime Commissioner's (PCC) Response- Thank you for that always happy to have those conversation about better partnership working.

Supplementary Question - What impact is inflation having on your budgets and delivery plans and if indeed it is, how are you looking to manage this?

Police and Crime Commissioner's (PCC) Response- I don't think anybody is going to be immune sadly from inflation and public sector services are sadly going to bare the brunt and not at least of which it's reasonable to assume that the government will obviously be affected and therefore there will be a tightening of public spending which means that potentially less funding coming to local government. The Police will be effected and on top of that the questions of the public's ability and willingness to support Council tax increase into the future is also a very legitimate one, and we are already facing savings targets anyway, with inflation on top of that any budget reductions become very difficult and at the same time in policing, we are being told you can't reduce your numbers but at the same time if the budget becomes tighter where else do you go? So, there will be some more challenges around that, and we touched on fleet and one thing a fleet needs is fuel and that's a cost that everybody is very conscious of at the moment, but I think the data around what it means for the next budget, is still very live shall I say, and discussions are ongoing, and data is being collated. and It's a challenge knowing where it is going to end up so I'm sure I'll be looking to my Chief Finance Officer to tell me exactly what the economy is going to do, and what that is going to do to our budget. At moment there is live ongoing discussions to where that will lead us, but I am very conscious that potentially for public sector a perfect storm of circumstance that will contribute to that.