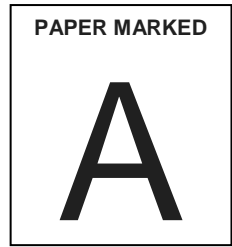


POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE STRATEGIC ASSURANCE BOARD



Report Of	CHIEF CONSTABLE
Subject	FIRST QUARTER PERFORMANCE MONITORING
Date	MONDAY 28 JULY 2014 AT 2.00 P.M
Author	JON WHITE, FORCE INTELLIGENCE BUREAU

Purpose of Report

1. The purpose of this report is to inform the Strategic Assurance Board (SAB) of Leicestershire Police performance against the priorities as documented in the Police and Crime Plan (PCP).

Scope of Report

2. This report concentrates on performance in quarter one of the 2014/15 year, utilising data up to the end of June 2014.

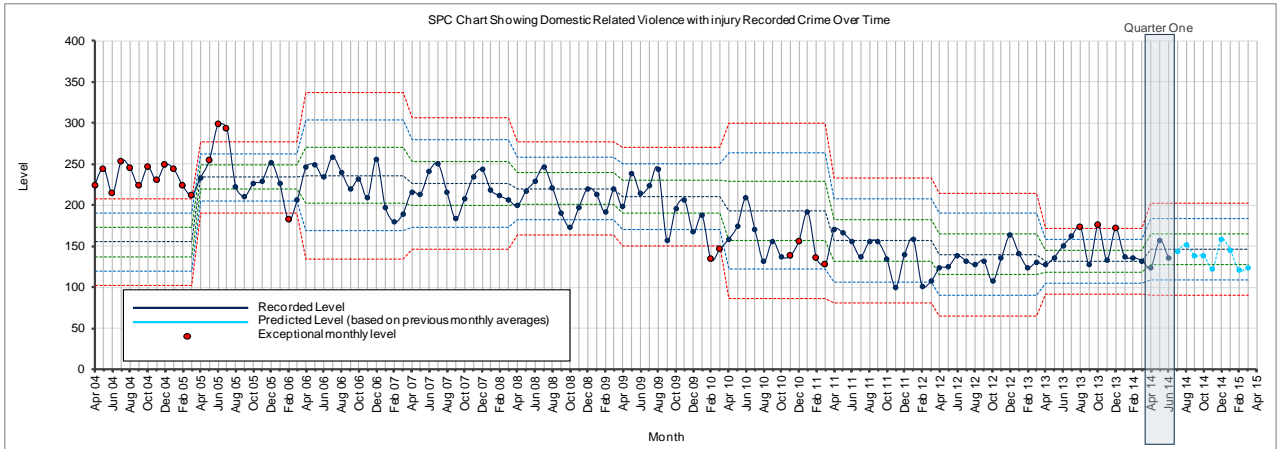
Background

3. At the SAB meeting on the 8th May 2014, it was agreed that performance reporting to the Strategic Assurance Board is provided on a quarterly basis. This report, based on the PCP, looks at recorded crime levels in the context of long term trends. This puts the levels of crime being recorded at present into context and also indicates where levels are significantly high, or low, using statistical process control (SPC) methodology.

Reducing Offending and Reoffending

Priorities 1 to 4 are reported separately by partnership agencies.

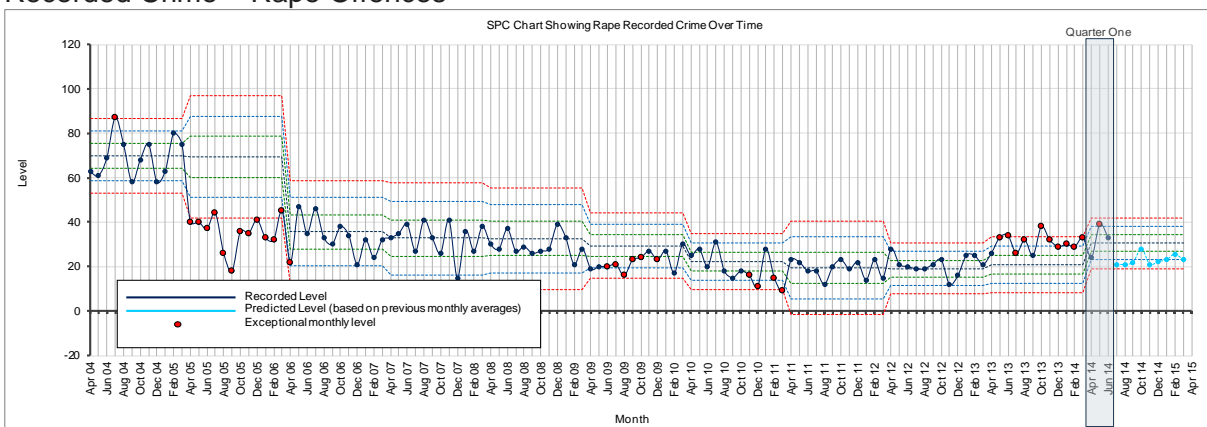
Priority 5. To increase reporting of domestic abuse and ensure a positive outcome for victims and witnesses of domestic abuse



4. 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.
5. 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.

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

Recorded Crime – Rape Offences



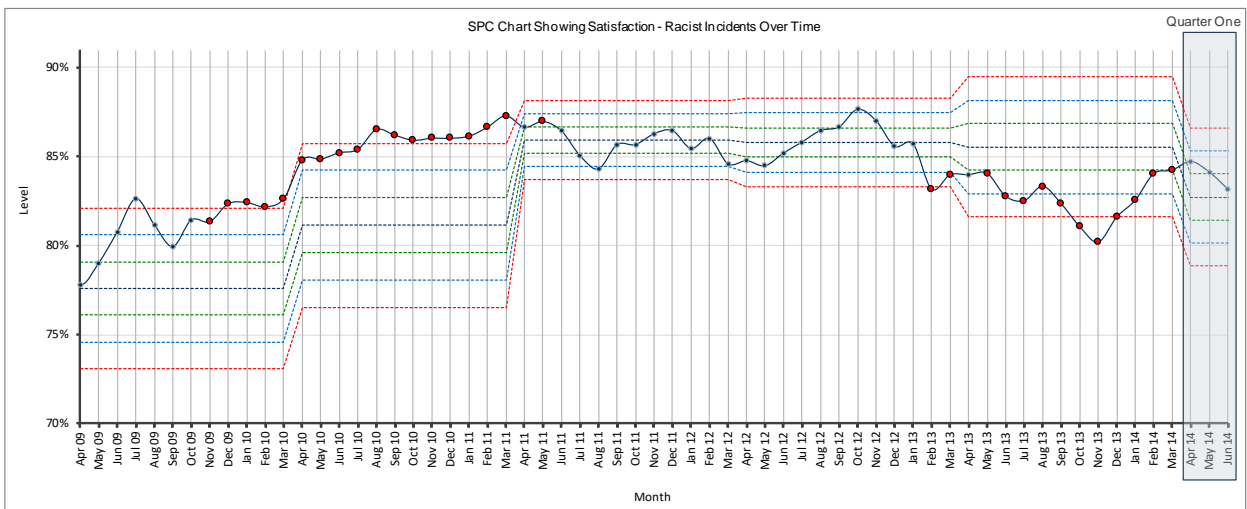
6. The level of reported Rape offences was significantly high in May 2014. This follows a particularly high level of reporting in 2013/14.

7. The Force was recently inspected as part of a national regime by the HMIC regarding the no criming of offences. It was found that the Force crime recording practices are sound, and further internal audits back up these findings.
8. 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 confidence in a thorough Police investigation.
9. 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 is due to the increased media coverage of several high profile court cases regarding rape and sexual assault offences.
10. 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. 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.

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

Recorded Crime

Satisfaction – Racist Incidents



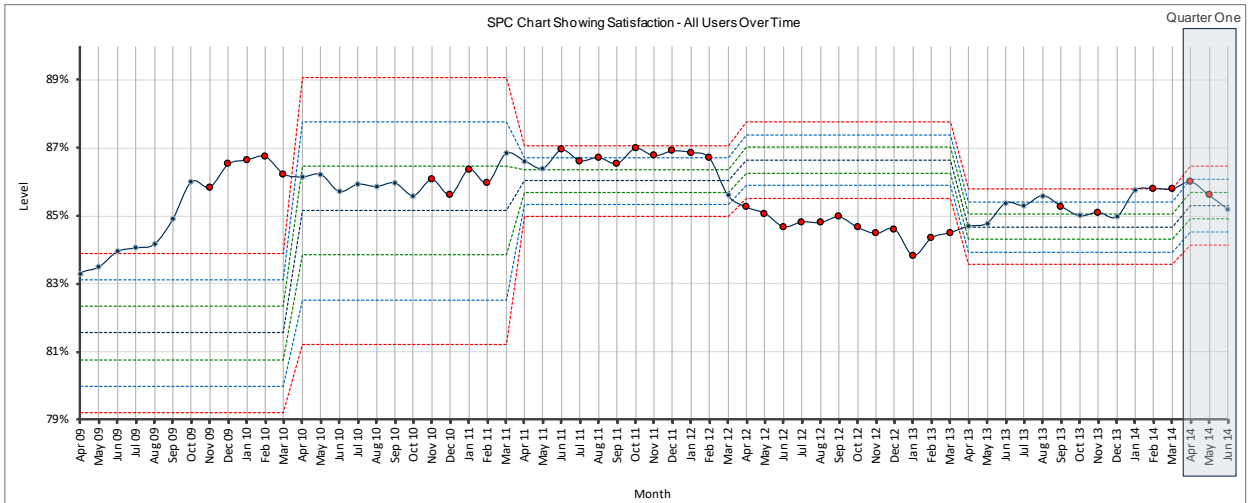
11. The levels of both recorded crime and satisfaction are within expected levels. There has been a slight increase in the number of reported hate crimes since February 2014, and this is seen as a positive as more victims feel confident that their crime will be dealt with effectively.

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

Satisfaction

12. Both the number of reported ASB incidents and satisfaction levels are currently within expected levels.
13. The Force, in conjunction with the Police & Crime Commissioner recently launched three new dedicated ASB cars dedicated to tackling ASB, problem solving and finding long term solutions to the issues.
14. The Force has also recently run an internal corporate communications scheme named Get Out. This aims to re-emphasise the importance of getting out, speaking to the victim, taking positive action and keeping the victim updated on the progress of the investigation.
15. 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.

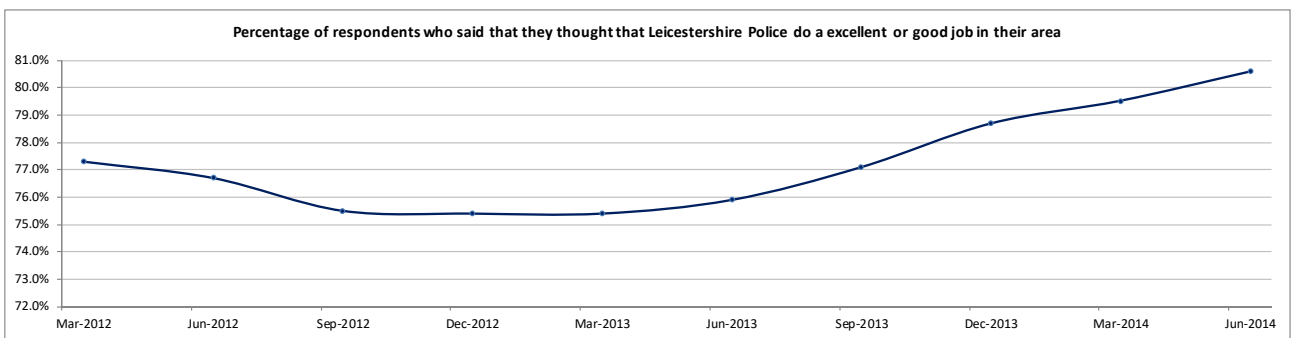
Priority 9. To continually improve the quality of service and response to victims of crime



- 16. 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.
- 17. 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 looks to improve the service to victims based on feedback received.
- 18. 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 the Police give to victims when their crime is being investigated.
- 19. A great deal of work has been completed in this area, the result of which is now being realised.

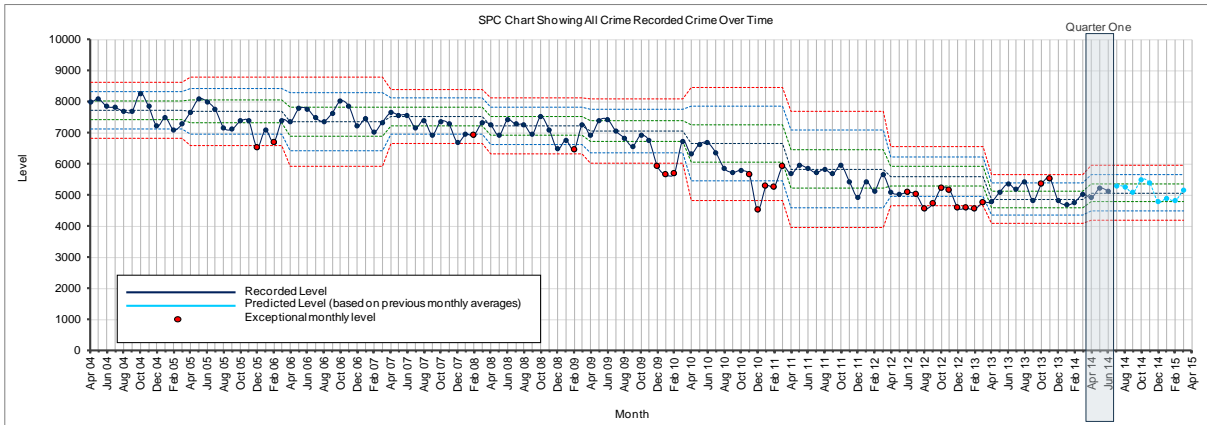
Making Communities and Neighbourhoods Safer

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



- 20. 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.

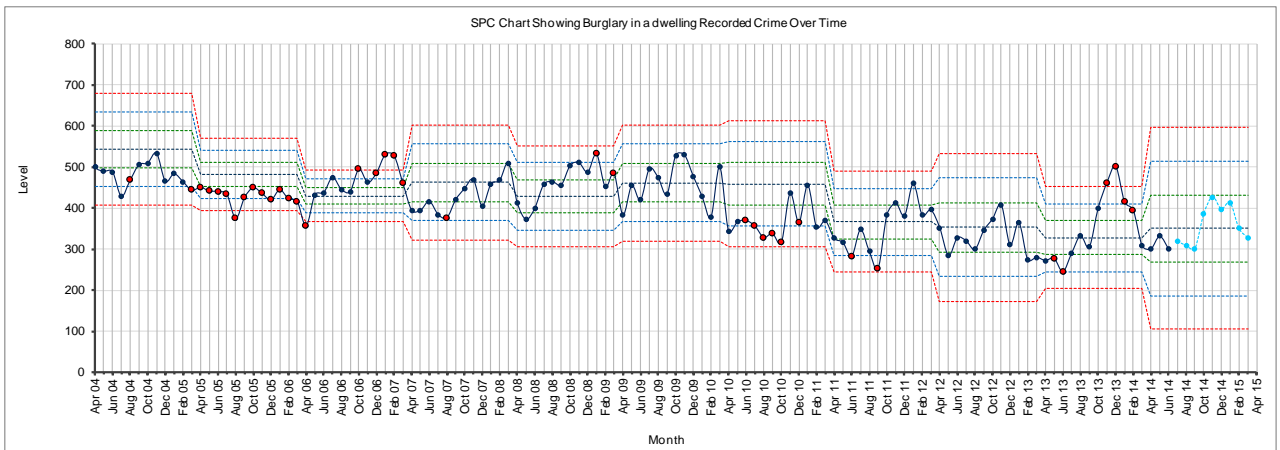
Priority 11. To reduce all crime



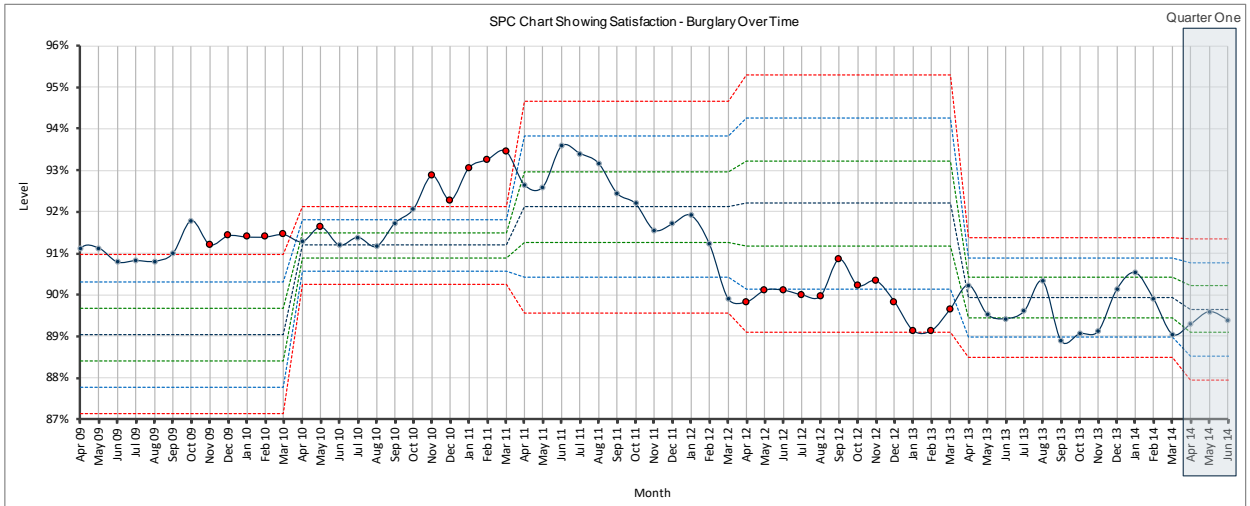
21. The above chart shows the overall recorded crime level for the Force. It shows that although not significant, a clear positive step change in crime levels has been achieved since December 2013, and these lower levels remain stable at present. It is predicted that these levels will continue to be achieved in the next month.

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

Recorded Crime



Satisfaction

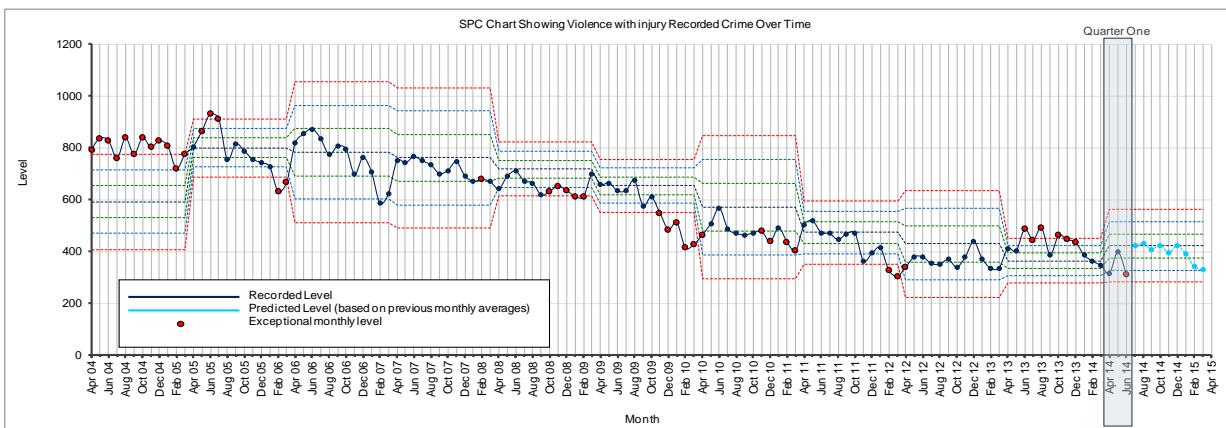


22. Domestic Burglary is an area of significantly good news. The Force has successfully reduced crime from a period of high level of offending between October 2013 and February 2014. The number of reports within the first quarter 2014 has been very steady and the Force will continue to keep this type of criminality as one of its priorities and deploying extra resources where appropriate.

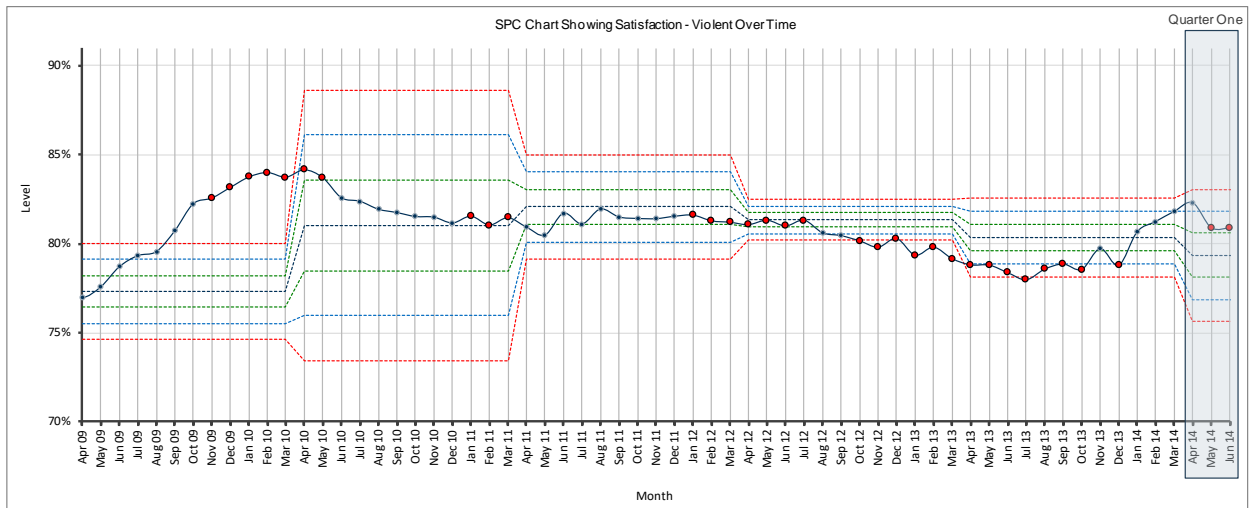
23. Although not significant, satisfaction levels for burglary are currently lower than in past years. This is being addressed by the service improvement steering group.

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

Recorded Crime



Satisfaction

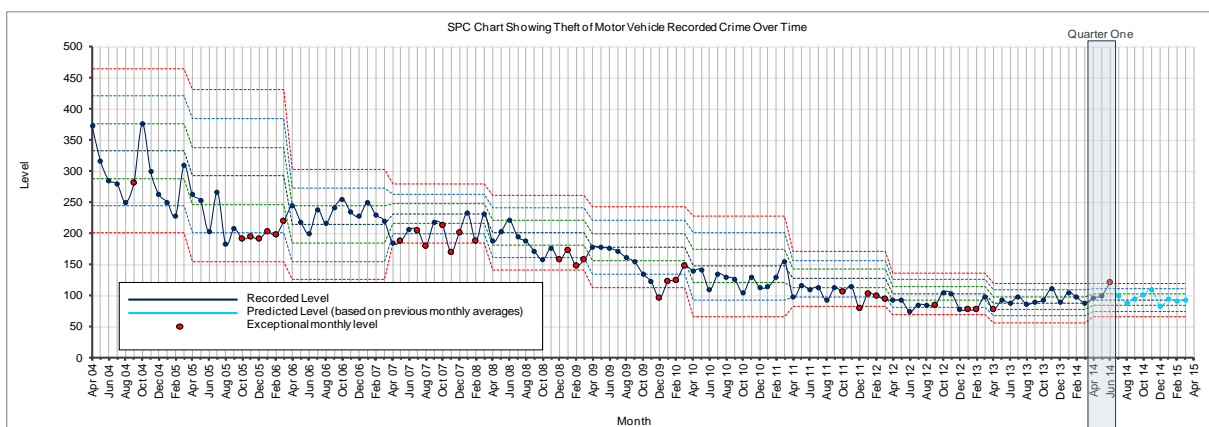


24. Violence against the person with injury includes offences such as actual bodily harm, and grievous bodily harm. There has been a continued reduction in this type of offence, since a high year in 2013/14.
25. There has been significant work relating to these types of offences, and this remains one of the Forces priorities in 2014/15. This type of criminality has a large link with the night time economy, and the violent crime group also focuses on this.
26. 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.
27. 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 these particular crime types, identifying any improvements that could be made and implementing change. This work has resulted in a significant improvement since December 2013.

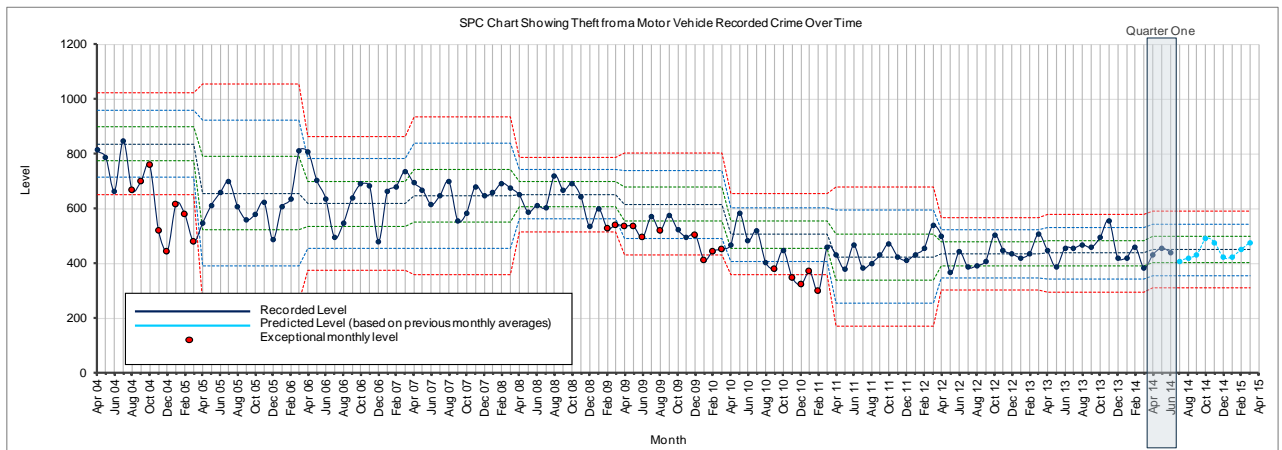
Priority 14. To reduce vehicle crime and ensure a positive outcome for victims

Recorded Crime

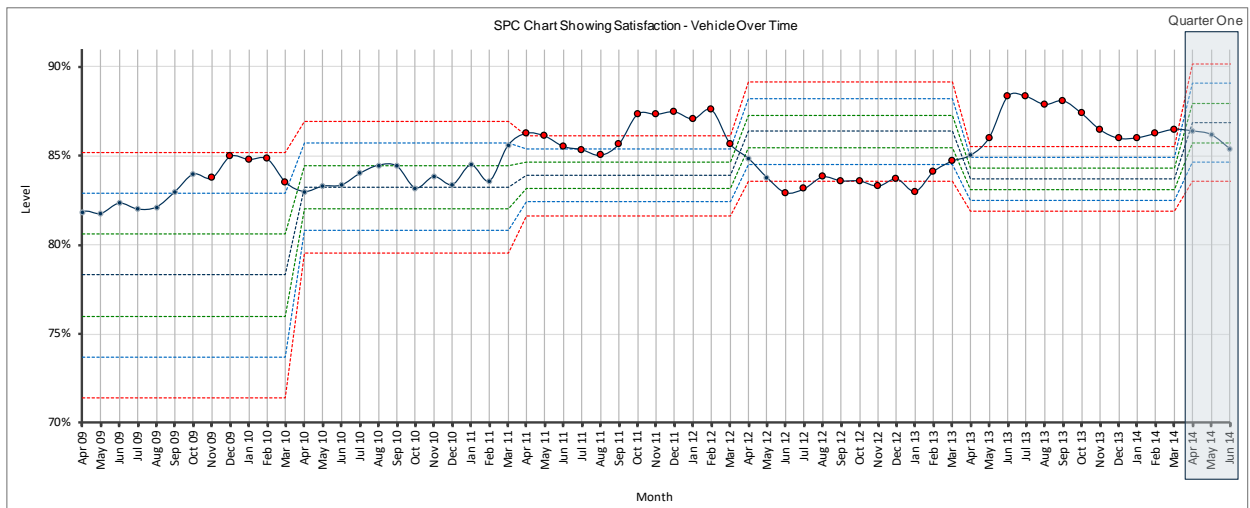
Theft of Motor Vehicle



Theft from Motor Vehicle



Satisfaction



28. The level of theft of Motor Vehicle 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.
29. The increase has been due to a number of motorbikes/mopeds being stolen, particularly from around the Hinckley Road area of the City Centre.
30. Various tactical options are being employed in the investigation and prevention of offences. A key nominal has been arrested and charged in regards to this criminality.
31. 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.
32. Satisfaction levels have taken a slight dip in June, and these will continue to be monitored by the service improvement steering group.

Priorities 15 and 16 are reported separately by partnership agencies.

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

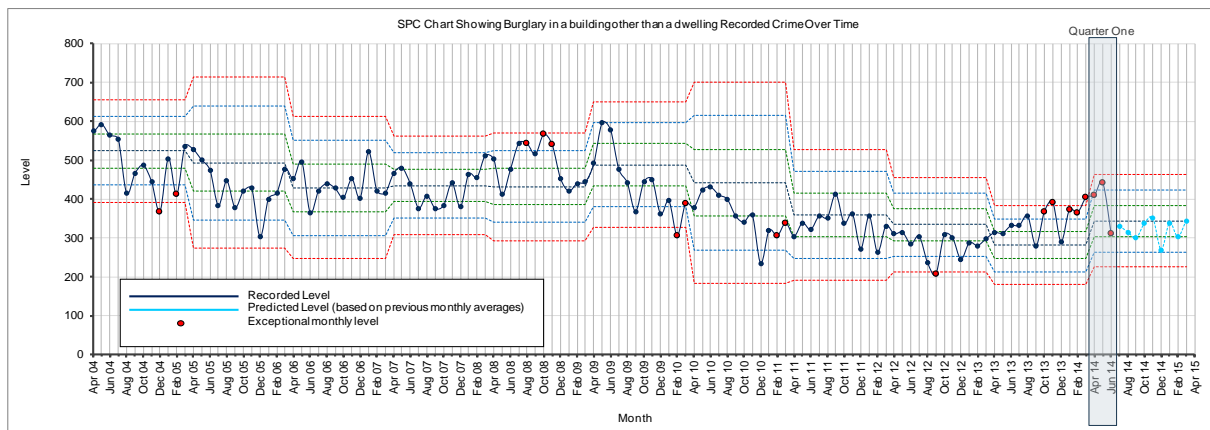
33. In quarter one of 2014/15 there was a total of 613 reports of missing people. This is slightly higher than previous quarters but not significantly high.

34. The 613 reports relates to 412 individuals, which again is slightly higher than previous quarters but not significant.

Threats Outside of the Police & Crime Plan Priorities

Non Domestic Burglary

Included as a threat outside of the core priorities



35. Since October 2013 the reported level of non-domestic burglary has been statistically high, with only one non exceptional month. The issue was most recently discussed at the June 2014 Force Performance Delivery Group. A number of Forces from the region and from further afield have recently witnessed rises in this type of crime.

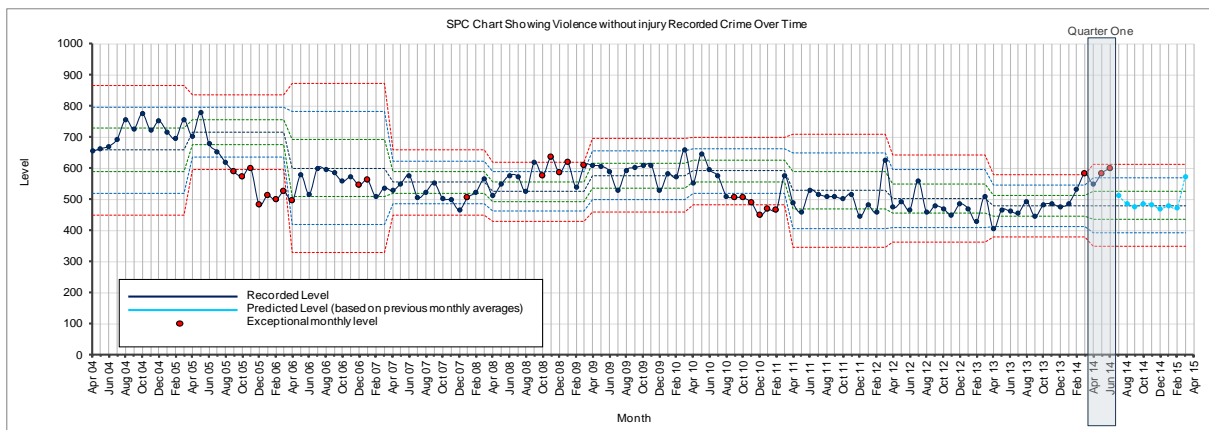
36. The offences predominantly take place in hours of darkness, and target outbuildings within rear gardens, such as sheds and garages. Power tools pushbikes and mopeds are the key items stolen. It is thought that this is an opportunist type crime committed by local criminals, rather than organised crime groups.

37. Prevention advice has been given regarding security of items and a media campaign has taken place. Crimes which have been filed with no suspect are being reviewed to ensure there have been no missed opportunities in bringing offenders to justice.

38. In the most recent month, the level of offences has dropped to the lowest level since December 13 and this will continue to be monitored to ensure the threat has been mitigated.

Violence against the Person without Injury

Included as a threat outside of the core priorities



39. Since the start of 2014, the number of recorded violence against the person without injury offences has been consistently increasing and is now at significantly high levels. This level coincides with the large reduction in violence against the person with injury as described above. It was originally inferred that a change in recording practices was the root cause of the opposing trends regarding the violence with and without injury categories; therefore an audit was tasked by the Performance Deliver Group.
40. The results of the audit reassure the Force that this is not the case, and crimes remain to be recording in line with the Home Office Counting Rules.
41. Harassment levels are significantly higher than expected and the Force will continue to investigate these reports fully and keep a focus on trends. Domestic violence without injury report are currently at higher levels and this increasing trend has continued since June 2013. It is felt that this is a reassuring sign, as victims are feeling more confident to report this type of crime to the Police.

Implications

Financial:	No financial implications identified
Legal:	No legal implications identified
Equality Impact Assessment:	No diversity implications identified
Risks and Impact:	Reputational risk and heightened fear of crime where levels are currently high
Link to Police and Crime Plan:	Police and Crime Plan Performance

List of Appendices

- Appendix A – Statistical Process Control (SPC) Overview
- Appendix B – Areas assessed for threat using SPC methodology

Background Papers

Performance Monitoring Paper B presented at Strategic Assurance Board May 2014.

Appendix A – Threat Assessment Methodology

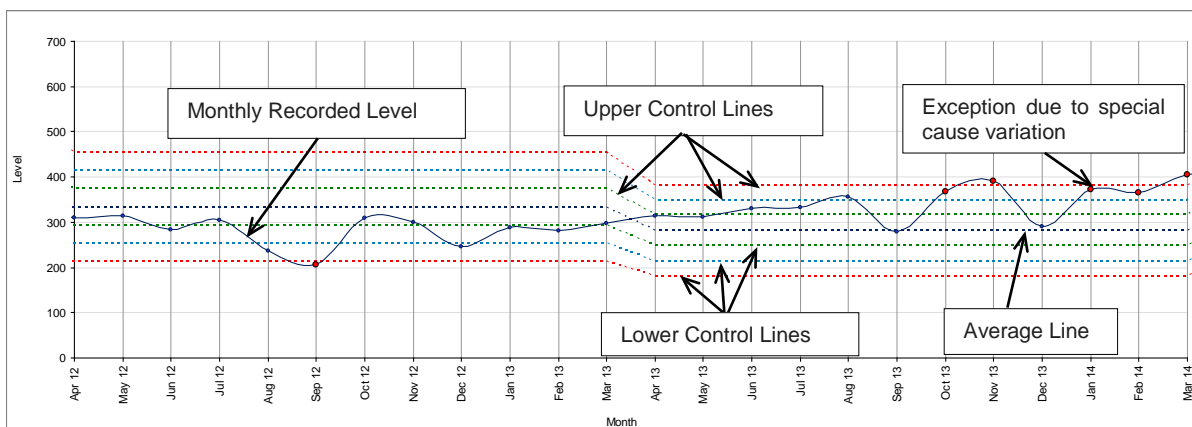
Statistical Process Control (SPC) Overview

SPC is a method to analyse variation in a given entity over time. It can be expected that the results of any process (in this case, recorded crimes) will vary over time. What needs to be understood is to what extent it will vary normally. When this is understood, any point which is out of the ordinary can be identified. This will be seen as a result of something known as special cause variation, i.e. the level being experienced is outside of normal, expected variation levels. SPC identifies any special cause variation points (which can be associated with either good or bad performance) but does not give an answer as to 'why' this has happened. This is where targeted analysis is utilised to build the picture and help inform decision making.

An SPC chart contains a number of control lines which are calculated from the previous year's monthly data. These are based on average and standard deviation of these monthly levels. It is these lines used in conjunction with a set of rules which govern whether a point is significant.

If the control lines get closer together then the system is more controlled, meaning that monthly levels are not expected to vary much. Therefore when they do rise or fall away from this expected level, it is said to be due to a special cause.

Below is an example of a simple SPC chart:



The set of rules governing if a point is classified as being exceptional are as follows:

- Any single point above the upper/lower control line (dashed red line)
- Any 2 out of 3 consecutive points above 2nd control line and on same side of average (dashed light blue line)
- Any 4 out of 5 consecutive points above 1st control line and on same side of average (dashed green blue line)
- Any 8 consecutive points same side of average line (dashed navy line)
- Any 5 consecutively higher or lower points

Appendix B – Areas assessed for threat using SPC methodology

- All Crime
- Anti-Social Behaviour Incidents
- Arson & Criminal damage
- Hate Crime
- Burglary in a dwelling
- Burglary in a building other than a dwelling
- Commercial Burglary
- Homicide
- Violence with injury
- Violence without injury
- Domestic Related Violence with injury
- Domestic Related Violence without injury
- Rape
- Other sexual offences
- Robbery of business property
- Robbery of personal property
- Theft of Motor Vehicle
- Theft from a Motor Vehicle
- Theft from the person
- Bicycle theft
- Shoplifting
- All other theft offences
- Public order offences
- Possession of drugs
- Trafficking in drugs
- Possession of weapons offences
- Miscellaneous crimes against society

Satisfaction Levels

- All users
- Burglary
- Vehicle Crime
- Violent Crime
- ASB

For the purposes of this document, threats are assessed at a Force level