

# Stalking Super Complaint Tracker: in response to the Super Complaint submitted by Suzy Lamplugh Trust on behalf of the National Stalking Consortium

<b>Force:</b>	<b>Lancashire</b>
<b>Executive Lead:</b>	<b>ACC Mark Winstanley</b>
<b>Operational Lead:</b>	<b>DCI Mark Dickinson</b>

Rec. No.	Recommendation:		Evidence requirements of progress/completion:	Force Update
7	By 27 March 2025, where required, seek changes to their crime recording systems to enable staff and officers to document and search for crimes not recorded as the principal crime, as included classifications on crime records.	7.1	Processes should be put in place to make sure this system capability is effectively used by officers and staff.	<p>The force has developed an effective process to record stalking behaviours which are linked to pre-existing crime reports (known as NC15). Further targeted training in the use of this process will be delivered to staff who are best placed to ensure compliance.</p> <p><b>Action:</b> Internal guidance to officers will be reviewed and adapted if necessary to reflect national crime recording standards.</p>
		7.2	While any necessary system changes are pending, chief constables should put alternative measures in place to make sure stalking and related offences are fully searchable. This could, for example, be the submission of intelligence reports	The force has developed a recording system change (known as NC15), which allows officers to record incidents of stalking behaviour that fall outside national crime recording standards; therefore no interim measures are required.
	By 27 March 2025. review and update their learning and training	10.1	Meets the learning outcomes on stalking within the public protection national policing curriculum	<p>The force currently provides learning and training provisions in relation to stalking, developed in-line with the College of Policing curriculum. This training is provided to new recruits and trainee investigators.</p> <p><b>Action:</b> The force will review its training offer to ensure it follows the recommended curriculum.</p>
		10.2	Makes appropriate use of the stalking or harassment e-learning product developed by the College of Policing.	<p>The force currently utilises the stalking or harassment e-learning product (developed by the College of Policing) for all new Police Constables and PCSOs as part of their initial training.</p> <p><b>Action:</b> The force will assess whether this training would benefit staff in other roles, including the Force Control Room, and ensure the training is delivered as appropriate.</p>

10	<p>provision relating to stalking.</p> <p><b>Chief constables should also make sure that their policies and practice are reviewed and updated in accordance with the findings in the super-complaint investigation report.</b></p>	10.3	Uses the skills and knowledge of local victim advocates or others from outside policing with relevant expertise.	<p>Lancashire are delivering DA Matters Training to all front-line officers and staff in conjunction with victim advocates. The force is also engaged with specialist stalking advocacy services in the local area. Joint training has been delivered to investigators.</p> <p><b>Action:</b> The force will continue to identify opportunities to use victim advocates in the delivery of future training.</p>
		10.4	Includes information on relevant local policies and practice where necessary	<p><b>Action:</b> The force will conduct an annual review of its policies and guidance relating to stalking to ensure they accurately reflect local practice and also any revised Authorised Professional Practice developed by the College of Policing in response to the Super-complaint (2024) or subsequent reports.</p>
		10.5	Provide to the officers and staff who will most benefit from the learning.	<p>In addition to the responses to Recommendations 10.1-10.4</p> <p><b>Action:</b> The force will seek to identify specialist training provision to be delivered to officers who routinely assess stalking investigations and provide subject matter expertise.</p>
11	<p><b>By 27 March 2025, make sure that appropriate mechanisms are in place to fully understand the scale and types of stalking behaviour within their force and the effectiveness of their response. This should align with the VAWG national delivery framework.</b></p>	11.1	Problem profiles using police data and intelligence and other sources of information to ensure that the full extent of stalking is well understood. This could include information sharing with local victims' services and other public services, and national and local statistics.	<p><b>Action:</b> A force problem profile for stalking is under development with a target completion date of March 2025</p>
		11.2	Regular assurance work such as audits to better understand the force response and make improvements where appropriate, including monitoring the use of SPOs, investigation outcomes and the quality of investigations.	<p>The force tracks outcome data for stalking and this is scrutinised at both local and force level.</p> <p><b>Action:</b> The force is developing a quality assurance screening process specific to stalking investigations, to better understand investigation quality and appropriate use of civil orders. When established, this process will better inform understanding of qualitative performance and areas for improvement.</p>
		11.3	Ways to regularly receive feedback from victims, such as victim surveys.	<p>The force already has an established process in relation to conducting victim feedback surveys for DA and non-DA stalking. The feedback informs local performance meetings.</p> <p><b>Action:</b> The force will review the question set, to identify opportunities to improve.</p>
		11.4	Force management statements which reflect current and future demand from stalking.	<p>Stalking demand is assessed through monthly governance meetings and will be further scrutinised during the development of the force problem profile (see 11.1).</p> <p><b>Action:</b> The FMS will be amended to meet recommendation 11.4, with the next publication due in May 2025.</p>

12	<b>By 27 March 2025, take steps to make sure that risk identification, assessment and management is effective in all stalking and breaches of orders cases.</b>	12.1	Considering implementing the stalking screening tool to support the identification of stalking and the risks associated with stalking.	<p>The force currently uses a nationally recognised stalking risk assessment tool (S-DASH) which is mandatory for all DA and non-DA stalking cases. This is the risk assessment which is used by our commissioned stalking advocacy service.</p> <p><b>Action:</b> The force will consider the role of the Stalking Screening Tool in risk identification, assessment and management.</p>
		12.2	Having clear policies and procedures in place for assessing and managing risk in all cases. And where appropriate, embedding recognised risk assessment tools in force systems so that it is easy for officers to access, use and document their consideration of risk and safeguarding.	<b>Action:</b> The force is developing a new safeguarding operating model which provides clear guidance and ownership when investigating and reviewing stalking offences. The force is also working to ensure officer guidance is readily accessible to officers on mobile and desk-top devices.
		12.3	Recognising (in policies, guidance and training) the heightened risk associated with breaches of protective orders and measures.	<b>Action:</b> The force will review the policies, guidance and training provided to ensure every opportunity is taken to identify the appropriate offence, pursue the perpetrator, and implement effective safeguarding.
		12.4	Implementing screening and checking processes to support the early identification, assessment and management of high-risk cases. This may require stalking and breach of order cases to be considered at daily management meetings.	<p>The force has an established process in place to ensure that daily scanning of stalking investigations is conducted by specialist Safeguarding Officers.</p> <p><b>Action:</b> The force will review its processes for identifying and recognising the risks associated with breaches of orders (in conjunction with Recommendation 12.1) and make necessary amendments.</p>
13	<b>By 27 March 2025, take steps to make sure that force strategies, structures and processes are in place so that police consider an SPO in every stalking case, and apply for an SPO where relevant and appropriate to prevent harm and further offending. To achieve this, chief constables should review, and revise policy, guidance and supporting processes where necessary:</b>	13.1	Local training and guidance on SPOs, including training and guidance for supervisors.	The force has an established training and guidance package for SPOs which is delivered to new recruits and new detectives. In addition, SMEs have delivered further training to officers who routinely assess stalking investigations and provide subject matter expertise. Guidance for officers considering SPOs is accessible through the force intranet pages.
		13.2	Mechanisms for supporting investigating officers to identify cases where SPOs would be appropriate and assisting them with SPO applications. This could be through dedicated teams or roles and/or through daily management meetings considering risk and safeguarding.	The force has an established process in place to ensure that daily scanning of stalking investigations is conducted by specialist Safeguarding Officers. This scanning process includes consideration of SPOs.
		14.1	Victim needs assessments are always completed	The force has an established process that ensures a victim needs assessment is completed for all victims where the case is progressing to court. The force also has a process in relation to identifying victims who are entitled to enhanced rights under the Victims' Code. The force is
		14.2	Their force has appropriate processes to make sure all stalking victims are told about their rights and under the victims' code.	

14	<p><b>By 27 March 2025, take steps to make sure stalking victims receive the rights they are entitled to under the victim's code and have access to support services.</b></p>	14.3	<p>Information about the national and specialist stalking support services available in their force area is easily available to police officers and staff, victims and the general public.</p>	<p>are entitled to enhanced rights under the Victims Code. The force is recommissioning victim services in April 2025. Stalking victims will automatically be referred to the commissioned service to determine the appropriate level of specialist support.</p> <p><b>Action:</b> The force is exploring the introduction of an initial victim needs assessment for all victims.</p>
		14.4	<p>Victims who would like to receive support are referred to an appropriate service in a timely manner.</p>	
		14.5	<p>They monitor the number of stalking victims who are referred to specialist support services and take action when referral numbers are low.</p>	
16	<p><b>By 27 March 2025, work together to review commissioning arrangements and make changes as soon as possible to ensure they embed collaborative working and information sharing between policing and services providing victim support to stalking victims.</b></p>	16.1	<p>By 27 March 2025, review whether the right specialist services have been commissioned to support stalking victims in their area, including provision of trained independent stalking advocate caseworkers (ISACs). PCCs and their mayor equivalents should provide the necessary services where they do not exist and should consider collaborating across force boundaries to provide services if it would be efficient and effective to do so.</p>	<p>The force and the PCC have developed a collaborative relationship with Paladin, who will provide the commissioned stalking support service for two years from April 1, 2025. Paladin will continue to support joint training for officers, and as part of the contract, the county will host an annual stalking awareness day to offer training to up to 60 professionals.</p>
17	<p><b>27 March 2025, make sure the new College of Policing investigations APP content on case allocation is reflected in the relevant policies relating to the allocation of stalking and breach of order cases for investigation.</b></p>	17.1	<p>Force policies should support the allocation of stalking cases to officers with the right skills and experience, taking into account the potential risk and complexity involved in stalking and breach of order cases.</p>	<p><b>Action:</b> The force will review the new College of Policing APP on case allocation, and consider amendments to the Crime Allocation Policy if appropriate.</p>
<p><b>By 27 March 2025, take steps to improve the quality of stalking investigations by taking a victim centred, suspect focussed and context led approach.</b></p>		18.1	<p>Their workforce has the capacity and capability to undertake effective stalking investigations and can apply new and innovative investigation techniques to pursue digital lines of enquiry.</p>	<p>Lancashire delivers digital training to new recruits and investigators at all levels. The training programme is updated and maintained to keep pace with advancing technology.</p> <p><b>Action:</b> The force will review continuous professional development opportunities specific to digital investigation.</p>
		18.2	<p>All reasonable lines of enquiry are pursued, supported by good supervision.</p>	<p>In addition to 11.2, the force has an established quality assurance process in place, structured to scrutinise the quality of supervisor reviews, and also to assess investigations based on the victim centred, suspect focused and context led approach.</p>
		18.3	<p>Arrest and search powers are used to gather evidence from and about suspects.</p>	

		18.4	The impact on victims is evidenced in witness statements, so it can be used to inform charging decisions and improve the likelihood of successful investigation outcomes.	
20	By 27 March 2025, take steps to improve how their force effectively recognises and responds to online elements of stalking.	20.1	The scale and nature of online stalking behaviours informs their strategic understanding of, and the response to, stalking.	See 11.1. online or cyber enabled stalking will be assessed within the problem profile.
		20.2	Examples of online stalking are included in locally produced training and guidance material about stalking.	Case studies which include incidents of online stalking are utilised when training new recruits. Specialist Safeguarding Officers, who review stalking investigations, have completed additional training in cyber investigation and safeguarding.
		20.3	Clear online safety advice is available to officers and staff, drawing on the College of Policing APP on stalking or harassment when it is developed.	All officers and staff can access digital investigation / cyber-crime advice through the force intranet.  <b>Action:</b> The force will seek to consolidate stalking specific digital investigation / safeguarding advice into a single online location.
		20.4	Appropriate tools, technologies and support services to digitally safeguard victims are procured and officers and staff use these resources when appropriate.	Staff in the force Digital Investigation Unit are highly skilled and accessible to all officers for specialist support and advice. The force has invested in technology to remain at the forefront of digital investigation. Reports of online stalking offending are reviewed by staff from the DIU who proactively engage with officers and provide specialist support for both investigation and safeguarding.  <b>Action:</b> The force will identify opportunities for specialist investigators in local areas to use new technology when responding to reports of stalking.
22	By 27 September 2025, using the information collated by the NPCC lead under recommendation 21, to consider whether and how dedicated stalking officers and staff, or other subject matter experts, can be used to add value and support the force response to stalking.	22.1		The force has local Safeguarding Teams who review stalking investigations and provide advice and support to the officer leading the investigation. The Safeguarding Officers have advanced training in stalking investigation, digital investigation / safeguarding and the use of SPOs.  <b>Action:</b> The force will review the role of the Safeguarding Teams to ensure that each team offers a consistent and appropriate level of support. The force will also review the training / professional development of the Safeguarding Officers.
23	By 27 March 2025, implement a mechanism for early screening of crimes to improve the identification, recording and management of all stalking cases.	23.1	Forces should consider screening crimes similar to stalking or where stalking behaviours may be present as part of a course of conduct, like harassment, malicious communications and breaches of orders.	All crimes recorded in the force undergo a QA and linking process to ensure the appropriate offence(s) have been identified by the officer responding. A similar process is followed at the conclusion of an investigation prior to the investigation being finalised. Crime Managers currently utilise a screening tool to support accurate decision making.  <b>Action:</b> The force will review existing screening tools and compare to other products (including the Stalking Screening Tool) to identify the most accurate method of screening for crime recording accuracy.

25	<p><b>By 27 March 2025, explore opportunities to improve how their force works with partners to contribute to a multi-agency response to stalking. This should include considering:</b></p>	<p><b>25.1</b></p> <p>How the force works in partnership with healthcare, the CPS, probation services and other criminal justice partners to manage stalking perpetrators and address their behaviour.</p>	<p>The force engages with CPS through the Joint Operational Improvement Meetings. High risk Domestic Abuse related stalking investigations are referred to the MARRAC (Multi-Agency Risk Reduction and Assessment Conference) which considers the victim, perpetrator and any children.</p> <p><b>Action:</b> The force will ensure that stalking investigations feature in the CPS scrutiny panels. The force will also explore opportunities to introduce non-DA stalking cases into the MARRAC arena.</p>
		<p><b>25.2</b></p> <p>Whether and how they should collaborate with other forces to effectively and efficiently contribute to multi-agency partnerships on stalking.</p>	<p>The force collaborates with other forces in the region through the Stalking Working Group, with the regional lead representing local forces at the national group meeting.</p>
		<p><b>25.3</b></p> <p>How multi-agency public protection arrangements (MAPPAs) are being used to effectively manage stalking offenders.</p>	<p>Stalking perpetrators are referred to MAPPAs Thresholding Panel by agencies. The circumstances of the case are assessed, and MAPPAs proceedings instigated at the appropriate level.</p>