



Lincolnshire
POLICE & CRIME COMMISSIONER

SAFER TOGETHER

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Marc Jones
The Police and Crime Commissioner for Lincolnshire

Quarterly Force Performance Update – December 2017 (October 2017 to December 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 December 2017 there were 40,603 crimes recorded this represents a 10.1% increase compared to the previous 12 months. Although this mirrors the national rise seen in police recorded crime figures I am concerned that we are seeing more victims in Lincolnshire. In my meetings with the Chief Constable I am seeking to understand the Force response to these rises in crime. During the same period there has been a 2.8% increase in the number of **calls for service** experienced by the Force with a total of 168,127 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 9th October 2017 I launched my 'Victim Needs Survey'. The anonymous survey is aimed at people who have been the victim of a crime in the last five years, whether they chose to report the crime to the police or not. Feedback from the survey will help me to better understand the kind of services the public most need and want. The way our residents live their lives and do business is constantly evolving and so is crime therefore we must ensure we provide the services that support and help the victims of crime in new, innovative and effective ways. My Victim Needs Survey survey forms a crucial part of that process. The survey can be found on my website: <https://lincolnshire-pcc.gov.uk/news-archive/2017/victim-needs-survey-2017/>

In total there were 35,208 urgent incidents responded to in the 12 months to December 2017. In response to **urgent rural calls** received in the preceding 12 months 70.7% were responded to by officers within 20 minutes, and 81.3% of **urgent urban calls** within 15 minutes. This represents a slight decline in performance for both rural and urban response times. The response times for urgent urban calls remains within the statistical variation we might expect to see. However, the response times for urgent rural calls represents a negative trend slightly outside expected statistical variation. The Force remains committed to increasing performance for rural response times and in October 2017 ten Ford Kugas joined the vehicle fleet at Lincolnshire Police. 'All-Wheel-Drive' vehicles will give front line officers the capability to tackle crime wherever it occurs, in all weathers but I will monitor closely to seek improved performance.

In April 2017 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 December 2017 there were 252 **Residential Burglaries** recorded. As time progresses meaningful comparative analysis will become possible, to better understand Force performance in this area. I know burglary is an intrusive crime causing considerable trauma to victims and the Force continues to maintain a strong focus on tackling it.

Anti-social behaviour (ASB) has seen an increase of 6.0% with 21,243 incidents recorded over the preceding 12 months. This remains within the statistical variation in performance we might expect to see.

The rise in **sexual offences** has continued with 1,469 offences recorded in the previous 12 months an increase of 26.8% 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 19% rise in the volume of sexual offences recorded by the police nationally.

Violence against the person (with injury) has seen a 6.5% 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 5,591 incidents of **arson and criminal damage** in the previous 12 months this represents a 3.8% rise compared to the preceding 12 months.

In the rolling 12 month period to the end of December 2017 the Force recorded 421 incidents of **hate crime** with 34 of these occurring in December 2017; this represents an 18.2% rise compared to the previous 12 month period, and an increasing trend which is in line with 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 a 5.6% increase over the previous 12 months with 2897 incidents referred to the Force with 308 of these being in November 2017. Prevention of this type of crime is a primary focus for the Force. In October 2017 the Force and my Office became 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/. Additionally, in October 2017, my Deputy Police and Crime Commissioner registered as a ‘Scambassador’ with the “Friends Against Scams” initiative and regularly delivers Scam awareness sessions with members of the force to residents of Lincolnshire. As I am committed to increasing awareness of fraud and cybercrime I am holding a number of cyber security events in the forthcoming year. The first of which is a ‘Cyber Security Breakfast’ for businesses, taking place in March 2017 and I look forward to being able to report on the event in the next performance update.

INTERVENTION

The performance indicators for **crime file quality** appear for the second 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. During the month of December 2017 50.0% of casefiles were submitted within the desired timescale of 48 hours and 84.6% of submitted casefiles were compliant with the National File Standard (NFS). As the indicators for crime file quality are a recent addition to this report no comparative data is available at this stage, but I will continue to monitor the timeliness and completeness of casefiles through the range of performance governance processes I have in place.

The number of **‘Dash’ forms submitted** for incidents of domestic abuse has seen a very slight increase of 0.8% year on year with a total of 10,284 being submitted in the last 12 months. The number of incidents assessed as being **high risk** has reduced slightly by 1.0% in the same period. I am delighted to confirm that in November 2017 a joint bid made by my office and the Force for Police Transformation Funding was successful and awarded £1.4 million. The funding will be used to pilot a ground breaking approach to improve the end-to-end support provided to both the victims and perpetrators of domestic abuse. I am very pleased that the Home Office has recognised 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 and examined** by forensic officers has again seen a reduction of 1.3%, in the last 12 months to September 2017, and the number of **forensic detections** achieved has fallen very slightly by 0.1% over the same period.

The number of persons detained under **Section 136 of the Mental Health Act** in the previous 12 months to December 2017 is 433 with only 58 of these being held in a police cell. In December alone 23 people were detained with only 1 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. I have also requested more detailed analysis to be delivered quarterly from the Force as part of the performance governance meetings, to identify alternatives to police custody where individuals are diverted to.

The proportion of **out of court disposals** as a percentage of all disposals has seen a slight reduction of 0.4% 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 1,698 with 149 of these being in December 2017.

OUTCOMES

The performance of **Firearms Licensing** and the service delivered has continued to be closely monitored by my office. In December 2017 the proportion of **shotgun licences renewed** within 8 weeks of an application being submitted was 33.1% and the proportion of **new shotgun licenses granted** within 8 weeks following receipt of the application was 30.6%. The percentage of shotgun licences renewed shows a slight improvement over the figures reported in September 2017, however the percentage of new shotgun licenses granted within 8 weeks following receipt of the application shows a decrease when compared with September 2017. As always, I maintain my drive for continued improvement within this area and in November 2017 the new digital firearms licensing system went live. With these changes 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 26.4% this represents a slight reduction of 0.6% compared to the previous 12 months and a downward negative 3 year trend. This remains a key indicator for me and I have stressed with the Chief Constable the importance for the public in maintaining performance.

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 November 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 -32.1%, seatbelts -24.2%, mobile phone use -32.7% and drink / drug driving -3.6%. Dangerous driving however has seen a 1.4% rise in enforcement activity and a rising three year trend. Tragically in the 12 months to November 2017 there have been **42 people killed** on Lincolnshire's roads. During the same period 506 people were **seriously injured**. Comparing this with the previous 12 months reveals there has been a 26.3% reduction in the number of people killed and a 35.6% increase in the number seriously injured. On 3rd November 2017 I held a road safety summit in conjunction with the Lincolnshire Road Safety Partnership. Around 100 delegates attended the summit which included government representatives, leading partners, motoring and transport organisations and road safety experts. The event was a great success and was a huge step forward in better understanding the issues and challenges that we face but, more importantly, some potential approaches to enhancing road safety in Lincolnshire were discussed which may help to improve performance in this area.

For the first time in this report, the **number of vehicles seized** from the roads of Lincolnshire has been included. This figure has been added at my request as I believe that it will provide you with a richer picture of the overall enforcement activity undertaken by the force to tackle driving offences which affect the safety of the roads in Lincolnshire. In December 2017 a total of 212 vehicles were seized, with 2040 vehicles being seized in the rolling 12 month period to the end of December 2017. As this indicator is a new addition to this report no comparative

data is available at this stage, but I will continue to monitor the number of vehicles seized through the existing performance governance processes.

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 include performance indicators from the courts. In October 2017 the proportion of **1st time guilty pleas at magistrates court** was 66% and at **Crown court** 40%. 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 October 2017 the **conviction rate at the Magistrates court** was 87% reflecting an improving 3 year trend. Meanwhile, the conviction rate at the **Crown Court** was 84% reflecting a reducing 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 December 2017 the proportion of casefiles meeting the victim’s statement requirements is 46.7%. 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 within Lincolnshire.

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 **43 site visits** successfully conducted in the 3rd quarter of 2017-18. During those site visits **111 detainees were offered a visit** / interview with an independent custody visitor (Lay volunteer) of those **106 accepted**, this represents a **95% acceptance rate**. I value the work of the dedicated volunteers who deliver this service. Further 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 to December 2017 was 80.1% which represents a 0.01% increase on the previous 12 months. In December 2017 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 5.6% which represents a negative 3 year trend.

The National Crime Survey of England and Wales (**NCSEW confidence measure**) has over the last 12 months averaged 77.0% this equates to a slight increase of 0.5% in comparison to the previous 12 months with the most recent month (June 2017) achieving 74.2%.

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 97.5%, this represents 14 conferences involving 22 victims. In the same period the proportion of participants satisfied with the outcome of their involvement in **restorative mediation** (neighbourhood disputes) is 88.9% this refers to 7 cases involving 21 participants. I am pleased with the high levels of satisfaction expressed by the participants in these restorative justice activities which can have a very beneficial impact on both victims and offenders. In October 2017 a number of police officers and police volunteers attended a three day Restorative Justice Facilitator training course held by Restorative Solutions CIC. I am pleased to see that the Force is continually making efforts to improve the restorative services provided throughout Lincolnshire.

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 489 complaints by the public made against Lincolnshire officers, 31 of which were in December 2017. I am pleased to report this represents a 16.5% 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 Office for Police Conduct (IOPC)**, 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 April 2018, covering the period from January 2018 to March 2018.

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>

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