

**POLICE & CRIME
COMMISSIONER FOR
LEICESTERSHIRE
POLICE AND CRIME PANEL**

PAPER MARKED

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| Report of | POLICE AND CRIME COMMISSIONER |
| Date | WEDNESDAY 23RD MARCH 2015 AT 1:00pm |
| Subject | QUARTER 3 – PERFORMANCE REPORT |
| Author | MS SUZANNE HOULIHAN |

1. Purpose of Report

- 1.1. The purpose of this report is to inform the Police and Crime Panel ('the Panel') on performance towards achieving the objectives in the Police and Crime Plan ('the Plan').

2. Recommendation

- 2.1. The Panel are recommended to note the contents of the report.

3. Background

- 3.1. The Police and Crime Plan performance is assessed on a quarterly basis to provide a long term strategic view of performance towards achieving the objectives in the Police and Crime Plan.
- 3.2. It has been agreed that data provided by partners is supplied to relevant management boards before going to the PCC for inclusion in the dashboard. Therefore data which has not been received at the time of the report will not appear in the dashboard.
- 3.3. The OPCC is developing the performance management capability so that return on investment analysis is completed and reported from within the OPCC. Interviews for a Performance and Evaluation Coordinator took place on the 16th March 2015 and an update on recruitment will be provided in the Police and Crime Panel meeting.

4. Quarter 3 Performance

- 4.1. – Please refer to Appendix A – Performance Dashboard

5. Strategic Priority 1 – Preventing and diverting young people from offending

5.1. Youth Offending Management Boards have met in recent weeks to discuss their latest performance. Both City and County Youth Offending Services are achieving the reductions required by Police and Crime Plan.

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

6.1. Quarter 3 reporting shows there is a 47% reduction in offending by those 18-24 year olds in the 9 months to December 2014 compared to the previous year (an estimated reduction of 58% compared to the baseline year). These reductions show a continuing positive long term trend.

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

7.1 As detailed in the performance paper dated 17th December 2014, this data will be collected from April 1st 2015 and available in at the end of July 2015 at the end of the quarter 1 period.

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 a Troubled/Supported families programme.

8.2. At the end of September 2014, across City and County local authority areas, over 2000 families were engaged in a Troubled/Supported families programme. The County Council has now commenced a new programme which will engage with over 400 families by the end of March. The City Council continue to engage with nearly 1400 and Rutland are working with 16. At the end of December 2014 a quarter of those families are showing a reduced rate of ASB and re-offending in Leicester City and Rutland, there are no performance figures for the County Council's new programme yet.

8.3. The definition of a reduction is 'Families where there has been a 60% reduction in ASB across the family in the last 6 months compared to the previous 6 months and families where the offending rate by minors in the family has reduced by at least 33% in the last 6 months compared to the previous 6 months'.

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 control levels and there are no statistical indications that levels of the more serious, With Injury, offences are changing (i.e. they are neither reducing nor increasing to any significant degree). The levels of Without Injury offences are generally increasing, and the latest month is a significantly higher level than recently seen.

- 9.2. The increased level of Without Injury offences, together with the stable levels of the more serious, With Injury offences, is regarded as indicative of positive action encouraging greater and earlier reporting, and the successful intervention work preventing the escalation into more serious offences. However, it is acknowledged that this remains an area of under reporting and the Police and partners are working together to encourage more victims of this type of crime to feel confident to report.
- 9.3. Monthly calls to helplines in Leicester City and Leicestershire have continued to increase and provide further evidence of the under reporting to Police as the volumes of calls significantly exceed the level of Police reports. The extent of overlapping data with callers to helplines also making reports to the Police is unclear and further ongoing work should provide a better understanding of the underlying levels of domestic abuse across Leicester, Leicestershire and Rutland.
- 9.4. Leicestershire Police and partners are working together to support victims and households who have experienced three police reported domestic incidents in a year in an innovative project named 'Project 360' which is based at Keyham Lane Police Station. Evaluation of the project will directly advise policy making in Leicestershire Police and will help to address the very important issue of repeat incidents of domestic violence.
- 9.5. 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. There are early indications that the use of these orders is having a positive impact, although further analysis should take place to confirm that the orders have prevented further incidents and that there are not further incidents that have not been reported. Further details of this work will be presented by the Chief Constable to the PCC early in the new financial year.
- 9.6. There has been positive feedback from the Courts regarding the completion and subsequent granting of DVPOs from Leicestershire Officers which is apparently not the case in other areas.
- 9.7. The Force continues to engage with the victims of domestic abuse in order to gain a better understanding of their experience when reporting incidents to the Police. Surveys were carried out during 2014 with 148 victims of domestic abuse and there is a 90.5% satisfaction with the overall experience.

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. There has been an increase in the reporting of rape offences to Juniper Lodge with an apparent gap of approximately 28% when compared with reports to the Police. There is ongoing work to gain a better understanding of the underlying reasons for this. Although there has been a significant increase in reporting to the Police there is a significant level of under reporting which does mean that although these victims are not having their cases investigated and receiving a justice outcome, they are receiving the benefits of partner agencies which support them.

- 10.2. More than 40% of recorded Rape offences are reported within 7 days of the offence. Very few reports are made between 7 and 28 days of the offence, with more than 25% between 28 and 365 days of the offence, and 33% over one year after the offence date.
- 10.3. The later reporting of many offences does create evidential difficulties which can hamper the investigation and limit the opportunities for a positive outcome to the investigation in terms of the resolution of the crime. The large proportion of reports that are over a year old are at least in part due to the increased media coverage of several high profile court cases regarding rape and sexual assault offences.
- 10.4. There is a potential risk to the Force that the gap which exists between reported offences and positive outcomes which results from the active recording policy could lead to adverse media comment. The positive outcome rate relates to the number of suspects charged. There is no suggestion that the current victim focussed policy should change, and it has been highlighted by the HMIC as good practice but this potential risk area should be noted and understood.
- 10.5. Due to the robust investigation and support and a positive relationship with the Crown Prosecution Service the conviction rate at court is 70%. This has increased from 25% since 2010.
- 10.6. Leicestershire Police continues to be one of the few Forces to carry out victim satisfaction surveys for victims of rape. There is currently a 90.5% satisfaction rate with the service.

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 general reduction in the number of reports since the significantly high levels reported in July 2014, and it is noted that there is a seasonal low point in reporting around November - December annually.
- 11.2. Despite this reduction the levels of monthly reports are higher than seen during the previous two years and this is seen as a positive, with more victims feeling confident that their crime will be dealt with effectively.
- 11.3. The overall level of satisfaction amongst surveyed victims of Racist Incidents has shown some signs of slight improvement over recent months. This is the result of considerable efforts over time to investigate and manage these reports appropriately, and to manage the expectations of the victims where a positive outcome may not prove possible.
- 11.4. The Safer and Confident Communities Board ensures consistent engagement with diverse groups in Leicester, Leicestershire and Rutland.
- 11.5. Threats relating to hate crime and incidents on the new crime and incident system Niche will be managed via the Corporate Services audit team.
- 11.6. It should be noted that all Hate Crime types will feature in the User Satisfaction Surveys from April 2015.

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 The number of reported ASB incidents has been reducing for a number of years, and there have been 6 successive months of reduction since July 2014. It is noted that there is a seasonal fall in reported incidents around December – January annually and there is therefore the expectation that reported incidents will increase over the coming months.
- 12.2 Satisfaction levels have stabilised around 80% and currently show no signs of any significant change.
- 12.3 The changes to Force structure and to the activities and responsibilities of the Neighbourhood Officers will not be reflected in survey results until April / May 2015 and several months of reported data will be required before it will be possible to properly assess the implications of these changes on the perceptions of victims of crime and anti-social behaviour.

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 reported by a sample of burglary, vehicle and violent crime victims. The period since April 2014 has seen successive months of reducing levels of satisfaction with 5 successive months of significantly low levels.
- 13.2. It should be noted that these reductions amount to a 3% point fall, however the current satisfaction rate remains at 82% and has consistently been within a range of 82% - 87% over the last six years.
- 13.3. There is a general underlying reduction in satisfaction levels across the component offences that make up All User satisfaction, with violent crime satisfaction continuing to report a lower level than burglary and vehicle crime. There is also deterioration evident across the four areas of contact, action, follow-up and treatment.
- 13.4. The service improvement steering group, chaired by the ACC Operations continues to monitor satisfaction levels Force wide and looks to improve the service to victims based on feedback received. Considerable work has been undertaken over time and an action plan is in place to address the current position.

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 long term reduction is apparent and current levels have stabilised at a generally lower level than seen in the previous year. Over the period of the Plan performance has fluctuated. Current trends show that a significant reduction since the start of the plan remains achievable.

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

- 16.1. Domestic Burglary offences have matched the seasonal pattern seen last year, albeit at a lower level than previously seen. There is a seasonal reduction in reported offences during the early months of the calendar year and there is therefore the expectation that reported levels will continue to fall over the coming months. The Force will continue to keep this type of criminality as one of its priorities and will deploy extra resources where appropriate.
- 16.2. Although there have been six successive months of significantly lower levels of satisfaction it must be noted that satisfaction levels are still in excess of 86%.
- 16.3. The service improvement steering group will continue to focus on this area, and it will form part of a complete service improvement action plan.

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. Current reported levels of this type of offence are generally lower than reported during the previous year and continue to fluctuate within expected bounds whilst showing no signs of any significant change.
- 17.2. There has been significant work relating to these types of offences, and this remains one of the Forces priorities in 2014/15. This type of criminality has a significant link with the night time economy, and the violent crime group also focuses on this.
- 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. This will now feature as part of the service improvement action plan.

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. This has seen a progressive narrowing of the expected bounds which does mean that

the recently increased levels of offences are significantly higher than expected although numerically the changes are relatively modest.

- 18.2. Much of the increase continues to be due to a localised issue of theft of motorbikes/mopeds, 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 Police-led problem profile has been commissioned in order to understand and address this issue.
- 18.4. The level of theft from motor vehicles has remained controlled, with fluctuations within expected bounds and no significant changes identified. The latest month reports a sharp increase to the upper expected bound. There are some identified issues with travelling criminals and three arrests have been made of individuals active across several of the East Midlands counties. An intelligence collection plan is in place to further understand this area of criminality.
- 18.5. Satisfaction levels have reduced over recent months in common with other measures of satisfaction. This will be considered as part of the user satisfaction action plan, and 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. The Leicester, Leicestershire and Rutland Safeguarding Children Board's (LSCB) Joint CSE, Trafficking and Missing Sub Group is responsible for collecting data from partner agencies relevant to Strategic Priority 15. Q3 data has recently been collected.
- 19.2. Overall the data is showing evidence of the following trends:
 - Reduction in the number of children reported missing, reduction in repeat incidences of children going missing and a reduction of children going missing more than once.
 - Increase in numbers of return interviews being undertaken with children who have gone missing.
 - Increase in the number of CSE referrals (highlighting improved and heightened awareness amongst professionals).
 - Evidence that within referrals the signs and symptoms of CSE are being spotted earlier.
 - A wider range of agencies making referrals.
 - Reported increase in awareness of CSE amongst professionals, children and young people.
 - Increase in the number of CSE related investigations and prosecutions.

- A wider range of agencies engaged in the CSE agenda including the licensing authorities and pharmacists.

19.3. The LSCBs have agreed to fund the recruitment of a CSE Coordinator. The CSE Coordinator's role will include: improving the quality of data and analysis provided by partners in relation to CSE and missing children; improving the quality of the presentation of the data set into a more accessible and structured format; developing a multi-agency problem profile; and liaising with the OPCC in relation to progress against Strategic Priority 15.

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

19.1 Please see **PROTECTING THE VULNERABLE & SUPPORTING VICTIMS AND WITNESSES REPORT**

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

20.1. In the first three quarters of 2014/15 there was a total of 1815 reports of missing people. The current levels of reports are fluctuating within expected bounds around the mean and are not showing any signs of significant change. 63% of reports relate to young persons.

20.2. There were 637 repeat reports during the first three quarters of 2014/15. There is no evidence of any significant change and levels fluctuate within expected bounds around the mean.

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

21.1. The Medium Term Financial Plan (MTFP) originally highlighted a shortfall of £23m which needed to be reduced from the baseline budget permanently by 2016/17. The latest MTFP, taking into account grant reductions and the impact of employers national insurance increases the shortfall over the period is nearer £27.8m. The MTFP (and hence the funding gap) changes as pressures (potential increases) and savings from the baseline budget are identified or forecast.

21.2. As at the end of February 2015, against the original estimate of savings required between the years 2013/14 to 2016/17, savings of £23.8m have been realised, planned or are nearing completion, including from the new operational policing model.

21.3. At the Police and Crime Panel in January 2015, the PCC reported that the residual funding gap for 2016/17 stood at £6.1m which included £2.1m of police officer savings that were due to be realised in August 2017 due to officer attrition timing. The remaining £4.0m is subject to ongoing work by the Force and includes a target of £2.5m set by the PCC against specific priority areas as highlighted in the January Precept report.

21.4. The MTFP remains a live planning tool that is frequently updated based on available information or estimates. The challenges facing the Force go

beyond 2016/17 and current estimates show that the Force faces a savings target of approximately £17m (including the £6.1m for 2016/17) by 2019/20.

Implications

| | |
|--------------------------------|--|
| 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

Appendix A - Police and Crime Plan – Partnership Dashboard – Due to document size the dashboard is provided in a separate file.

Background Papers

None.

Persons to Contact

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Police & Crime Plan Dashboard

Period ended December 2014

Strategic Priorities

1 Preventing and diverting young people from offending

| Baseline 2012/13 | Latest 12 months | % Var. |
|------------------|------------------|--------|
| 667 | 486 | -27% |

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

SP1 Comments:
Data presented to City Youth Offending Management Board in March presented only 9 monthly data to Sep 14 (this has been pro-rata-ed for comparative purposes). Date presented to County Youth Offending Service Management Board in February presented data for 12 months to June 2014.

2 Reducing reoffending amongst young people and adults

| Baseline 2012/13 | Latest 12 months | % Var. |
|------------------|------------------|--------|
| 407 | 169 | -58% |
| 372 | | -54% |

Reduction in offending by 18-24 year olds 1
Reduction in re-offending by 18-24 year olds 2

SP2 Comments:
Data is based on a cohort of those deemed at risk of offending.
1 It is understood that some of the cohort were in prison for some of Q1-2 2014/15.
2 Presented to Reducing Re-offending Board (9 months data - pro-rataed above)

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 | 4975 | - | NA |

SP3 Comments:
1 Treatment and CJ data not currently available from national external sources.
2 Recording of "night time economy" incidents only started in Jan.2014

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 | No change |
| Reduction in recorded ASB committed by families engaged in a Troubled/Supported families programme | No change |

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 took place on the 3rd September with performance leads and subject specialists to take this work forward.

5 To increase reporting of Domestic Violence with Injury and ensure a positive outcomes for victims and witnesses

| Baseline 2012/13 | Latest 12 months |
|---------------------------------|------------------|
| A victim focused crime outcome | NA NA |
| Satisfaction with service | NA 90.5% |
| Awareness of services available | NA NA |

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

| Baseline 2012/13 | Latest 12 months |
|---------------------------------|------------------|
| A victim focused crime outcome | NA NA |
| Satisfaction with service | NA |
| Awareness of services available | NA NA |

7 To improve outcomes for victims of Hate crimes

| Baseline 2012/13 | Latest 12 months |
|---------------------------------|------------------|
| A victim focused crime outcome | NA NA |
| Satisfaction with service | 84.2% |
| Position v MSG | 2nd |
| Awareness of services available | NA |

8 To improve outcomes for victims of ASB

| Baseline 2012/13 | Latest 12 months |
|---------------------------|------------------|
| Satisfaction with service | 82.9% |

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

| Baseline 2012/13 | Latest 12 months |
|---------------------------|------------------|
| Satisfaction with service | 84.5% |
| Position v MSG | 6th |

10 To continually improve outcomes the police services to the communities of Leicester, Leicestershire and Rutland.

| Baseline 2012/13 | Latest 12 months | Projection 2016/17 |
|--|------------------|--------------------|
| Confidence that Police are doing a good job. | 75.3% | |
| Position v MSG | 4th | Sep '14 |

11 To reduce all crime

| Baseline 2012/13 | Latest 12 months | Projection 2016/17 |
|--------------------|------------------|--------------------|
| Number of offences | 58805 | 59392 |
| Position v MSG | | 9th |
| SPC variance | | |

12 To reduce Domestic Burglary to victims of crime

| Baseline 2012/13 | Latest 12 months | Projection 2016/17 |
|--------------------------------|------------------|--------------------|
| Number of offences | 3935 | 4189 |
| Position v MSG | | 7th |
| SPC variance | | |
| A victim focused crime outcome | NA | |
| Satisfaction with service | 89.7% | |
| Position v MSG | | 8th |

13 To reduce Violence Against the Person - with Injury

| Baseline 2012/13 | Latest 12 months | Projection 2016/17 |
|--------------------------------|------------------|--------------------|
| Number of offences | 4365 | 4885 |
| Position v MSG | | 1st |
| SPC variance | | |
| A victim focused crime outcome | NA | |
| Satisfaction with service | 78.1% | |
| Position v MSG | | 6th |

14A To reduce Theft from Motor Vehicles

| Baseline 2012/13 | Latest 12 months | Projection 2016/17 |
|--------------------------------|------------------|--------------------|
| Number of offences | 5236 | 5375 |
| Position v MSG | | 7th |
| SPC variance | | |
| A victim focused crime outcome | NA | |
| Satisfaction with service | 85.9% | |
| Position v MSG | | 4th |

14B To reduce Theft of Motor Vehicles

| Baseline 2012/13 | Latest 12 months | Projection 2016/17 |
|--------------------------------|------------------|--------------------|
| Number of offences | 1051 | 1231 |
| Position v MSG | | 5th |
| SPC variance | | |
| A victim focused crime outcome | NA | |
| Satisfaction with service | 75.5% | |
| Position v MSG | | 4th |

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

C3 data is showing evidence of the following trends:

- Reduction in the number of children reported missing, reduction in repeat incidences of children going missing and a reduction of children going missing more than once
- Increase in the number of CSE referrals (highlighting improved and heightened awareness amongst professionals)
- Reported increase in awareness of CSE amongst professionals, children and young people

Decrease in the number of CSE related investigations and prosecutions

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

Review and streamline conveying 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

| Baseline 2012/13 | Latest 12 months | % Var. |
|---|------------------|--------|
| Reduction in no. of missing reports (STORM) | 5929 | 4277 |
| Reduction in no. of missing reports (COMPACT) | | 2987 |
| Reduction in reports received from the nine key locations | 1207 | 330 |
| Reduction in no. of "Absent" reports. | | 637 * |

COMPACT is a case management system. Incidents recorded on STORM may be closed before they are raised on Compact if the person is traced in the meantime. A new practice of recording of recording incidents was introduced in April 2013 and hence there is no baseline for the reduction of incidents recorded as "Absent".
* 9 months to December 2014.

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 | £27.8 |
| Savings realised to date | £21.7 |
| Savings identified but not yet realised (est) | £2.1 |
| Further savings required to be identified and realised by end of 2016/17 | £4.0 |

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 December 2014 (and is under continual review).

KEY :
Classification of "Continuous Improvement".

| | |
|--------|---|
| Green | Statistically Significant Improvements as compared to end of 2012/13 |
| Yellow | No Statistically Significant change as compared to end of 2012/13 * |
| Red | Statistically Significant deterioration as compared to end of 2012/13 |

* In many cases the lack of statistical evidence is attributable to the short time period under consideration (i.e. 3 quarters only).

Note :
Continuous Improvement in service is measured by monitored by surveys of levels of confidence and satisfaction.