



Lincolnshire
POLICE & CRIME COMMISSIONER

SAFER TOGETHER

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Marc Jones

The Police and Crime Commissioner for Lincolnshire

Quarterly Force Performance Update – July 2018

(April 2018 to June 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 June 2018 there were 42,361 **crimes recorded** which represents a 9.0% increase compared to the previous 12 months. This reflects the national rise seen in police recorded crime figures. I am currently expecting the results of a Crime Data Integrity inspection which will be reported on in the next quarterly performance update covering July 2018 – September 2018.

Over the preceding 12 months to June 2018 there has been a 1.5% decrease in the number of **calls for service** experienced by the Force with a total of 165,349 being received. In total there were 34,111 urgent incidents responded to in the 12 months to June 2018. In response to **urgent rural calls** received in the preceding 12 months 70.7% were responded to by officers within 20 minutes, and 79.0% 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 but remain within the statistical variation we might expect to see. In a bid to better understand the challenges faced by residents of rural Lincolnshire, I supported the 2018 National Rural Crime Survey and contributed a number of bespoke questions for Lincolnshire residents. I believe that the results from the survey will allow my office to better understand the needs of rural Communities. Whilst I am still awaiting the overall findings from the survey, I am pleased to say that 1,419 people from Lincolnshire participated and I look forward to reporting on these findings in my next update.

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 June 2018 there were 220 **Residential Burglaries** recorded, with a total of 3137 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 a decrease of 2.5% with 20,324 incidents recorded over the preceding 12 months. 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 1,649 offences recorded in the previous 12 months an increase of 29.6% 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 24% 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 16.3% increase over the previous 12 months. This is outside the statistical variation we might expect to see and is again reflected in an increase being experienced nationally.

There have been 5,687 incidents of **arson and criminal damage** in the previous 12 months this represents a 2.8% rise compared to the preceding 12 months. This trend is outside of the expected statistical variation.

In the rolling 12 month period to the end of June 2018 the Force recorded 521 incidents of **hate crime** with 67 of these occurring in June 2018; this represents a 20.3% rise compared to the previous 12 month period, and an increasing trend which is outside of 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 increase of 6.8% over the previous 12 months with 2857 incidents referred to the Force with 237 of these being in February 2018. I am pleased to see increased reporting within this area, as it is a priority for my office, and it is something which my Deputy, Stuart Tweedale is especially passionate about. During the Month of June 2018 Stuart, alongside Lincolnshire Police Community Support Officer Nigel Wass toured the towns and villages of Lincolnshire to offer advice and support to protect people from scams and fraud. The tour, called ‘Brew with Stu’, was timed to coincide with Scams Awareness Month, which ran throughout June.

As I am committed to increasing awareness of fraud and cybercrime I have held 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 second event which took place at the Petwood Hotel, Woodhall Spa in June 2018 was the ‘Cyber Safe Lincolnshire’ conference for businesses, charities and organizations. Over 100 delegates attended the eye-opening conference where they heard useful practical advice from national subject matter specialists. Following on from these events I am also hosting a further ‘Cyber Security Breakfast’ targeted at small businesses scheduled to take place on 7th September 2018 in Holbeach which I look forward to being able to report on within the next performance update. You can register for your free tickets here: <https://lincolnshire-pcc.gov.uk/news-archive/2018/cyber-security-breakfast-7th-september/>

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 June 2018 76.1% of casefiles were submitted within the desired timescale of 48 hours and 73.4% 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 an increase of 5.0% year on year with a total of 10,631 being submitted in the last 12 months. The number of incidents assessed as being **high risk** has reduced slightly by 0.9% 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. A local area manager has now been appointed for this programme and I look forward to hopefully reporting on the further progress of this scheme in future updates.

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 June 2018; this figure is outside of the statistical variation which we would expect to see. During the same 12 month period, the number of **forensic detections** achieved has risen by 3.1%, representing a positive 3 year trend.

The number of persons detained under **Section 136 of the Mental Health Act** in the previous 12 months to June 2018 was 426 with only 32 of these being held in a police cell. In March 2018 alone 45 people were detained with only 2 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 4.5% in the last 12 months which is outside of the statistical variance we might expect to see. The total number of out of court disposals used in the last 12 months was 1,738 with 129 of these being in June 2018.

OUTCOMES

The performance of **Firearms Licensing** and the service delivered has continued to be closely monitored by my office. In April 2018 the proportion of **shotgun licences renewed** within 8 weeks of an application being submitted was 96.0% and the proportion of **new shotgun licenses granted** within 8 weeks following receipt of the application was 85.0%. I am pleased to see a significant improvement in both of these indicators when compared with the figures reported in April 2018. This is due to the continuing development of the digital licensing system which 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 24.3% this represents a slight reduction of 0.8% 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 May 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 -33.1%, seatbelts -29.5% and mobile phone use -17.1%. Dangerous driving and drink / drug driving however have both seen a rise in enforcement activity of 8.6% and 36.7% respectively. Tragically in the 12 months to May 2018 there have been **42 people killed** on Lincolnshire's roads. During the same period 502 people were **seriously injured**. Comparing this with the previous 12 months reveals there has been a 12.5% reduction in the number of people killed and a 13.0% 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, in May 2018 the "Safer Roads Team" was launched. This specialist unit consisting of Special Sergeants and Special Constables operate unmarked vehicles and specifically concentrate on the enforcement of "Fatal 4" offences. Data for the "Safer Roads Team" is currently being compiled and I hope to be able to report on the positive results of this initiative within future updates.

The **number of vehicles seized** from the roads of Lincolnshire has been provided 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 June 2018 a total of 193 vehicles were seized, with 2134 vehicles being seized in the rolling 12 month period to the end of June 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 May 2018 the proportion of **1st time guilty pleas** at **Magistrates court** was 81.8% which represents a 12.6% increase compared to the previous 12 months. The proportion of 1st time guilty pleas at **Crown court** during May 2018 was 40.5%, which represents a decrease of -7.6% 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 May 2018 the **conviction rate** at the **Magistrates court** was 84.8% reflecting a reducing 3 year trend. Meanwhile, the conviction rate at the **Crown Court** was 90.9% 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 June 2018 the proportion of casefiles meeting the victim’s statement requirements was 66.7%.

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 **47 site visits** successfully conducted in the 1st quarter of 2018-19. During those site visits **92 detainees were offered a visit** / interview with an independent custody visitor (Lay volunteer) of those **85 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 June 2018 was 79.0% which represents a decrease of 2.4% on the previous 12 months. In June 2018 the proportion of victims who were satisfied with the way in which the Force **kept them informed** was 67.7%, when compared to the previous 12 months this represents a reduction of 4.5% 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 75.7% this equates to a slight decrease of 2.9% in comparison to the previous 12 months with the most recent month (December 2017) achieving 76.5%.

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 100.0%, this represents 11 conferences involving 12 victims. In the same period the proportion of participants satisfied with the outcome of their involvement in **restorative mediation** (neighbourhood disputes) was 87.5% this refers to 5 cases involving 14 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 first quarter of 2018/19 members of the restorative justice have continued to provide 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 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 548 complaints by the public made against Lincolnshire officers, 43 of which were in June 2018. This represents a slight increase of 0.9% compared to the previous 12 months but reflects 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/>

I have recently published my Annual Report for 2017/18 which outlines what I have achieved during my second year in office. The report is available on my website and can be accessed through the following link: <https://lincolnshire-pcc.gov.uk/media/1926/pcc-annual-report-2017-18.pdf>

The next quarterly performance update will be issued in October 2018, covering the period from July 2018 to September 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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