

LEICESTERSHIRE POLICE AUTHORITY



Meeting POLICE AUTHORITY
Date 3 NOVEMBER 2009
Report of CHIEF CONSTABLE
Subject FLANAGAN PILOT BENEFITS REALISATION

PURPOSE

1. The purpose of this report is to outline the benefits realised by the Constabulary following participation in two pilots which arose out of Sir Ronnie Flanagan's Review of Policing namely:
 - the introduction of a more victim focused response to local crime and anti-social behaviour and
 - the introduction of a paperless system for recording Police Stop and Account activity

CONTEXT

2. Sir Ronnie Flanagan's review concluded that: *"the current police approach to dealing with local crime issues, such as damage, anti-social behaviour and minor assaults is clumsy, officers are encouraged to criminalise people for behaviour which may have caused offence but would be better dealt with in a different way. Complainants are dissatisfied because they want help rather than a criminal justice outcome"* In addition the review also concluded that the bureaucracy associated with stop and account was excessive.

COMMUNITY RESOLUTION UPDATE

3. The Constabulary worked in conjunction with a dedicated Police Authority Independent Advisory Group (IAG) to develop a responsive approach to local crime based on Restorative Justice Principles, known as a community resolution. As a result our officers were authorised to offer victims a range of options to resolve a reported crime where a perpetrator had been identified. Those options include the perpetrator making an apology for their actions or repairing damage and making good the loss or harm caused. In addition in some cases the victim may even elect to meet the offender for a direct apology and explanation for their actions. A full list of offences for which this approach can and can't be applied to is detailed at **Appendix A**. You will note that where repeat victims/offenders or certain aspects of vulnerability are identified then this approach is not to be used. Traditional criminal justice sanctions are still available to victims however for the first time they can elect to an outcome which is outside of this system.
 - The Constabulary launched community resolutions across the Force on the 1st July 2008
 - To date over 1000 frontline staff to include Police officers, PCSO and LSTOs have received training
 - As of the end of September 2009, **4728** crimes have been resolved by a community resolution

- A primary aim was to improve public satisfaction with local crime responsiveness. Monthly surveys of the recipients of community resolutions show satisfaction rates peaking at **96%** in April 2009 but rarely falling below 88% which is several % points higher than satisfaction rates for a traditional outcome for a similar crime. The May 2009 survey showed 96.8% of victims said they felt they had been listened to carefully, taken seriously, communication was clear and the officers were sympathetic, polite and treated them fairly.
- In comparison to a traditional summons/arrest and charge process community resolutions, on average, **save seven hours of officer's time** per crime. This means that for the resolutions outlined above, a total of 33,096 hours were released and reinvested into other policing priorities. This represents over 3000 shifts or 15 officers' activity during the course a year or a non cashable efficiency saving of circa £450,000 per annum.

4 A secondary aim was to recognise the skills and abilities of our officers to respond in a mature manner to the victims needs. Feedback from Officers clearly shows that they have welcomed a return to what they perceived as "common sense" policing. An example of officers' responses are outlined below:

"At last we can be Police Officers-use our common sense and also give the public a choice instead of dictating to them what we are going to do."

"This has re-introduced a style of policing that took place before discretion and common sense was taken away from us. It will be refreshing to return to this way of policing."

"I will try and gain a better understanding of victims needs before dealing with offenders."

In addition PCSO colleagues were able to take a resolution from first reporting to conclusion, (previously they only dealt with crimes where no suspect was identified) PCSO colleagues dealt with 6% of the crimes resolved.

STOP AND ACCOUNT UPDATE

5 The second part of the pilot was for officers to be empowered to record stop and account activity via their Airwaves radio as opposed to completing the traditional paper based form.

6 Stop and account covers encounters where an officer will detain and require a member of the public to account for their actions or their presence in a particular area but not go on to conduct a search.

- November 2008 - successful pilot on the North area
- Force-wide roll out - April 2009
- To date 6,874 stops have been recorded via Airwave
- Reduction of 8 minutes officers time per stop which equates to 916 hours or 92 shifts to date
- This represents a non cashable efficiency saving of £14,436 to date and a forecasted non cashable efficiency saving for 2009/10 in the region of £ 38,912

Recommendation

7 The Authority is asked to note the contents of this report.

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APPENDIX A

COMMUNITY RESOLUTION
ELIGIBLE OFFENCES/OFFENDERS

<p>DO NOT APPLY RESOLUTION TO:</p>	<ul style="list-style-type: none"> Domestic Violence Repeat Victim/ same offender Serious Crime Child Protection Vulnerable Adult offences PPO, PYO, ASBO Sex Offences Drugs Offences 2 x previous RAIN/DJ disposals in a rolling 12mths (from date of last disposal)
<p>CAREFUL THOUGHT AND JUSTIFICATION IS REQUIRED BEFORE RESOLUTION CAN BE APPLIED:</p>	<ul style="list-style-type: none"> Commercial Repeat Victim Neighbourhood Priorities Hate Crime-must consult Hate Crime Officer Domestic Incidents-must consult DAIO High Community Impact History of offender <p style="margin-left: 20px;">Resolution can be used even if offender has previous reprimand, final warning, caution, convictions, FPND but consider</p> <p style="margin-left: 20px;">suspect motivation, impact on victim, family impact, current offending profile If in doubt consult Supervisors ,Neighbourhood Policing Teams , YIO</p>
<p>RESOLUTION CAN BE APPLIED IF:</p>	<ul style="list-style-type: none"> You are confident in taking responsibility for applying Resolution An effective Resolution has been identified and is achievable The risk, vulnerability and public interest have all been considered and consequences assessed Resolution is the proportionate and appropriate option Use of Resolution will be effective in dealing with the underlying issues, minimising the risk of reoccurrence OFFENCES can include: <ul style="list-style-type: none"> 2+ Harassment Burglary OTD Vehicle Interference Criminal Damage Theft <£100 Theft Cycle Common assault (charging standard) S4 Public Order (charging standard) S5 Public Order (charging standard)