



PCC Quarterly Performance Report - Guidance

This guidance document is designed to support the PCC's quarterly performance update. It identifies and describes the performance measures and indicators selected and the rationale for their use. Please read in conjunction with the data pack and narrative report.

PERFORMANCE REPORT

| Data Field | Description | Rationale |
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| Month Reporting | Identifies at which point in time the data has been collected / relates to. | To indicate how current the presented data is. (Data can be drawn from a wide variety of sources including those external to the force.) |
| Monthly Volume | The subject value for the month reporting only. | Indication of the most current / recent subject value. |
| Rolling 12 Month Volume | The subject value for the previous 12 months (including the month reporting). | To provide a total value for the preceding year (12 calendar months) |
| Comparison | The increase or decrease in the rolling 12 month data, compared to the previous 12 months. | To provide a year on year comparison of performance. (12 calendar months) |
| Trend | The positive or negative linear trend based on 3 years of data. | To indicate the overall direction of travel for this measure over the longer term. |
| Tolerance | <p>A 'tick' or 'cross' indicates whether the subject value is within (tick) or outside (cross) of normally expected variations in performance.</p> <p>The Tolerance is calculated using statistical process control methodology. Upper and lower levels of performance are calculated using 'standard deviation' formulae. (Based on 3 years of performance data).</p> | To help identify whether the value represents a significant change in performance or whether it is indicating a fluctuation in performance that could be reasonably expected under 'normal' circumstances. |

DEMAND

| Subject | Description | Rationale |
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| Calls for Service | The number of incidents recorded on the Force “Command & Control” system - within the Force control room (FCR). | To provide a general indicator of the volume of demand placed on the force. |
| Urgent call response times (rural and urban calls) | The percentage of urgent incidents at which officers arrived within the expected response times. | To indicate the responsiveness of the force to “urgent” incidents across the force area. |
| Overall Crime (All Crimes) | The total number of crimes recorded by Lincolnshire police in accordance with the National Crime Recording Standards (NCRS) | To indicate the overall level of crime experienced by the people of Lincolnshire and how effective the force is at tackling crime. |
| Anti-Social Behaviour (ASB) | The number of Anti-Social Behaviour incidents reported via the Force “Command & Control” system. | To indicate the level of ASB incidents experienced in Lincolnshire and how effective the force is at tackling ASB |
| Specific crime types (Key performance indicators - crime) | <p>6 key crime types identified within the Commissioners “Safer together” plan 2017 – 2021.</p> <ul style="list-style-type: none"> • Burglary – residential • Violence against the person (with Injury) • Sexual offences • Arson & Criminal damage • Hate Crime • Fraud / cybercrime – this figure relates to the number of “Action fraud” referrals in the period and not the number of victims. | To indicate the level of specific key crime types experienced in Lincolnshire and how effective the force is at tackling each type. |

INTERVENTION

| Subject | Description | Rationale |
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| Casefile Quality | <p>Indicators of the proportion of casefiles submitted that meet:</p> <ul style="list-style-type: none"> • Compliance with the National File Standard (NFS) – a measure of completeness of file content. • The requirement to submit casefile within 48 hours. | <p>Improvement in force casefile quality will:</p> <ul style="list-style-type: none"> • Improve speed of end to end justice process • Reduce cost of justice process (for the force and CJ partners) • Reduce number of hearings at court (reduce delays). • Promote effective partnership working • Aid transition to digital work streams in CJS |
| Domestic Abuse | <p>Number of “Dash” forms submitted and the proportion that relate to high risk cases.</p> <p>DASH forms are Mandatory forms that must be submitted by officers when attending any incident involving domestic abuse.(The form includes an initial assessment of the level of risk to the victim)</p> | <p>Measures indicate:</p> <ul style="list-style-type: none"> • The effectiveness of the force in tackling incidents of domestic abuse – and specifically the proportion of “High risk” incidents. • Level of demand placed on the force by this type of incident. |
| Forensics | <p>Two percentage measures:</p> <ul style="list-style-type: none"> • Proportion of overall recorded crimes attended and examined by forensic investigators. • Percentage of positive identifications made by the forensic work done – which lead to a forensic detection. <p>Data is provided by the East Midlands Forensic service (EMSOU –FS) and is produced quarterly.</p> | <p>These indicators help to monitor;</p> <ul style="list-style-type: none"> • How often the forensics officers are deployed and from those deployments how effective they have been in achieving a forensic detection. • Value for money and effectiveness of forensic deployments. |
| Section 136 Detainees (Mental Health) | <p>Identifies the number of detainees held in Lincolnshire police cells under Section 136 of the Mental Health Act 1983.</p> <p><i>(Section 136 of the MHA allows for the emergency detention of an adult in mental health crisis in a police cell under specific exceptional circumstances. Police stations</i></p> | <p>This is an indicator of how successful the force is at:</p> <ul style="list-style-type: none"> • Achieving the overall aim of, wherever possible, eliminating the need to detain people in mental health crisis in a police cell. • Implementing processes to divert those in crisis to alternative places of safety or appropriate sources of |

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| | <p><i>can never be used as a place of safety for under 18's).</i></p> <p>For more information on Section 136, visit http://www.legislation.gov.uk/ukcsi/2017/1036/contents/made</p> | <p>treatment / care.</p> <ul style="list-style-type: none"> Working with partners to facilitate new and alternative solutions to detention in police custody for those in crisis. |
| <p>'Out of court' Disposals.</p> <p>(A means of dealing with a low-level crime avoiding the need to bring charges – examples include: conditional cautions and penalty notices)</p> | <p>Two measures:</p> <ul style="list-style-type: none"> The number of crimes that are resolved through an out of court disposal. The percentage of crimes that are resolved as an 'out of court' disposal - as a proportion of all crime disposals / outcomes. | <p>These measures help to highlight the volume of cases being dealt with through the use of 'out of court' disposals.</p> <p>The use of out of court disposals reduces the burden on the police and the wider criminal justice system by reducing the numbers of offenders appearing in court and the associated time / cost involved in the prosecution of relatively low-level offences.</p> |

OUTCOMES

| Subject | Description | Rationale |
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| Firearms Licensing | <p>Measures:</p> <ul style="list-style-type: none"> Shotgun renewal applications (completed within 8 weeks of arrival) Shotgun grant – new licence applications (completed within 8 weeks of arrival) | <p>These measures help to indicate:</p> <ul style="list-style-type: none"> how efficient the force is at providing a licensing service Customer experience. |
| Positive Crime Outcomes (solving crime) | <p>Positive Crime outcomes (There are 8 positive crime outcomes examples include; charge, summons, caution, warning, community resolution).</p> <p>Measure:</p> <ul style="list-style-type: none"> The percentage of crimes that the force has solved i.e. that fall into one of the official 8 positive outcome categories. | <p>This measure is an indicator of how effective the Force is at 'solving' crime in Lincolnshire. (i.e. achieving a 'positive outcome' for each crime recorded)</p> |
| "Fatal 4" Enforcement (fatal 4 offences are : Speeding) | The Number of arrests made and 'tickets' issued for the offences listed | These measures indicate the level of enforcement activity undertaken by the force to |

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| Seatbelts Mobile phone Drink / drug driving | | tackle these key areas which affect the safety of the roads in Lincolnshire. |
| Dangerous driving | The number of tickets issued and arrests made for the offences categorised as dangerous driving | This measure indicates the level of enforcement activity undertaken by the force to tackle driving offences which affect the safety of the roads in Lincolnshire. |
| Vehicles seized | The number of vehicles seized from the roads of Lincolnshire. Most commonly this includes vehicles found to be uninsured and / or not taxed. | This measure indicates the level of enforcement activity undertaken by the force to tackle driving offences which affect the safety of the roads in Lincolnshire. |
| Killed or Seriously Injured (KSI) | The number of people either killed or seriously injured on the roads of Lincolnshire. <i>(Data provided by the Lincolnshire Road Safety Partnership - LRSP)</i> | An indicator of: <ul style="list-style-type: none"> • The safety of Lincolnshire's roads. • Effectiveness of the Force's contribution to the LRSP. • Effectiveness of LRSP |
| Criminal Justice / Courts | 4 Measures: <ul style="list-style-type: none"> • The percentage of 1st time guilty pleas offered at magistrates Court. • Conviction rate at Magistrates court • The percentage of 1st time Guilty pleas at Crown court • Conviction rate at Crown court | These measures are indicators of: <ul style="list-style-type: none"> • Effective criminal prosecution process. • The quality of the investigation / evidence gathered and casefile prepared by the force. • Good Partnership working – communication with the CPS and other key partners. • Savings in time and cost (Police / CPS / Courts) |
| Victim Statements | Compliance with the Victims Code of Practice (VCoP) containing requirement for "Victim statements" <i>(The percentage of casefiles that have complied with the requirements relating to a victims statement).</i> | Indicator of: <ul style="list-style-type: none"> • VCoP compliance • Appropriate Support for victims of crime. • Appropriate staff training. |
| Independent Custody Visiting Scheme (ICVS) (Trained volunteers conduct visits to Police custody facilities to check on both the | 4 measures: <ul style="list-style-type: none"> • Does the ICVS meet the statutory requirement for the number of visits made to Custody facilities. • The number of visits made to custody suites | These measures are indicators of: <ul style="list-style-type: none"> • An effective ICVS • Compliance with statutory requirements. • Appropriate treatment of |

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| facilities and the treatment of detainees). | <ul style="list-style-type: none"> • The number of detainee visits offered AND the number of visits accepted. • The percentage of accepted visits expressed as a proportion of those offered. | <p>detainees.</p> <ul style="list-style-type: none"> • Appropriate custody facilities • Effective custody visitors (appropriately trained / selected lay volunteers) |
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SATISFACTION

| Subject | Description | Rationale |
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| Victim Satisfaction - overall | <p>Survey of the victims of crime regarding the service they received from Lincolnshire police</p> <p>The percentage of victims satisfied with the overall service they received from Lincolnshire Police. (Includes a statistically valid sample of Burglary, Vehicle crime and Violence victims).</p> | <p>Indicator of:</p> <ul style="list-style-type: none"> • The overall experience of victims of crime and their interaction with Lincolnshire police. |
| Victim Satisfaction - Kept Informed | <p>Survey of the victims of crime regarding the service they received from Lincolnshire police.</p> <ul style="list-style-type: none"> • The percentage of victims satisfied with being 'kept informed' by Lincolnshire Police. <p>Includes a statistically valid sample of Burglary, Vehicle crime and Violence victims</p> | <p>Indicator of:</p> <ul style="list-style-type: none"> • Victims experience of how well Lincolnshire police kept them informed of progress with their crime. |
| Overall confidence in Lincolnshire police. Crime Survey of England and Wales (CSEW) | <p>Measure of overall confidence taken from the Crime Survey for England & Wales (CSEW).</p> <p>The public is asked whether they have confidence in their local police.</p> <ul style="list-style-type: none"> • (Data can be 3-6 months in arrears) | <p>Indicator of :</p> <ul style="list-style-type: none"> • General public's level of overall confidence in Lincolnshire police. |
| Restorative Justice – | Survey of users of the Restorative | Indicator of: |

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| User satisfaction | <p>Justice service</p> <ul style="list-style-type: none"> • Proportion of cases where the participant reported satisfaction with the outcome of the restorative activity. <p>Outcome Measure of both the Face to Face restorative justice conferences (criminal cases) and restorative mediation (Neighbourhood disputes).</p> | <ul style="list-style-type: none"> • Overall satisfaction with restorative activity (from participant perspective) • Effectiveness of Restorative justice services provided. |
| Complaints | <p>The number of complaints received by the Force's Professional Standards Department from members of the public.</p> <p>(extracted from detailed reporting on complaints by the professional standards department) Full reporting can be found on the Force website. Visit: https://www.lincs.police.uk and search for 'complaints'.</p> | <p>Indicator of:</p> <ul style="list-style-type: none"> • Public satisfaction with the force / service received. • Professional standards of officers and staff • Culture and ethical standards • Organisational legitimacy. • Compliance with force policies and procedures. |