



Lincolnshire
POLICE & CRIME COMMISSIONER

SAFER TOGETHER

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Marc Jones

The Police and Crime Commissioner for Lincolnshire

Quarterly Force Performance Update – April 2018

(January 2018 to March 2018)

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 March 2018 there were 40,719 crimes recorded this represents a 9.0% 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 1.5% increase in the number of **calls for service** experienced by the Force with a total of 166,875 being received. The Force continues to conduct analysis of this rise in demand to better understand the reasons for the increase.

In total there were 34,745 urgent incidents responded to in the 12 months to March 2018. In response to **urgent rural calls** received in the preceding 12 months 71.6% were responded to by officers within 20 minutes, and 80.0% 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 and urgent rural calls represent a negative trend outside expected statistical variation. In a bid to better understand the challenges faced by residents of rural Lincolnshire, I am supporting the 2018 National Rural Crime Survey and I have contributed a number of bespoke questions for Lincolnshire residents. I am committed to helping our rural communities thrive and stay safe and I believe that the results from the survey will allow Lincolnshire Police to better understand the needs of rural Communities. I would urge you to take part and have your voice heard; the survey is open until 10th June 2018 and can be found here: <http://www.nationalruralcrimenetwork.net/research/internal/2018survey/>

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. As a result of this change, little meaningful comparison can be made with previous performance for this crime type. However, I can report that in the month of March 2018 there were 255 **Residential Burglaries** recorded, with a total of 3325 recorded within the previous 12 month period. 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 5.2% with 21,034 incidents recorded over the preceding 12 months. However, I am pleased to report that the overall 3 year trend for ASB remains on a downwards trajectory.

The rise in **sexual offences** has continued with 1,559 offences recorded in the previous 12 months an increase of 33.7% 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 25% rise in the volume of sexual offences recorded by the police nationally. However I will continue to monitor force performance within this area.

Violence against the person (with injury) has seen a 7.1% 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 5,572 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 March 2018 the Force recorded 438 incidents of **hate crime** with 33 of these occurring in March 2018; this represents a 9.7% 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 slight increase of 1.9% over the previous 12 months with 2673 incidents referred to the Force with 204 of these being in February 2018. As I am committed to increasing awareness of fraud and cybercrime I am holding a number of cyber security events throughout 2018. The first of which was a ‘Cyber Security Breakfast’ event for Lincolnshire businesses which was held in North Kesteven in March 2018. The event was a success as representatives from over 40 Lincolnshire businesses attended, and they heard from industry experts including the police and banking sector on how to protect their business from cyber-attacks. The next event is a ‘Cyber Safe Lincolnshire’ conference for businesses, charities and organizations being held in June 2018 and I look forward to being able to report on this event within the next performance update. Following on from this I will also be hosting a further ‘Cyber Security Breakfast’ event in September 2018 in Holbeach.

INTERVENTION

The performance indicators for **crime file quality** in this report relate to 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 March 2018 55.0% of casefiles were submitted within the desired timescale of 48 hours and 85.0% 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 slight increase of 3.2% year on year with a total of 10,387 being submitted in the last 12 months. The number of incidents assessed as being **high risk** has reduced slightly by 1.5% in the same period. The program of work resulting from the successful bid to the Police Transformation Fund continues with the aim of improving the end-to-end service provided to both the victims and perpetrators of domestic abuse.

The number of **crime scenes attended and examined** by forensic officers has again seen a reduction of 1.9%, in the last 12 months to March 2018, whilst the number of **forensic detections** achieved has risen slightly by 1.2% over the same period.

The number of persons detained under **Section 136 of the Mental Health Act** in the previous 12 months to March 2018 was 442 with only 49 of these being held in a police cell. In March 2018 alone 36 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.

The proportion of **out of court disposals** as a percentage of all disposals has seen a slight reduction of 0.2% 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 1,715 with 140 of these being in March 2018.

OUTCOMES

The performance of **Firearms Licensing** and the service delivered has continued to be closely monitored by my office. In February 2018 the proportion of **shotgun licences renewed** within 8 weeks of an application being submitted was 38.9% and the proportion of **new shotgun licenses granted** within 8 weeks following receipt of the application was 41.8%. I am pleased to see an improvement in both of these indicators when compared with the figures reported in December 2017. As the new digital firearms licensing system went live in November 2017 I look forward to seeing continuing and sustained improvements in these performance indicators 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 25.8% this represents a slight reduction of 0.7% 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 March 2018 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 -27.6%, seatbelts -29.9% and mobile phone use -32.8%. Dangerous driving and drink / drug driving however have both seen a rise in enforcement activity of 5.3% and 25.0% respectively. Tragically in the 12 months to March 2018 there have been **42 people killed** on Lincolnshire's roads. During the same period 503 people were **seriously injured**. Comparing this with the previous 12 months reveals there has been a 10.6% reduction in the number of people killed and a 20.3% increase in the number seriously injured. Performance within this area continues to be a focus for my office following the Road Safety Summit I held in November 2017. The summit was used to launch an enhanced community speed watch scheme which has seen around 50 parish councils express an interest in joining. Residents will receive training in the use of radar guns and motorists caught speeding will receive a warning letter and road safety advice, repeat offenders will be visited by the police. In addition, I am currently formulating plans to establish a specialist unit to be known as the "Safer Roads Team" to concentrate specifically on this area of offending and I hope to be able to report on the progress of this initiative within future updates.

For the second 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 March 2018 a total of 162 vehicles were seized, with 2096 vehicles being seized in the rolling 12 month period to the end of March 2018.

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 March 2018 the proportion of **1st time guilty pleas** at **magistrates court** was 77.0% which represents a 16.1% increase compared to the previous 12 months. The proportion of 1st time guilty pleas at **Crown court** during March 2018 was 35.6%, which represents a slight decrease of -1.7% when compared with the previous 12 months. These indicators 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 March 2018 the **conviction rate** at the **Magistrates court** was 80.9% reflecting a reducing 3 year trend. Meanwhile, the conviction rate at the **Crown Court** was 89.5% reflecting 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 March 2018 the proportion of casefiles meeting the victim's statement requirements was 71.4%.

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 4th quarter of 2017-18. During those site visits **86 detainees were offered a visit** / interview with an independent custody visitor (Lay volunteer) of those **79 accepted**, this represents a **92% 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 March 2018 was 80.8% which represents a decrease of 2.0% on the previous 12 months. In March 2018 the proportion of victims who were satisfied with the way in which the Force **kept them informed** was 67.6%, when compared to the previous 12 months this represents a reduction of 4.3% 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 76.2% this equates to a slight decrease of 1.4% in comparison to the previous 12 months with the most recent month (September 2017) achieving 75.5%.

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 13 conferences involving 21 victims. In the same period the proportion of participants satisfied with the outcome of their involvement in **restorative mediation** (neighbourhood disputes) was 84.7% this refers to 6 cases involving 18 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. During the final quarter of 2017/18 members of the restorative justice team provided an input to the operational development course for newly promoted sergeants. This is part of an ongoing strategy to ensure police officers are well informed of victims' rights to access information about restorative justice in line with the [Victims Code of Practice](#). 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 492 complaints by the public made against Lincolnshire officers, 48 of which were in March 2018. I am pleased to report this represents a 17.5% 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 July 2018, covering the period from April 2018 to June 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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