



**Lincolnshire**  
**POLICE & CRIME COMMISSIONER**  

---

**SAFER TOGETHER**

**Deepdale Lane, Nettleham, Lincoln. LN2 2LT**

Telephone (01522) 947192 Fax (01522) 558739

E-Mail: [lincolnshire-pcc@lincs.pnn.police.uk](mailto:lincolnshire-pcc@lincs.pnn.police.uk)

Website: [www.lincolnshire-pcc.gov.uk](http://www.lincolnshire-pcc.gov.uk)

**Marc Jones**

***The Police and Crime Commissioner for Lincolnshire***

## **Quarterly Force Performance Update – October 2018**

(July 2018 to September 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](http://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 2018 there were 45,084 **crimes recorded** which represents a 13.1% increase compared to the previous 12 months. This reflects the national rise seen in police recorded crime figures. In the latest Crime and Integrity report conducted by HMICFRS, Lincolnshire Police scored inadequate for reporting. While this report stated Lincolnshire Police made some improvements since the previous report in 2014, I still find myself exceedingly troubled by these results. The Chief Constable and I have been in discussion and he has assured me that an action plan is in place to tackle these issues. I have also set up an independent panel to oversee and support the forces' work to improve its crime recording procedures in the wake of a critical HMICFRS report. The panel has now been set up and I will receive regular updates on the forces progress.

Over the preceding 12 months to September 2018 there has been a 1.0% decrease in the number of **calls for service** experienced by the Force with a total of 165,898 being received. In response to **urgent rural calls** received in the preceding 12 months 67.6% were responded to by officers within 20 minutes, and 74.7% of **urgent urban calls** within 15 minutes. This represents a slight decline in performance for both rural and urban response times. 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. This report stated 1,416 responses had been received from Lincolnshire residents.

I can report that in the month of September 2018 there were 226 **Residential Burglaries** recorded, with a total of 2,989 recorded within the previous 12 month period.

**Anti-social behaviour (ASB)** has seen a decrease of 7.2% with 19,522 incidents recorded over the preceding 12 months.

The rise in **sexual offences** has continued with 1,788 offences recorded in the previous 12 months an increase of 32.2% 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 an 0.8% rise in the volume of sexual offences recorded by the police nationally. However I will continue to monitor force performance in this area.

**Violence against the person (with injury)** has seen a 25.0% 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 5,881 incidents of **arson and criminal damage** in the previous 12 months this represents a 6.2% rise compared to the preceding 12 months. This trend is inside the expected statistical variation.

In the rolling 12 month period to the end of September 2018 the Force recorded 576 incidents of **hate crime** with 48 of these occurring in September 2018; this represents a 30.0% 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.

As I am committed to increasing awareness of fraud and cybercrime I have held a number of cyber security events throughout 2018. My last 'Cyber Security Breakfast' took place in Holbeach on the 7<sup>th</sup> of September 2018 for local business to come together to protect themselves against cybercrime. Further to this my Deputy, Stuart Tweedale on the 21<sup>st</sup> of August launched Macs (scam) coffee shop in Lincoln high street. This coffee shop was only run for a day but helped raise awareness through demonstrating the dangers of giving away personal information and to prevent identity theft.

**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 September 2018 86.4% of casefiles were submitted within the desired timescale of 48 hours and 79.5% 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 6.3% year on year with a total of 10,814 being submitted in the last 12 months. The number of incidents assessed as being **high risk** has reduced slightly by 0.4% in the same period.

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 September 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 September 2018 was 441 with 14 of these being held in a police cell. In September 2018 alone 39 people were detained under Section 136 with 0 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 number of **out of court disposals** in September reached 141 with the total number used in the last 12 months being 1,734. This figure is inside of the statistical variation which we would expect to see.

**OUTCOMES**

The performance of **Firearms Licensing** and the service delivered has continued to be closely monitored by my office. In July 2018 the proportion of **shotgun licences renewed** within 8 weeks of an application being submitted was 100.0% and the proportion of **new shotgun licenses granted** within 8 weeks following receipt of the application was 100.0%. I

am pleased to see a significant improvement in both of these indicators when compared with the figures reported in April 2018.

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 22.3% this represents a reduction of 3.7% 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 September 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 Mobile phone use at -9.93%, Dangerous driving -11.6% and Drink/Drug driving -0.2%. Speeding came in as 9.7% and Seatbelts 3.3% against the year on year comparison for the Fatal Four enforcement figures.

Tragically in the 12 months to August 2018 there have been 41 **people killed** on Lincolnshire's roads. During the same period 519 people were **seriously injured**. Comparing this with the previous 12 months reveals there has been a 4.6% reduction in the number of people killed and a 12.1% increase in the number seriously injured. Performance within this area continues to be a focus for my office. In May 2018 the "Safer Roads Team" was launched and Special Sergeants and Special Constables are still operating in communities to help with the enforcement of "Fatal 4" offences.

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 September 2018 a total of 158 vehicles were seized, with 2102 vehicles being seized in the rolling 12 month period to the end of September 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 **1<sup>st</sup> time guilty pleas** at **Magistrates court** was 81.8% which represents a 12.6% increase compared to the previous 12 months. The proportion of **1<sup>st</sup> 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 September 2018 the proportion of casefiles meeting the victim's statement requirements was 34.6%.

**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 **45 site visits** successfully conducted in the 2<sup>nd</sup> quarter of 2018-19. During those site visits **114 detainees were offered a visit** / interview with an independent custody visitor (Lay volunteer) of those **112 accepted**, this represents a **98% 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 September 2018 was 79.6% which represents a decrease of 1.9% on the previous 12 months. In September 2018 the proportion of victims who were satisfied with the way in which the Force **kept them informed** was 66.6%, when compared to the previous 12 months this represents a reduction of 3.8% and 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 8 conferences involving 9 victims. In the same period the proportion of participants satisfied with the outcome of their involvement in **restorative mediation** (neighbourhood disputes) was 90.0% this refers to 3 cases involving 10 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 second quarter of 2018/19 members of the restorative justice team 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 634 complaints by the public made against Lincolnshire officers, 82 of which were in September 2018. This represents an increase of 23.3% compared to year on year comparison. 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 January 2019, covering the period from October 2018 to December 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>

**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](mailto:lincolnshire-pcc@lincs.pnn.police.uk)**