

POLICE & CRIME COMMISSIONER FOR LEICESTERSHIRE POLICE AND CRIME PANEL

Report of	POLICE AND CRIME COMMISSIONER AND CHIEF CONSTABLE
Date	MONDAY 29th SEPTEMBER 2014
Subject	QUARTER 1 - PERFORMANCE REPORT
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Purpose of Report

1. The purpose of this report is to inform the Police and Crime Panel on performance towards achieving the objectives in the Police and Crime Plan and to update the Panel on progress made to develop the performance framework to further reflect the partnership contribution to achieving the objectives in the Police and Crime Plan.

Recommendation

2. The Panel are recommended to note the contents of the report.

Background

3. The original Police and Crime Plan performance framework has been in consultation with partners through a series of meetings for over twelve months. A partnership performance framework was presented to the Panel in July 2014. During discussion in the performance meetings it was agreed that data would be sent to the Office of the Police and Crime Commissioner (OPCC) for consolidation into a dashboard after validation and presentation to an individual organisation's governing body or panel. Therefore some data may not be available in the dashboard at a given time. The Quarter 1 dashboard shows numerical data and binary comparisons; in future reports there will be an assessment of performance using statistical process chart analysis, year on year comparisons, rolling twelve month comparisons and predictive analysis.
4. **Quarter 1 Performance – Please refer to Appendix A – Performance Dashboard**
5. **Strategic Priority 1 – Preventing and diverting young people from offending**
 - 5.1. Quarter 1 data is to be presented to the Youth Offending Management Board in September 2014 and will be available for publication thereafter.

6. Strategic Priority 2 – Reducing re-offending amongst young people and adults

- 6.1. There is a 58% reduction in offending among those aged 18-24 years old. Further details of the cohort and contextual information are to be provided to the reducing re-offending board on the 19th September 2014 and will therefore be available for publication after the board meeting.

7. Strategic Priority 3 – Reducing alcohol and drug related offending and re-offending

- 7.1. Treatment data and Criminal Justice (CJ) data has recently become nationally unavailable, therefore there is no available data to show the direction of travel for the first two measures on the dashboard. Local agencies are working with national departments to find a resolution to this issue. It may be that there has to be influence from PCCs on a local and national basis to support the reissuing of this data and the Panel may wish to discuss how they can also support in this.

- 7.2. There is no data currently available to measure reoffending rates amongst offenders entering a CJ drugs treatment programme. This is due to a decision made by Public Health England. A long term local solution has been identified locally and the Planning and Performance Co-ordinator is meeting with the IOM (Integrated Offender Management) Performance Analyst to confirm a terms of reference for the reporting of this data.

- 7.3. There has been a reduction in the number of incidents recorded in or near licensed premises during the night-time economy hours of 7pm to 7am. The data shows a reduction using a binary comparison only and therefore more data will be collated to show longer term trends.

8. Strategic Priority 4 – Reducing crime and Anti-social behaviour caused by families in a Troubled/Supported families programme

- 8.1. Data has been received in respect of both re-offending and ASB committed by members of families engaged in Troubled/Supported families. These data sets are being primarily used to set a benchmark of 'what success looks like' and trends will be monitored and reported upon when an adequate data set is available.

9. Strategic Priority 5 - To increase reporting of domestic abuse and ensure a positive outcome for victims and witnesses of domestic abuse

- 9.1. Currently the level of reports of domestic abuse are within expected levels, although it is acknowledged that this is an area of under reporting, and so the Police and partners are working together to try to encourage more victims of this type of crime to feel confident to report.
- 9.2. The force has adopted a new power to protect victims of domestic violence. Domestic Violence Protection Orders (DVPOs) are civil orders which can effectively ban a domestic violence suspect from returning to a property where he/she is likely to cause further domestic violence. Initially

these can be granted on the authority of a senior police officer for 48 hours, and they can be extended by magistrates to 28 days. As they are civil orders, a lesser burden of proof is needed than for criminal charges. They allow the victim to remain in their own home, giving them time to consider their options, instead of having to make the decision on whether to go to a refuge or alternative at short notice.

10. Strategic Priority 6 - To increase reporting of serious sexual offences and ensure a positive outcome for victims and witnesses of serious sexual offences

- 10.1. Performance indicators for this priority remain in development with the City, County and Rutland performance leads and partners specialising in understanding and reporting on safeguarding performance. These will be supplied in the Quarter 2 dashboard.
- 10.2. Victim satisfaction data is available although due to small numbers an amber assessment is provided.
- 10.3. The level of reported Rape offences was significantly high in May 2014. This follows a particularly high level of reporting in 2013/14.
- 10.4. The force was recently inspected as part of a national programme by the HMIC (Her Majesty's Inspectorate of Constabulary) regarding the "no criming" of offences. It was found that the force's crime recording practices are sound, and further internal audits back up these findings.
- 10.5. It is felt that an increased level of reporting in this area is reassuring as it is a sign that there is confidence from the victim that they have reassurance in a thorough Police investigation.
- 10.6. Nearly 60% of recorded Rape offences are reported more than a week after the date of offence. Nearly a third are over a year old, which could be inferred is at least in part due to the increased media coverage of several high profile court cases regarding rape and sexual assault offences.
- 10.7. The force has recently appointed the first of four part-time ISVAs (Independent Sexual Violence Advisors) to be working at Keyham Lane Police Station within the Signal Team (Force Rape Investigation Team). This will enhance the important working relationship with Signal Officers and partnership agencies to ultimately provide the very best service for victims of sexual violence.

11. Strategic Priority 7 - To increase reporting of hate crimes and ensure a positive outcome for victims and witnesses of hate crime offences

- 11.1. The levels of both recorded crime and satisfaction are within expected levels. There has been a slight increase in the number of reported hate crimes since February 2014, and this is seen as positive as more victims feel confident that their crime will be dealt with effectively.

12. Strategic Priority 8 - To prevent ASB and to continuously improve the quality of service and response to victims of anti-social behaviour

- 12.1. Both the number of reported ASB incidents and satisfaction levels are currently within expected levels.
- 12.2. The force, in conjunction with the Police & Crime Commissioner, recently launched three new ASB cars dedicated to tackling ASB, problem solving and finding long term solutions to the issues.
- 12.3. The force has also recently run an internal corporate communications scheme named Get Out. This aims to re-emphasise the importance of getting out of stations and vehicles, speaking to the victim, taking positive action and keeping the victim updated on the progress of the investigation.
- 12.4. Victim updates can now be carried out using SMS text message via the force intranet, making it easier for officers to communicate in this way, if that is what the victim wishes.

13. Strategic Priority 9 - To continually improve the quality of service and response to victims of crime

- 13.1. 'All User' satisfaction constitutes satisfaction levels from a sample of burglary, vehicle and violent crime victims. In the first quarter of the current year, satisfaction levels have remained significantly high, with April 14 recording the highest level since February 2012.
- 13.2. This improvement can be attributed to the work of the service improvement steering group, chaired by the ACC which continues to monitor satisfaction levels force-wide and seeks to improve the service to victims based on feedback received.
- 13.3. It was found that the main factor of low all user satisfaction was actually as a result of violent crime satisfaction, and the follow up service the Police give to victims when their crime is being investigated.
- 13.4. A great deal of work has been done in this area, the result of which is now being realised.

14. Strategic Priority 10 - To continuously improve the police service to the communities of Leicester, Leicestershire and Rutland

- 14.1. The latest Community Based Survey (CBS) results show that confidence in Leicestershire Police continues to rise. This is extremely good news and is a strong indicator that the Force continues to address local concerns in an effective way.

15. Strategic Priority 11 - To reduce all crime

- 15.1. A positive step change in crime levels has been achieved since December 2013; although not significantly significant these lower levels remain stable at present. It is predicted that these levels will continue to be achieved into Quarter 2.

16. Strategic Priority 12 - To reduce domestic burglary and ensure a positive outcome for victims of burglary offences

- 16.1. Domestic Burglary is an area of significantly good news. Although the dashboard shows a binary comparison increase on last year, the force has successfully reduced crime from a period of a high level of offending between October 2013 and February 2014. The number of reports within the first quarter 2014 has been very steady and the force will continue to keep this type of criminality as one of its priorities and deploying extra resources where appropriate.
- 16.2. Although not significant, satisfaction levels for Burglary are currently lower than in past years. This is being addressed by the service improvement steering group.

17. Strategic Priority 13 - To reduce violence against the person – with injury and ensure a positive outcome for victims of violent crime – with injury offences

- 17.1. Violence against the person with injury includes offences such as actual bodily harm and grievous bodily harm. There has been a continued reduction in this type of offence, since a high year in 2013/14.
- 17.2. There has been significant work relating to these types of offences, and this remains one of the force's priorities in 2014/15. This type of criminality has a large link with the night time economy and a violent crime group also focuses on reducing actual bodily harm and grievous bodily harm.
- 17.3. The service improvement steering group has focused on violent crime as it was the crime type which had the lowest satisfaction rate of the three all user constituent parts.
- 17.4. The service improvement steering group particularly focused on actual bodily harm (ABH) and common assault offences. The group looked at service provision from first contact to follow up, identifying any improvements that could be made and implementing change. This work has resulted in a significant improvement since December 2013.

18. Strategic Priority 14 - To reduce vehicle crime and ensure a positive outcome for victims

- 18.1. The level of Theft of Motor Vehicle offences has remained controlled over a number of months, with only minor fluctuations month on month, until the end of quarter one, where the level was statistically high.
- 18.2. The increase has been due to a number of motorbikes/mopeds being stolen, particularly from around the Hinckley Road area of the City Centre.
- 18.3. Various tactical options are being employed in the investigation and prevention of offences. A key nominal has been arrested and charged in respect of this criminality.
- 18.4. The level of Theft from Motor Vehicles has remained low in quarter one, and the force reacts to any short term spikes in offending as part of its

daily tasking meetings, deploying resources effectively to mitigate any threats.

- 18.5. Satisfaction levels have taken a slight dip in June, and these will continue to be monitored by the service improvement steering group.

19. Strategic Priority 15 – To prevent child abuse and sexual exploitation (CSE) and provide a safe and supportive environment for victims and witnesses

- 19.1 A meeting is scheduled to provide advice and guidance and jointly agree the most appropriate performance measures to assess how well a safe and supportive environment for victims and witnesses was/is being provided. This will take into account where possible the impact of changes for Victims and Witnesses and it is anticipated this will be included in future reports.

20. Strategic Priority 16 – Improving the response, service and outcomes for those with mental health needs

- 20.1. The mental health partnership has designed a performance management framework based on the partnerships' priorities for 2014-2015. These priorities are:

- 20.1.1. Resolving conveyancing issues
- 20.1.2. Providing mental health training for front line staff
- 20.1.3. Oversight and review of partners joint policies and protocols

20.1.4 The framework was finalised on 29th August 2014. See Appendix A for details of measures. A quarterly report will be provided to the Mental Health Partnership Board and published alongside the dashboard thereafter.

21. Strategic Priority 17 - To reduce the number of repeat missing person reports

- 21.1. In quarter one of 2014/15 there was a total of 613 reports of missing people. This is slightly higher than previous quarters but not significantly high.
- 21.2. The 613 report relates to 412 individuals, which again is slightly higher than previous quarters but not significant.

22. Strategic Priority 18 – With staff and partners, transform the way we protect our communities and deliver over £20m in revenue savings by 2016/2017

- 22.1 In the Police and Crime Plan 2013-2017, the PCC set the force a challenge to achieve over £20m in revenue savings by 2016/17. In June 2013, the force presented the change plan to the PCC which at a high level identified both transactional and transformational changes to achieve the required savings.
- 22.2 Through the Change Board, the force keeps a regular track of the savings which when agreed are reflected in the Medium Term Financial Plan to ensure financial and operational decision making is aligned. The OPCC is represented at these meetings.

- 22.3 In addition to the more transactional change board projects, the major change relates to the implementation of a new delivery model and has been developed through Project Edison which has provided evidence based proposals as a step towards a transformed force *“to provide a vision for Leicestershire Police that is radical and challenging and will deliver the policing priorities for the Police and Crime Plan within the resources available.”*
- 22.4 The current Medium Term Financial Plan was based on the original identified shortfall of £23m between the years 2013/14 to 2016/17 (£34m over the full period of the spending review). The Plan shows that savings from transactional changes and changes to financial assumptions which have been banked or are nearing completion of £7.7m. In addition, Project Edison is forecast to provide savings of £9.5m. The medium term financial plan currently shows that only £5.8m of savings remain (for which plans are currently being progressed) by the 31/3/17.
- 22.5 This approach was praised by the HM Inspectorate of Constabulary (HMIC) in its assessment of forces under “Valuing the Police - Policing in Austerity”, and assessed the force as **“Good”** in terms of its progress towards meeting the financial challenge in its report in July 2014, which found that:

“Leicestershire Police is on track to achieve its required savings of £34m over this spending review period. Achieving these savings depends on the future success of the force’s change programme; the implementation of the new operating model - the way the force organises itself - increased collaboration, and removing cost from processes.”

23. Assessing and reporting on the CSPs contribution to achieving the Police and Crime Plan

- 23.1. The OPCC’s Planning and Performance Co-ordinator has arranged a series of meetings with performance leads from Leicester City Council, Leicestershire County Council and Rutland County Council.
- 23.2. In these meetings district and local authority priorities and performance reporting structures are being reviewed with a view to providing reports on Community Safety Partnership (CSP) contribution and performance towards achievement of Police and Crime Plan objectives.
- 23.3. Detailed discussions have taken place to support a terms of reference for a performance product to be supplied by the CSPs that will be collated by the OPCC and presented to the Strategic Partnership Board (SPB) and the Strategic Partnership Board Executive Board (SPBEB).

Implications

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|--------------------------------|--|
| 24. Financial: | None |
| Legal: | None |
| Equality Impact Assessment: | Completed for the Police and Crime Plan |
| Risks and Impact: | None identified |
| Link to Police and Crime Plan: | Performance frameworks support the delivery of the Police and Crime Plan |

List of Appendices

25. Appendix A - Police and Crime Plan – Partnership Dashboard

Background Papers

26. None.

Persons to Contact

27. Ms Suzanne Houlihan, Planning and Performance Co-ordinator, Tel: 0116 229 8986, email: suzanne.houlihan@leicestershire.pnn.police.uk

Police & Crime Plan Dashboard

Period Covered: 3 months to June 2014

Strategic Priorities

1 Preventing and diverting young people from offending

	YTD	L. YTD	% Var
Reduction in the number of 10-17 year olds entering the criminal justice system for the first time and receiving community resolutions, youth cautions and youth conditional cautions	NA	NA	NA

SP1 Comments:
Data to be presented to Youth Offending Management Board in September.

2 Reducing reoffending amongst young people and adults

	YTD	L. YTD	% Var
Reduction in offending by 18-24 year olds 1	38	90	-58%
Reduction in re-offending by 18-24 year olds 2	NA	NA	NA

SP2 Comments:
1 Offending data is based on a cohort of those deemed at risk of offending. It is understood that some of these were in prison for some of Q1 2014/15.
2 To be presented to Reducing Re-offending Board on 19th September.
Work continues to develop this measure.

3 Reducing alcohol and drug related offending and reoffending

	YTD	L. YTD	% Var
Increase in the number of successful drug and alcohol treatment completions 1	NA	NA	NA
Decrease in all re-presentations to drug and alcohol treatment 1	NA	NA	NA
Reduction in reoffending rates amongst those offenders entering a criminal justice drugs treatment programme 1	NA	NA	NA
Reduction in the number of incidents recorded in or near licensed premises during the night-time economy hours of 7pm to 7am 2	361	472	-24%

SP3 Comments:
1 Treatment and CJ data not currently available from national external sources..
2 Recording of "night time economy" incidents only started in April 2013.

4 Reducing crime and Anti-social behaviour (ASB) caused by families in a Troubled/Supported families programme

	Assessment
Reduction in re-offending within families engaged in a Troubled/Supported family programme	634 out of 1883 re-offended in last 12m
Reduction in recorded ASB committed by families engaged in a Troubled/Supported families programme	346 of 1883 showed specified reductions

SP5/6/7/12/14A/14B/15 Comments:
"Victim focused crime outcomes" metrics being developed by Leicestershire Police (OCC and OPCC)
The service awareness measures require further consultation with partners and specialists and a meeting is taking place on the 3rd September with performance leads and subject specialists to take this work forward.

6 To Increase reporting of serious sexual offences and ensure a positive outcome for victims and witnesses

	Actual	Total
A victim focused crime outcome	NA	
Satisfaction with service	NA	
Awareness of services available	NA	

7 To Improve Outcomes For Victims of Hate Crimes

	Actual	Total
A victim focused crime outcome	NA	
Satisfaction with service	81.3%	
Awareness of services available	NA	

8 To Improve Outcomes For Victims of ASB

	Actual
Satisfaction with service	82.7%

9 To continually improve the quality of service and response to victims of crime

	Actual
Satisfaction with service	84.1%

10 To continually improve the police service to the communities of Leicester, Leicestershire and Rutland

	Actual
Confidence rate in Community Based Survey that the 'police are doing a good job'	81.8%

11 To reduce all crime

	Actual	Total
Change in level of offences	0.8%	15,243

12 To Reduce Domestic Burglary

	Actual	Total
Change in level of offences	15.8%	930
A victim focused crime outcome	NA	
Satisfaction with service	91.2%	

13 To Reduce Violence Against The Person - with injury

	Actual	Total
Change in level of offences	-4.4%	1,021
A victim focused crime outcome	NA	
Satisfaction with service	78.1%	

14A To Reduce Theft From Motor Vehicles

	Actual	Total
Change in level of offences	3.3%	1,326
A victim focused crime outcome	NA	
Satisfaction with service	86.0%	

14B To Reduce Theft Of Motor Vehicles

	Actual	Total
Change in level of offences	18.9%	315
A victim focused crime outcome	NA	
Satisfaction with service	76.2%	

15 To prevent child abuse and child sexual exploitation (CSE) and provide a safe and supportive environment for victims and witnesses.

Partners have agreed to work together to agree to work together to agree a victim focused performance framework. The performance framework will be published when complete.

16 Improving the response, service and outcomes for those with mental health needs

Review and streamline conveyancing of patients across partner agencies leading to better use of resources.

Deliver mental health training to front line operation staff including police officers, probation and housing officers.

Review key policies and procedures relating to mental health issues across the agencies ensuring they are consistent, efficient and effective.

A written update will be provided to SPB Executive Group.

17 To reduce the number of repeat missing person reports

	YTD	L. YTD	% Var
Reduction in no. of missing reports (Missing)	1043	1060	-2%
Reduction in no. of missing reports (Absent)	772	916	-16%
Reduction in reports received from the nine key locations	112	109	3%

18 With staff and partners, transform the way we protect our communities and deliver over £20m in revenue saving by 2016/17.

	£ millions
Latest estimate of savings required	£23.00
Savings realised to date	£3.24
Savings identified but not yet realised (est)	£1.84
Further savings required to be identified and realised by end of 2016/17	£17.92

KEY :
Classification of "Continuous Improvement".
Statistically Significant Improvements as compared to end of 2013/14
No Statistically Significant change as compared to end of 2013/14 *
Statistically Significant deterioration as compared to end of 2013/14
Percentage change increases are shown as a positive number. Percentage change decreases are shown as a negative number.
* In many cases the lack of statistical evidence is attributable to the short time period under consideration (i.e. 1 quarter only).

SP18 Comments:
Covers period 1st April 2013 to 31st March 2017 (i.e. period covered by Police and Crime Plan).
Indicates the latest estimate as at 31st March 2014.