



Deepdale Lane, Nettleham, Lincoln. LN2 2LT
Telephone (01522) 947192 Fax (01522) 558739
E-Mail: lincolnshire-pcc@lincs.pnn.police.uk
Website: www.lincolnshire-pcc.gov.uk

Marc Jones
The Police and Crime Commissioner for Lincolnshire

Quarterly Force Performance Update – October 2017 (July 2017 to Sept 2017)

Introduction

A key aspect of my role as your Police and Crime Commissioner is to hold the Chief Constable to account. I am committed to reporting results back to you, and I publish information about how well the Force is performing on a quarterly basis through my website, at: <https://lincolnshire-pcc.gov.uk/transparency/what-our-priorities-are-and-how-we-are-doing/quarterly-performance-reports/>

My Community Safety, Policing and Criminal Justice Plan for Lincolnshire April 2017 – March 2021 takes a fresh look at measuring performance across the range of activities and services that impact on how we can be “safer together”. The plan is broad based across policing, community safety, and crime and contains a performance framework and indicators I have selected to reflect areas of concern that are important to the public, for example, speeding, road safety, burglary, anti-social behaviour, how we treat vulnerable victims of crime and those with mental health issues, and our effectiveness in managing firearms licensing.

The indicators and narrative that form this quarterly report, when considered together aim to provide insight into key areas I have categorised as Demand, Interventions, Outcomes and Satisfaction, thereby providing a more complete and balanced view of performance. It is important to remember that the indicators in this report are exactly that – indicators – and do not represent targets. Recent history has shown that a narrow target focused approach does not always deliver the best outcomes for the public.

The top level indicators in this performance framework represent the “tip of the iceberg” and may change over the life of my plan in order to reflect particular issues or concerns that arise but that does not mean that we will take our “eye off the ball”. Performance in these key areas will continue to be monitored and challenged through a detailed and continuous dialogue with the Force and key partners about performance improvement.

You can find further information about local crime rates and trends via the crime mapper website available at www.police.uk .

Marc Jones
Police and Crime Commissioner for Lincolnshire

PLEASE READ THIS QUARTERLY PERFORMANCE UPDATE REPORT WITH THE DATA PACK THAT ACCOMPANIES IT AND IN CONJUNCTION WITH THE GUIDANCE DOCUMENT WHICH HELPS TO EXPLAIN THEIR CONTENTS.

DEMAND

In the rolling 12 months to the end of September 2017 there were 40,189 crimes recorded this represents a 10.7% increase compared to the previous 12 months. This reflects the national rise seen in police recorded crime figures. During the same period there has been a 1.9% increase in the number of **calls for service** experienced by the Force with a total of 167,290 being received. The Force continues to conduct analysis of this rise in demand to better understand the reasons for the increase.

As part of my commitment to improve the service delivered to victims of crime in Lincolnshire, on the 10th July 2017 the Force introduced **Track My Crime**. This follows on from the recent introduction of an online crime reporting facility. Track My Crime is a secure online system hosted by Police.UK which allows victims of crime in Lincolnshire to receive updates from the investigation through to charges being brought against offenders. It does not replace existing channels of communication between victims and the Police but offers greater choice in how and when victims can communicate with the Force. Planned benefits include improved efficiency through a reduction in the time officers spend making contact with victims by phone and in the longer term a reduction in incoming call demand, as the use of Track My Crime increases.

In response to **urgent rural calls** received in the preceding 12 months 73.7 % were responded to by officers within 20 minutes, and 80.9% of **urgent urban calls** within 15 minutes. This represents a slight decline in performance for rural and urban response times. Both response times are calculated to be within the statistical variation we might expect to see. In total there were 35,778 urgent incidents responded to in the 12 months to September 2017.

In April the Home Office changed the way in which the crime of **Burglary** is recorded by all forces nationally. It introduced new categories of burglary depending on the circumstances of the incident. This means that little meaningful comparison can be made with previous performance for this crime type. However, I can report that in the month of September 2017 there were 318 **Residential Burglaries** recorded. As time progresses meaningful comparative analysis will become possible, to better understand Force performance in this area.

Anti-social behaviour (ASB) has seen an increase of 3.8% with 20,989 incidents recorded over the preceding 12 months. This remains within the statistical variation in performance we might expect to see. The Force continues working with partners to introduce a new improved ASB case management system to replace the outgoing Sentinel system.

The rise in **sexual offences** has continued with 1,391 offences recorded in the previous 12 months an increase of 14.9% over the preceding 12 months. This represents a negative trend outside the statistical variation we might expect to see. This rise is reflected in national crime statistics which have seen a 14% rise in the volume of sexual offences recorded by the police nationally.

Violence against the person (with injury) has seen a 6.8% increase over the previous 12 months. This is within the statistical variation we might expect to see and is again reflected in an increase being experienced nationally.

There have been 5,574 incidents of **arson and criminal damage** in the previous 12 months this represents a 2% rise compared to the preceding 12 months.

In the rolling 12 month period to the end of September 2017 the Force recorded 432 incidents of **hate crime** with 40 of these occurring in September this represents a 29.3% rise compared to the previous 12 month period, and an increasing trend which is above the statistical variation we might expect to see. Analysis of these incidents has revealed there is no specific trend within the rise in offending with the most prevalent motives remaining those relating to Race, Disability, Faith and Sexual Orientation.

The indicator for **fraud / cybercrime** is based on the nationally published “Action Fraud” statistics. These relate to the number of referrals made to the Force by the national Action Fraud agency for potential further investigation. There has been an 11.3% increase over the previous 12 months with 2865 incidents referred to the Force with 246 of these being in August 2017. Prevention of this type of crime is a primary focus for the Force with implementation plans being drawn up for the use of ‘Get Safe Online’ (GSO) as a means of advising on how to avoid becoming a victim of fraud / cybercrime. The Force and my Office have also become a “Friend Against Scams Organisation”. Both joining a National Trading Standards initiative which aims to raise awareness of criminal scams, prevent people from becoming victims and encourages individuals and communities to ‘Take a Stand Against Scams’. Details can be found online at www.friendsagainstscams.org.uk/

INTERVENTION

The performance indicators for **crime file quality** have been introduced for the first time in this report. This is a very complex area of activity with each casefile containing multiple elements requiring bespoke input drawn from a multitude of different sources. The performance indicators selected are two of the key indicators used by the Force to manage their own performance in this area. The first relates to the timeliness of the case files submitted, the second relates to the completeness of the content of the casefiles submitted, compared to a national standard for file content. I have encouraged the Force to improve crime file quality, and the 5 point improvement plan they have introduced has already achieved significant improvements in performance. Continued and sustained improvement will require a long-term approach. I will continue to monitor these indicators and progress in general through the range of performance governance process I have in place.

The number of **‘Dash’ forms submitted** for incidents of domestic abuse has seen a decrease of 2.4% year on year with a total of 10,098 being submitted in the last 12 months. The number of incidents assessed as being **high risk** has also reduced very slightly by 0.1% in the same period. I have wholeheartedly endorsed a joint bid made for Police Transformation Funding to pilot a ground breaking approach to improve the end-to-end support provided to both the victims and perpetrators of domestic abuse. I understand the Home Office will be making an announcement shortly regarding this bid. I remain hopeful that the Home Office will recognise the innovative approach contained within our bid and its value to those working to prevent and reduce domestic abuse in Lincolnshire.

The number of **crime scenes attended** by forensic officers has seen a reduction of 1.3%, in the last 12 months to June 2017, and the number of **forensic detections** achieved has fallen by 0.8% over the same period.

The number of persons detained under **Section 136 of the Mental Health Act** in the previous 12 months up to September 2017 is 391 with only 59 of these being held in a police cell. In September alone 30 people were detained with only 3 being held in police custody. My office continues to work with key partner agencies to develop a mental health strategy for Lincolnshire with the aim of reducing the demand on frontline staff, improving the treatment received by those in crisis and delivering a better service to the people of Lincolnshire.

The proportion of **out of court disposals** as a percentage of all disposals has seen a slight reduction of 0.6% to 4.7% in the last 12 months although this is within the statistical variance we might expect to see. The total number of out of court disposals used in the last 12 months was 1,728 with 129 of these being in September 2017.

OUTCOMES

The performance of **Firearms Licensing** and the service delivered has continued to be closely monitored by my office. In September 2017 the proportion of **Shotgun licences renewed** within 8 weeks of an application being submitted is 63.6% and the proportion of **new shotgun licenses granted** within 8 weeks following receipt of the application is 20.8%. Although these figures show an improvement over those reported in June 2017 and represent a step in the right direction I continue my drive for continued improvement. The new digital firearms licensing system is due to go live in November 2017 and the new staff, recruited to bolster existing resources, are now in place. I look forward to seeing significant and sustained improvement in these performance indicators in future months and ultimately the level of service delivered to the public in Lincolnshire.

The overall proportion of **crimes that have had a positive outcome recorded** against them (i.e. crimes that have been 'solved') in the previous 12 months is 25.5% this represents a 2.7% reduction compared to the previous 12 months and a downward negative 3 year trend.

I recognise that **road safety** is of concern to the people of Lincolnshire and I therefore monitor enforcement of the so called "**Fatal 4**" **driving related offences**. A year on year comparison in August 2017 reveals that there has been a reduction in enforcement activity i.e. a reduction in the number of tickets issued and arrests made, in relation to the following offences: Speeding -33.4%, seatbelts -32.8%, mobile phone use -37.6%, drink / drug driving -0.4% these results reflect a downward 3 year trend. Dangerous driving however has seen an 11.3% rise in enforcement activity and a rising three year trend. Tragically in the 12 months to August 2017 there have been 40 **people killed** on Lincolnshire's roads. During the same period 429 people were **seriously injured**. Comparing this with the previous 12 months reveals there has been a 23% reduction in the number of people killed with a 26.1% increase in the number seriously injured. I will be holding a road safety summit on 3rd November 2017 in conjunction with the Lincolnshire Road Safety Partnership. Government representatives, leading partners, motoring and transport organisations and road safety experts will be attending to discuss the latest thinking and potential approaches to improving road safety in Lincolnshire. I look forward to being able to report on the event in the next performance update.

Measuring performance across a broader spectrum of the criminal justice system is a focus of my "Safer Together" performance framework and I have therefore chosen to report on performance indicators from the courts. In August 2017 the proportion of **1st time guilty pleas at magistrates court** was 67% and at **Crown court** 36%. These represent a measure of how effective and efficient the prosecution process is at delivering justice. I also monitor the proportion of cases that end in a successful prosecution – in August 2017 the **conviction rate** at the **Magistrates court** was 84% and 83% at the **Crown Court** these both reflect an improving 3 year trend.

Compliance with the Victims Code of Practice (VCoP) and in particular the appropriate use of "**Victims Statements**" is important to me. In September 2017 the proportion of casefiles meeting the victim's statement requirements is 100%. I will continue to monitor performance in this area as part of my overall drive to ensure effective services are provided to the victims of crime.

The Independent Custody Visiting Scheme (ICVS) is a vital tool in ensuring we remain compliant with our statutory responsibilities to provide effective independent scrutiny of detainees treatment and the conditions in which they are held. There is a requirement to visit each 24 hour custody suite in Lincolnshire once per week. I can confirm we are meeting that requirement with **46 site visits** successfully conducted in the 2nd quarter of 2017-18. During those site visits 101 detainees were offered a visit / interview with an independent custody visitor (Lay volunteer) of those 97 accepted, this represents a **96% acceptance rate**. I value

the work of the dedicated volunteers who deliver this service. Details of the ICVS can be found on my website here: <https://lincolnshire-pcc.gov.uk/get-involved/independent-custody-visiting/>

SATISFACTION

The **victim satisfaction** survey identifies the proportion of victims who were satisfied with the overall service they received from the Force. The average proportion satisfied over the last 12 months from September 2017 was 81.5% which represents a 1.6% increase on the previous 12 months and reflects a positive increasing 3 year trend. The proportion of victims who were satisfied with the way in which the Force **kept them informed** was 70.5% when compared to the previous 12 months this represents a reduction of 2.3% although there remains a positive improving 3 year trend.

The National Crime Survey of England and Wales (**NCSEW**) **confidence measure** has over the last 12 months averaged 78.3% this equates to a 3.6% increase in comparison to the previous 12 months with the most recent month (March 2017) achieving a 76.6% result.

The satisfaction of participants in **restorative justice activities** is being measured as an indicator of the overall satisfaction with the outcome, from the service users' perspective. The proportion of victims satisfied with the outcome of their **restorative justice conference** (criminal cases), in the last 12 months is 95.8%, this represents 11 conferences involving 19 victims. In the same period the proportion of participants satisfied with the outcome of their involvement in **restorative mediation** (neighbourhood disputes) is 90.9% this refers to 6 cases involving 16 participants. I am pleased with the high levels of satisfaction expressed by the participants in these restorative justice activities which can have very beneficial impact on both victims and offenders.

I closely monitor the number and types of **complaints received by the Force** and the way in which they are dealt with by the Professional Standards Department (PSD). I have a Professional Standards governance meeting in place for just this purpose. I expect the highest standards of professionalism and ethical behavior as this is vital in maintaining the Forces legitimacy. In the last 12 months there have been a total of 514 complaints by the public made against Lincolnshire officers, 29 of which were in September 2017. I am pleased to report this represents an 11.8% reduction compared to the previous 12 months and continues to reflect a reducing 3 year trend. Further complaints performance data and comparative data provided by the **Independent Police Complaints Commission (IPCC)** is published on the Force website here: <https://www.lincs.police.uk/resource-library/what-our-priorities-are-and-how-we-are-doing/complaints/>

The next quarterly performance update will be issued in January 2018, covering the period from October to December 2017.

Note:

Section 11 of the Police Reform and Social Responsibility Act requires a local policing body to publish the information which the body considers to be necessary to enable the persons who live in the body's area to assess:

- (a) the performance of the body in exercising the body's functions; and
- (b) the performance of the relevant chief officer of police in exercising the chief officer's functions.

Such information will be published on the Commissioner's website at the end of each quarter.

<http://www.legislation.gov.uk/ukpga/2011/13/enacted>

The Police and Crime Commissioner for Lincolnshire
Police HQ, Deepdale Lane, Nettleham, Lincoln. LN2 2LT
Tel: 01522 947226 or Email: lincolnshire-pcc@lincs.pnn.police.uk