

The Lancashire Constabulary vulnerable callers initiative

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and those who remain in the chilly UK...

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Our presentation

1. Context
2. The Partnership
3. Lancashire and the Lancashire Constabulary
4. The Vulnerable callers intervention: a SARA based approach
5. The assessment
6. Our conclusions and some thoughts about the future.

1. Society is undergoing significant change, which affects policing



Only 17% of all Police calls relate to crime. Other categories of calls (public safety and welfare), are rising (CoP, 2015).

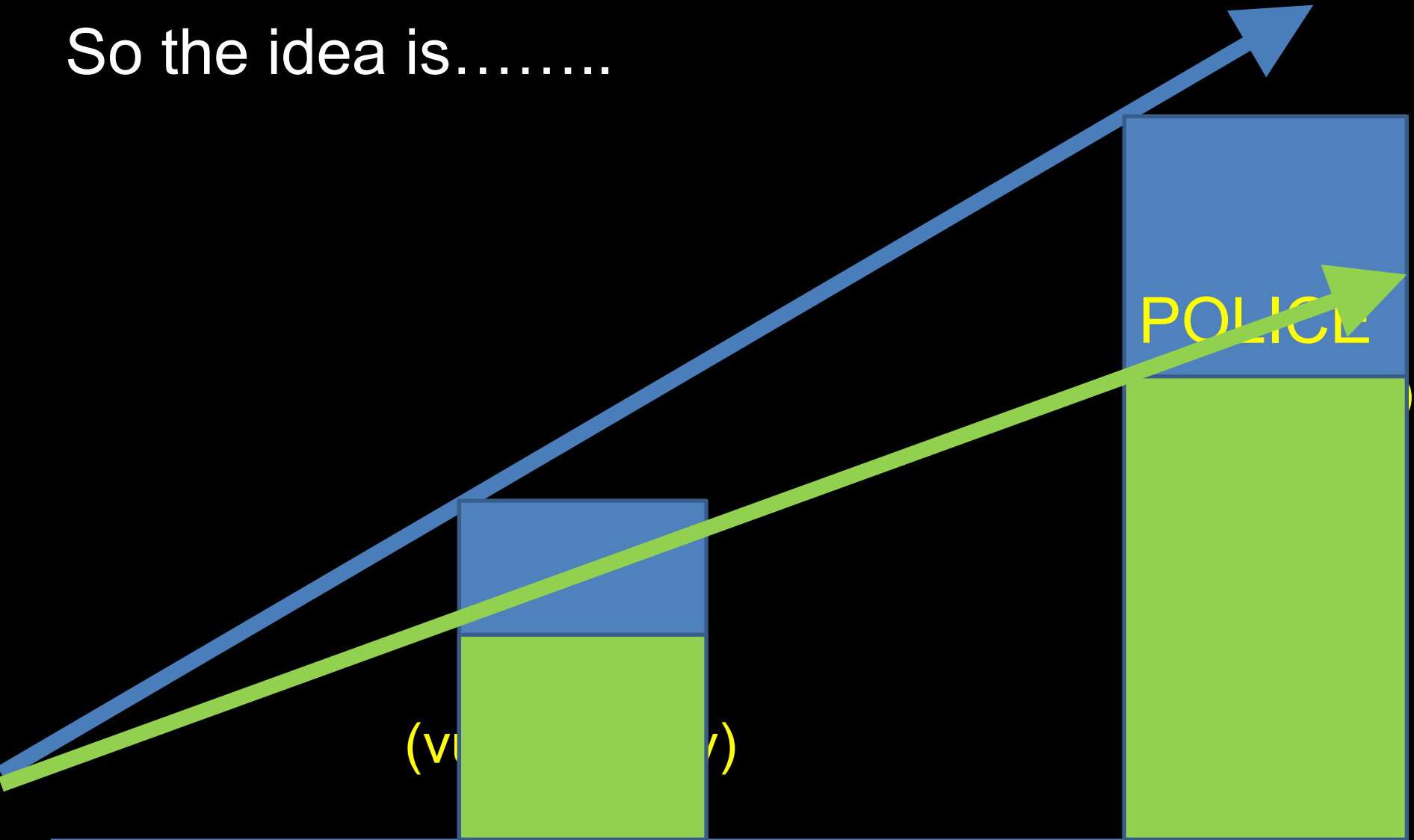
Society increasingly appears to be turning to a visible and available policing service, free at the point of access, to provide wider social support.

HMIC (2015:13) argues that those at the “greatest risk of harm” need police protection and support.

We know life isn't fair....
problems fall disproportionately



So the idea is.....



We weren't the first to come up with the idea...Goldstein (1977) set out 8 objectives for the Police, including:



“Assist those who cannot care for themselves: the intoxicated, the addicted, the mentally ill, the physically disabled, the old and the young”.

2

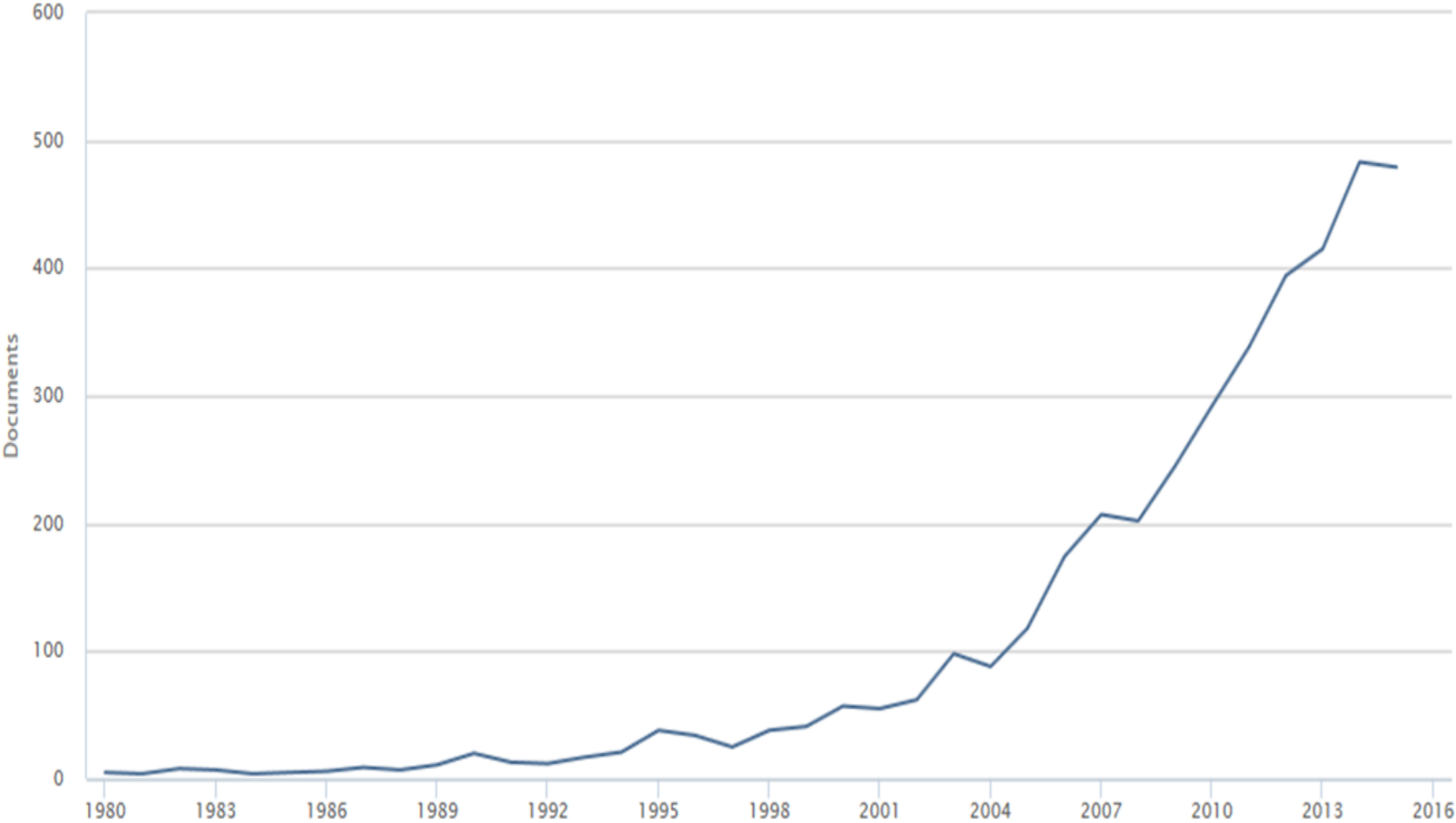
This was a partnership between the Lancashire Constabulary and 17 core partner agencies including the University of Central Lancashire.

Academics provide a particular perspective.



Artist's signature

Documents by year



Attributes of physical / personal:

- Gender
- Age
- Health
- Sexuality
- Physical abilities
- Psychological abilities
- Personality

Attributes of social / familial:

- Race
- Class
- Socio-economic status
- Demographics
- Maternal attachment
- Role in relationship / family

Physical / Personal

**Social / family
/ association**

**Environmental /
situational**

Attributes of environmental / situational:

- Locality
- Neighbourhood characteristics: graffiti, litter, and criminal damage; ASB; deprivation
- Signal crimes
- Repeat victimisation
- Social isolation
- Housing

*Taken from
Keay & Kirby
(2017)*



UPSTREAM

MIDSTREAM

DOWNSTREAM

Primary
Prevention

Secondary
Prevention

Remedial
Treatment



**Preventing or
minimising
risk**
E.g. health
promotions,
school
education

**Target
individuals at
high risk**
E.g. Troubled
families &
repeat missing
persons

**Intervene to
stop problem
getting worse**
E.g. MH triage,
YOT

3. Lancashire and the Lancashire Constabulary



Lancashire is situated in the North West of England, located between the cities of Manchester and Liverpool. It has a population of about 1.5 million divided between urban (Blackburn, Preston), rural (Lancaster) and tourist (Blackpool) locations.





- The county has a population of 1,449,300 and an area of 1,189 square miles (3,080 km²).
- People from Lancashire are known as Lancastrians.
- Lancashire emerged as a major commercial and industrial region during the Industrial Revolution. By the 1830s, approximately 85% of all cotton manufactured worldwide was processed in Lancashire
- South Ribble won Channel 4's 'Best Place to live in the UK'
- Lancashire is home to four universities: Lancaster University, the University of Central Lancashire, Edge Hill University and the Lancaster campus of the University of Cumbria. Seven colleges offer higher education courses.
- Lancashire is the origin of the Lancashire hotpot, a casserole dish traditionally made with lamb. Other dishes include Butter Pie, Parkin and Chorley cakes.
- Preston is one of England's newest Cities
- Preston is also home to the UK's first ever KFC



Lancashire Constabulary

- 11th largest of 43 police forces in England and Wales.
- A HQ and three operational Divisions (North, West and South),
- 2889 Police Officers, 1920 Police Staff (of which 330 are PCSOs).
- Supplemented by Special Constabulary Officers, Police Cadets and Community Volunteers.



On an average day deal with:

- 2,661 calls for service
- 265 crimes
- 52 vulnerable referral (PVP form)

4. The Vulnerable Callers intervention



The 'Scanning' phase.....

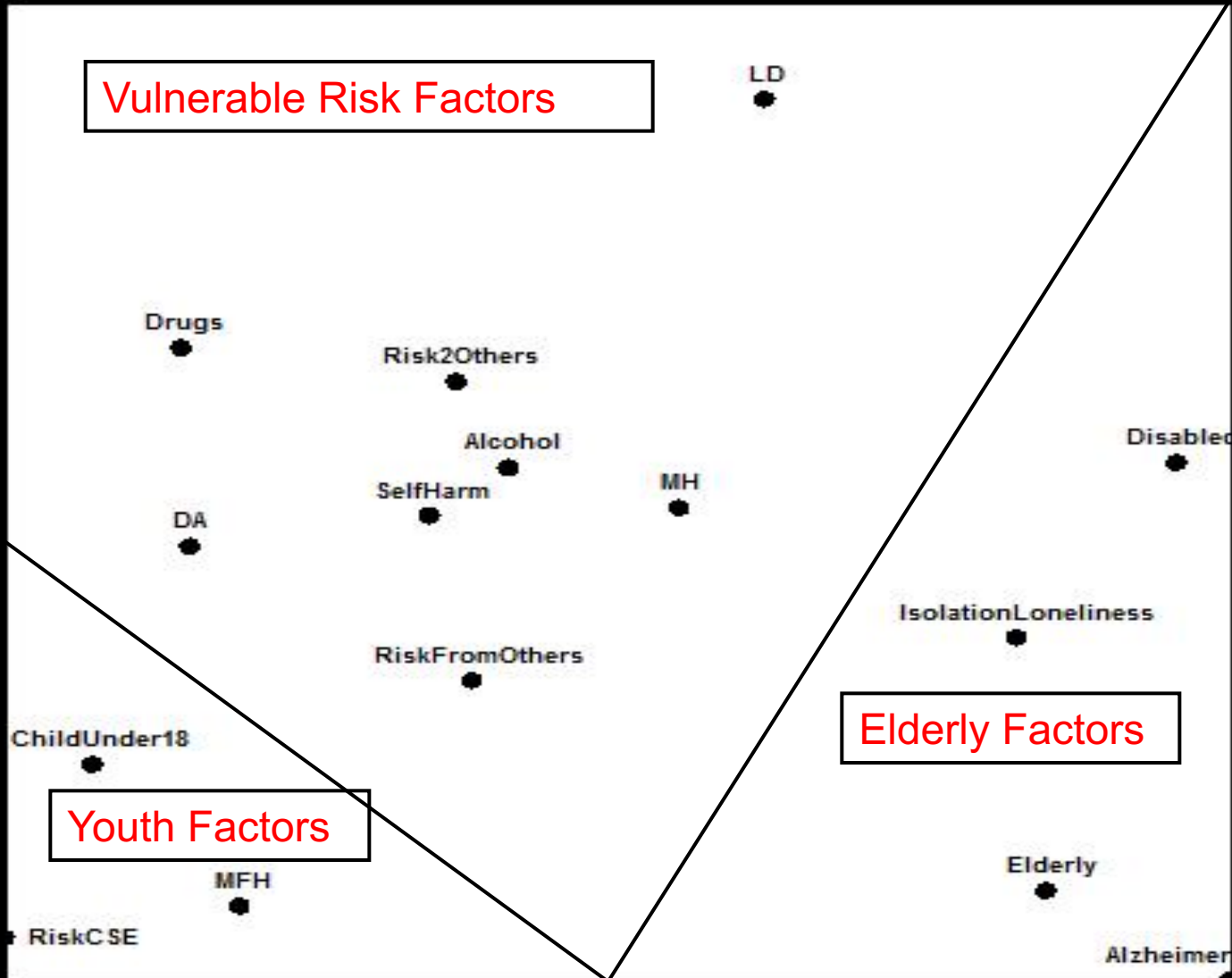


1. HQ analyst to identify repeat callers;
2. Passed to local areas to do more research to establish if fitted criteria;
3. Assign 'lead professional'

The Analysis phase: Police staff started to analyse each case against reoccurring characteristics...

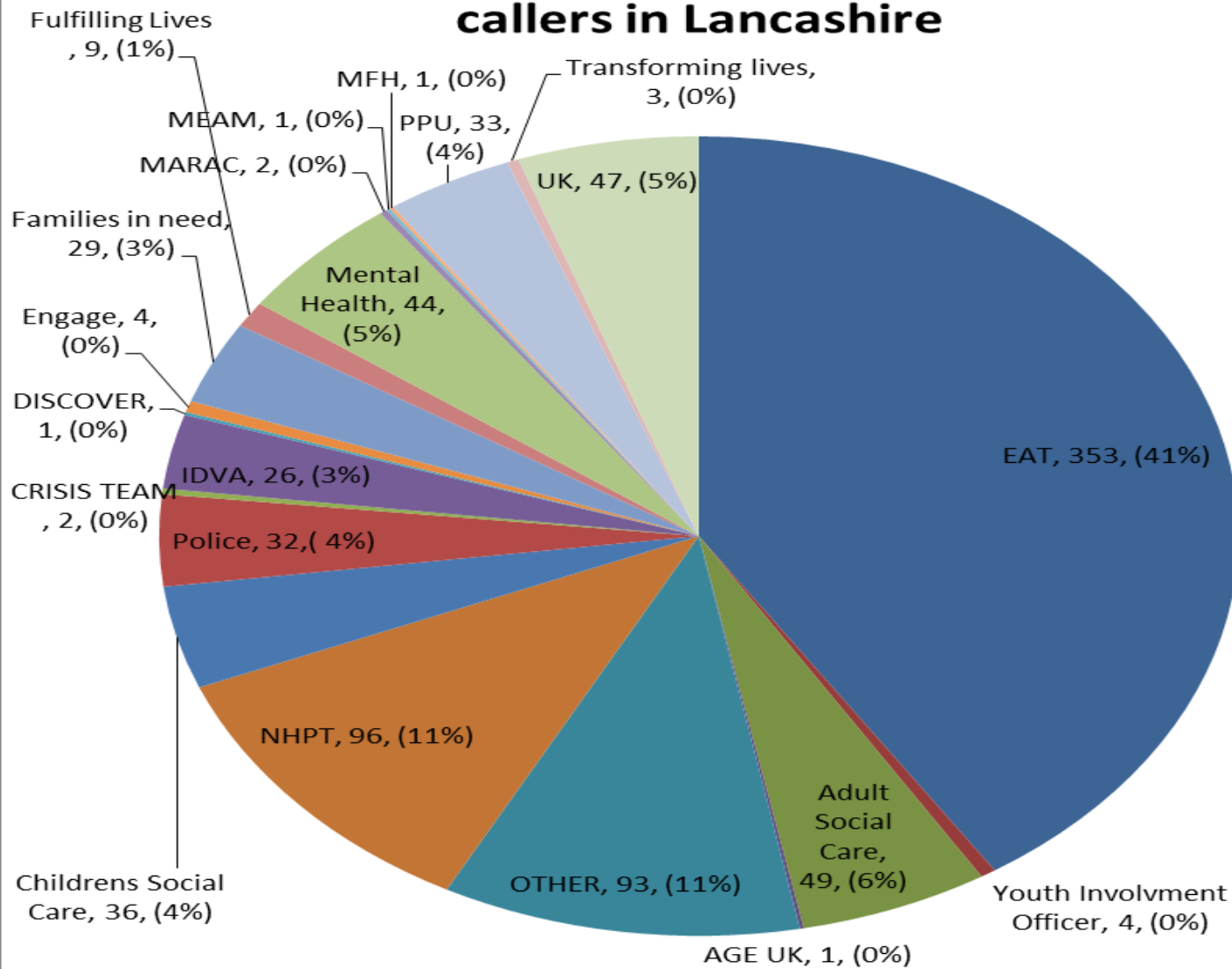
Vulnerability risk factor	Number of families/individuals	Percentage of all vulnerable callers with identified risk (<i>n=866</i>)
Mental Health	314	36.3
Risk from Others	292	33.7
Domestic Abuse	256	29.6
Child under 18	220	25.4
Alcohol Abuse	191	22.1
Elderly	107	12.4
Missing from Home	106	12.2
Self-Harm	102	11.8
Risk to Others	97	11.2
Isolation and Loneliness	95	11.0
Drugs Abuse	87	10.0
Learning Disability	59	6.8
Alzheimer's and Dementia	59	6.8
Disabled	51	5.9
Child Sexual Exploitation (risk of)	50	5.8

Analysis: Smallest Space Analysis (n = 1352)



The Response stage

Lead professional agency of Vulnerable callers in Lancashire



Case studies – case 1

Background

- 49 year old male
- Poor and deteriorating eyesight, lonely and personality disorder
- Fascination with police
- Calls police - Between November 2013 and April 2014, male contacted the Police 222 times, often with hoax calls

What did EAT do?

- Meet to discuss real reasons and possible solutions with all family
- Provided male with CB radio so he can get comfort from family whilst satisfying his Police fascination.
- Refer to a local befriending service
- Early Action team lead arranged 2 calls a week from vulnerable adult Mondays and Thursdays for 1 minute.
- Lead professional (due to reducing unnecessary calls) got male ticket to open day at local police station and the force control room.

RESULT - Calls to emergency services reduced dramatically. Male began socialising more and well-being increased.

Case studies – case 2

Background

- 22 year old autistic male
- numerous reported domestics with his parents
- frequenting local public houses
- committing low level sexual offences

What did EAT do?

- EAT's persistence relevant tests were conducted and the male was diagnosed with a severe learning difficulty - lowest percentage of recorded IQ's.

RESULT - specialist assisted living home where he will now hopefully thrive

Kirsty's story

5. The Assessment stage

1. Examine the need/
rationale
2. Test the efficacy of the
model (*logic
modelling*)
3. Examine the level of
implementation
(process evaluation)
4. Examine outcomes
(impact evaluation)

- Interviews
- On line questionnaires
- Minutes
- Focus groups
- WEMWBS
- Administrative data
- Case studies
- Behavioural analysis
(SSA)

Test 1: Vulnerable Caller calls/ deployments (6 months before/ after)



Calls for service reduced from 11123 to 8231 calls (-26%); $p < .01$

Deployments reduced from 1857 to 1741 (-6.2%), $p > .05$

Those in mental health category saw most significant call reduction (-21.5%), $p < .05$.

Test 2: Did it make a difference to the service user? (WEMWBS)

Age of Respondent	First Completion	Second Completion	Difference in Scores
36	28	53	+25
45	37	55	+18
47	40	60	+20
56	30	35	+5
58	45	14	-31
81	36	25	-11
82	52	55	+3

Test 3: Did it matter which organisation the Lead Professional came from?

LP agency	Number of calls_6 months, pre intervention	Number of calls 6 months, post intervention	Difference
Early Action Team	6395	4528	-1867
	Average = 41.3 calls per VC (6395/155)	Average = 29.2 calls per VC (4528/155)	Average reduction of 12 calls per VC (1867/155)
Other Team	4728	3703	-1025
	Average = 45.5 calls per VC (4728/104)	Average = 35.6 calls per VC (3703/104)	Average reduction of 9 calls per VC (1025/104)

5. Overall Conclusion (1)

- Critical questions: a) at what stage should it take place; b) who should it focus and c) what form should it take?
- Operational themes of vulnerability are emerging (youth/elderly/ dynamic risk factors)
- Some subsets appear more amenable to quicker response to intervention
- Improved wellbeing? (n=7)
- The Lead Professional is critically important



(Sparrow, 2016)

Overall conclusion (2)

1. Initial programme findings show police demand, as well as an individual's lifestyle, can be affected positively through well targeted proactive interventions.
2. Changing the behaviour of complex individuals is something of a 'black box'. Evaluation shows it requires a) clarity in relation to problem; b) evidence based plan; c) effective implementation; d) a motivated 'subject' who wants to change; e) skilled, committed, action oriented practitioner, able to engage with the subject.