

# POLICE & CRIME COMMISSIONER FOR LEICESTERSHIRE POLICE AND CRIME PANEL

PAPER MARKED

Report of	<b>POLICE AND CRIME COMMISSIONER</b>
Date	<b>THURSDAY 16<sup>th</sup> SEPTEMBER 2015</b>
Subject	<b>QUARTER 1 2015/16 – PERFORMANCE REPORT</b>
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## **Purpose of Report**

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').

## **Recommendation**

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

## **Background**

3. 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.
4. In line with the partnership approach for the Plan, 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.
5. In the last report the PCC reported that the performance management capability was being developed so that social return on investment (SROI) analysis is completed and reported on from within the OPCC. A Performance and Evaluation Co-ordinator has been recruited, formal SROI Training has been completed and there is a schedule of work to gain accreditation and incorporate this into the analysis of performance and commissioning and the performance report moving forwards.

## **Executive Summary**

6. The PCC attends or is represented on a range of strategic and operational groups through the Force's governance structures, which enables the provision of support and challenge to the Force, in line with the strategic objectives of the Police and Crime Plan and operational delivery of an efficient and effective police service. The PCC holds regular 1:1s with the Chief Constable, and the PCC and OPCC work closely with the

Chief Officer Team and senior managers across the Force. The information below provides an overview of the work being undertaken by the PCC, OPCC and the Force in line with making sure the Force is performing effectively, efficiently, providing value for money and delivering in line with the Police and Crime Plan.

7. The current context surrounding Force performance includes population and vehicle growth over the past few years, together with major factors of the economic climate, fast paced change and cross force collaboration and delivery of key services, alongside the implementation of NICHE (the new regional Crime, Custody, Intelligence and Case Management System) and the Edison restructure.
8. Whilst there may not be significant reductions across some of the crime types, recorded crime is continuing to fall with a general downward trend, and when figures are obtained for re-offending and diverting young people from offending the current indications are that these will be positive. There has also been substantial progress against priority 16 – Improving services for those with Mental Health needs, and reductions in the number of repeat missing person reports. Performance in line with reducing anti-social behaviour is positive, although satisfaction levels have declined in line with satisfaction levels in general, as highlighted below.
9. An overall assessment of performance against Police and Crime Plan (PCP) objectives has been undertaken and as a result of this it can be seen that for Q1 some performance indicators detailed in the plan show a number of areas where Indicators and metrics have been defined although not all information is available for Q1. The PCC and OPCC are working hard to make sure that there is demonstrable evidence for all strategic priorities within the Police and Crime Plan. These are highlighted in the paragraphs below.
10. A snapshot of the indicators available in the dashboard for performance to Q1 2015/16 (Apr-Jun 2015) shows that positive change has been made against 9 of the 40 indicators (22.5%), with no change shown in 25 of the 40 indicators (62.5%) and a negative change in 6 of the 40 indicators (15%).
11. Of the 25 indicators where no change is evidenced, 15 are due to there currently being no metrics or measures available. The majority relate to Victim Focussed Outcomes. The remainder are due to assessments/ projections of performance showing limited change within the performance period.
12. In relation to addressing victim focussed outcomes, the Force's audit team have included a victim focus in a number of their scheduled audits, which have returned positive results but must be "caveated" with the understanding that for this particular exercise, no direct consultation with victims has been undertaken.
13. This is a positive development and the next steps are to present a range of options for progressing work on victim focussed outcomes for agreement through the OPCC and this will be linked to the new Victim First service arrangements where appropriate.
14. There is currently a temporary issue with obtaining re-offending data. See paragraphs 26-29 for further detail.
15. Data from Public Health England is only available for internal use and cannot be published publically until Public Health England has released the information nationally through the Office for National Statistics (ONS). Data has been supplied through contract monitoring performance returns although the instruction from Public Health England is that the data is not for publishing prior to release by the ONS and no

indication of performance may be given in a public forum. Published data on the Public Health outcomes framework is being assessed by the OPCC to see if this data, which can be shared publically, can be used to determine progress.

16. For indicators in which an assessment of the awareness of services available needs to be determined the OPCC have met with community safety partners and the Force Hate Crime lead to progress this work. No assessment has been made, although there are opportunities to develop an evidence base for these indicators through the introduction of Victim First and the Sexual and Domestic Violence Information and Support service.
17. The development of a performance framework for Strategic priority 15 is detailed in paragraphs 71-73. The OPCC has met with the chair of the countywide safeguarding group and the CSE co-ordinator to discuss this work. There has been a Q1 2015/16 update provided through the CSE Trafficking and Missing Sub-Group, which highlights a reduction in referrals throughout the county, which is attributed to a new consultation service provided by the CSE team ensuring relevant criteria are met.
18. Although overall satisfaction is still at a high level, those indicators which are highlighting a decline in performance below the baselines set are mainly to do with satisfaction through the Police User Satisfaction Survey, which is declining across all reported areas and this is being reviewed as a discrete piece of work. There is one area, Theft of Motor Vehicles, where currently recorded crime levels are projected to show an increase.
19. This is in contrast to both the confidence measure from the Community Based Survey which is showing significant increases and also in relation to recorded crime figures, which in some areas are showing reductions, and overall are showing no substantial change from baselines.
20. The response to this is progressed through the Safe and Confident Communities Board, led by the Assistant Chief Constable, which is working through a plan of action to improve satisfaction levels. Analysis has been carried out by the force, with a number of key themes identified to address through the board to drive improvement. The PCC is represented on this board, where action taken against the plan is assessed, and support and challenge can be provided to the Force from the OPCC both here and at the Performance Delivery Group (PDG).
21. These issues are being considered alongside the current position around Information Management and Security, which is being led by the Force Information Manager, responding to reports by the Information Commissioner's Office (ICO) and Her Majesty's Inspectorate of Constabulary (HMIC). There are a number of key projects being set up by the Force in response to the above. The OPCC has met with the Force Information Manager and also the Force Risk and Business Continuity Advisor to discuss specifically the risks posed around Information Management and to keep track of progress in line with the recommendation from the Information Commissioner's Office and the HMIC reports (below).
22. Following the HMIC reports on Child Sexual Exploitation (CSE) - "In Harm's Way" and "Online and On the Edge" – which focus on online aspects of CSE, the Performance and Evaluation Co-ordinator on behalf of the PCC has posed a number of questions to the Force in relation to the reports and their response will be discussed at the September Strategic Assurance Board where the PCC holds the Force to account.

## **Quarter 1 2015/16 Performance Dashboard**

23. Please refer to Appendix A – Performance Dashboard

### **Performance Updates**

#### **Strategic Priority 1 – Preventing and diverting young people from offending**

24. First time entrants (FTE) (10-17 years old) to the Criminal Justice System data for Q1 2015/16 has been received from Leicestershire County Council covering Leicestershire and Rutland. Data for Q1 2015/16 shows 36 First Time Entrants into the CJS for Q1, which is a slight increase when compared to Q4 2014/15 although a substantial decrease compared to the same quarter in the previous year, and is a much lower number than seen in the baseline year 2012/13 (118).
25. This indicates a continuing trend of reduction and positive performance. Data received for the same time period for Leicester City shows 34 First Time Entrants, a decrease of 12 from the previous quarter and a decrease of 6 from the same quarter in the previous year. The rolling 12 month figure (for LLR combined) shows an overall 51% decrease (326 FTE) from the baseline period 2012/13. It should be noted that national and regional rates provided do show similar rates of decrease.

#### **Strategic Priority 2 – Reducing re-offending amongst young people and adults**

26. Re-offending metrics for this indicator are unavailable for Q1 due to the implementation of the NICHE system (a new Regional Intelligence, Crime and Case Management System which has recently been rolled out in Leicestershire, and is used by a large number of other forces nationally). Work is currently underway by the force and the Regional NICHE team where appropriate to address this.
27. Leicestershire Police are giving high priority to any development issues highlighted through the implementation of NICHE. Issues are being addressed through a Gold Group chaired by the Deputy Chief Constable which is meeting frequently to drive remedial action to enable business as usual to return promptly. The PCC is represented on this group and will be able to provide support and challenge here in relation to progress in resolving issues presented by NICHE and Project Edison.
28. There is a meeting scheduled for the 11<sup>th</sup> September to discuss specifically the provision of re-offending information to monitor progress against strategic priority 2. This should provide clarity around the model for performance monitoring (cohort based) and the cohorts measured (Integrated Offender Management (IOM) offenders / all offenders).
29. The Performance and Evaluation Coordinator has highlighted the importance of resolving this reporting issue with the force and this focus will continue - the Panel will be updated in the Q2 Performance Report.

### **Strategic Priority 3 – Reducing alcohol and drug related offending and re-offending**

- 30. Data from the National Drug Treatment Monitoring System is not yet available. Please see paragraph 15 for further detail.
- 31. Re-offending rates are not available as per paragraph 14

### **Strategic Priority 4 – Reducing crime and anti-social behaviour caused by families in a Troubled/Supported families programme**

- 32. The first assessment for this year is due to be provided in October 2015.
- 33. The OPCC has been provided by all partners with an agreed suite of performance indicators for contract monitoring arrangements which should enable a further developed evaluation of performance, with returns required in October and May. It is recognised that partners are at different stages within the Supported Families programmes. The information provided through these returns will be used by the OPCC to provide a report on progress under these indicators to the Police and Crime Panel in December 2015.

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

- 34. In direct contrast to a consistent increase in domestic related violence with injury offences over the last two years, from April 2015 there has been a steep fall in reports at this time which is being explored further by the force.
- 35. The same trend is not evident in domestic violence without injury offences and it is therefore unclear at this stage what the cause of this reduction is. This area is discussed in detail at monthly Performance Delivery Group (PDG) meetings (at which either the PCC or the Performance and Evaluation Co-ordinator are present and contribute fully to the scrutiny, challenge and discussion) with the strategic lead giving in depth updates of the progress of ongoing work in this area to better understand the issues, and address them alongside other partner agencies.
- 36. The Force have provided assurance through the Performance Delivery Group, and regular 1:1s between the OPCC and Head of Corporate Services and Threat Assessment Unit Manager on the implementation of NICHE as advised previously and have also provided some reassurance around the validity of recorded crime levels resulting from the change in system and also changes in Home Office Counting Rules (HOCR).
- 37. Reports of Domestic Related Violence Without Injury offences are within expected levels and although there have been periods of increased reporting these have generally been followed by a reduction in monthly reports. This is being explored further as detailed in paragraph 27.
- 38. It is acknowledged that domestic abuse is an area of perceived 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.

39. A new, co-commissioned Leicester, Leicestershire, and Rutland (LLR) Sexual and Domestic Violence Information and Support service has been procured and the service will be starting on the 1<sup>st</sup> of December 2015. This will replace the existing arrangements and is intended to improve outcomes, value for money and ensure parity of service across LLR. This will also assist with comprehensive monitoring of service usage and contribute to an evidence base for recognising improvements in awareness of services offered across LLR. The OPCC has fully engaged with partners and has contributed financially towards the commissioning of this service which is aligned to the new Victim First arrangements.
40. In the previous report to the Panel there was reference to Project 360, where Leicestershire Police and partners are working together to support victims and households who have experienced three police-reported domestic incidents in a year. An interim evaluation has been produced which will be published in due course, and based on these results, the OPCC and Police are looking to extend the project as a result of the evaluation.
41. 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. The most recent survey results indicate a satisfaction level of 86.3%. There is no comparison currently available as the victims of all domestic offences are now surveyed, which is a change from the previous survey, where only victims of domestic violence were surveyed. The Force's surveying of Domestic Abuse victims is regarded as national best practice and is currently being examined as a way forward for the whole country.

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

42. The level of recorded Rape offences has remained at a high level in the first quarter, continuing the clear trend of the last three years. Only a third of offences are reported within a week of the offence, which demonstrates a high level of historic reporting.
43. The Force is currently working with partners to look at timeliness of reporting and to see if there is anything more that can be done to help support victims to report offences sooner.
44. The level of historical reporting has increased since the Operation Yewtree investigation into historic sexual offences hit the national media, and it is thought that this has influenced more victims of historic sexual abuse to come forward.
45. It is possible that victims also feel more confident that the Police will deal with their report effectively which is leading to an increase in reports.
46. Leicestershire Police continues to be one of the few Forces to carry out victim satisfaction surveys for victims of rape. The Force has updated the PCC with the results of the most recent surveys with the following statement: "The survey is used for qualitative data only and the sample size is too small to give a statistically reliable result. However, a high level of satisfaction is seen amongst the sample".
47. Paragraph 37 is also relevant to this strategic priority.

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

48. The levels of recorded hate crime offences remain similar for quarter one 2015/16 to those reported in quarter four of 2014/15. Although there was an increase last year to the peak seen in July 2014 the period since has seen a general reducing trend in the levels of reports.
49. Satisfaction levels regarding racist incidents and hate crime have remained stable for the past 12 months, closely fluctuating around the mean expected level.
50. The Safer and Confident Communities Board ensures consistent engagement with diverse groups in Leicester, Leicestershire and Rutland.

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

51. The level of recorded ASB incidents show a general seasonal pattern of lower levels over the autumn and winter months with an increase in incidents building over the spring and summer period.
52. Reported incidents reached a significantly low point during quarter four 2014/15, and this has been followed by the anticipated seasonal increase over the first quarter of 2015/16. Levels are currently well below the mean expected level and rising at a slower rate than seen in previous years. The weather can have an impact on the levels of reports and any period of prolonged cold or wet weather during the spring and summer months will reduce the volumes of reports.
53. The continued use of the repeat caller database has enabled neighbourhood teams to effectively problem solve persistent issues, such as ASB.
54. The satisfaction level of people affected by ASB showed some signs of recovery during 2014/15 from the low levels seen during the previous year. Satisfaction levels fluctuated closely around the mean expected levels for most of the year but in Q1 are now lower. At this point however, despite the reducing trend, it should be noted that satisfaction levels remain in excess of 75%.

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

55. All User satisfaction constitutes satisfaction levels from a sample of burglary, vehicle and violent crime victims.
56. The overall satisfaction level has fallen consistently during 2014, although the last five months (January to June 2015) have remained stable at 81%.
57. The full impact of the Edison changes to the Force model will not be evident in satisfaction levels for a number of months. This is due to the lag in surveying crime, and also due to it being reported on a rolling twelve month basis. It would appear from the levels reported during quarter one that there is no significant adverse impact from the introduction of the new structure and policing model as recent months' figures include within the rolling twelve months those victims who have reported crime since these changes were made.

58. A strategic lead officer has been assigned to this area, and a comprehensive delivery plan around confidence and satisfaction has been established. The implementation of this plan, and the resulting performance, is discussed in detail at both PDG and SCCB meetings and reported in future SAB reports.

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

59. Refer to paragraph 20.

**Strategic Priority 11 - To reduce all crime**

60. Quarter one reports are all below the mean expected level, which has generally been the case for the past eighteen months. There are significantly low levels of Robbery and Theft From Person offences, and shoplifting offences which did show signs of an increasing trend to significantly high levels during 2013 have also fallen back to generally fluctuate below or around the mean expected level.

61. The longer-term trend in overall crime is stable and monthly levels of offences are also stable with a short-term reduction evident over the last twelve months.

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

62. The trend of domestic burglary recorded by the Force in 2014/15 closely resembles the pattern witnessed in the previous year, although at generally lower levels. Quarter one recorded levels are below the mean expected levels, and there is no indication at this stage of any significant shift. It is likely that the seasonal increase seen in previous years may see levels begin to rise over the coming months, but at this point there are no areas of concern with regards to this category of crime

63. Satisfaction levels for burglary have started to improve from the low point witnessed in the winter period. The last five months have seen an improving trend, rising to 88%. It should be noted that the low point in January 2015 still recorded a satisfaction of 86%.

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

64. 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. A repeat internal audit has been commissioned by the Performance Delivery Group (PDG) to reassure the Force that correct recording procedures of violent crime are still being followed. The OPCC works together with the Force to agree a targeted schedule of audit, including audits through the Force's internal team, internal audit, and external audit and inspection. The results of the audits go through the Force's Get it Right First Time group, the Strategic Organisational Risk Board (SORB) and the Joint Audit Risk and Assurance Panel (JARAP)

65. Monthly offences have fallen sharply over 2015 and are now at a significantly low level during the latest two months.

66. The satisfaction level of victims of violence fell during 2014, although recent months have seen a reversal of this, with levels rising towards the mean expected level.



67. The satisfaction improvement delivery plan will consider this area of victim satisfaction and strive to bring about further improvements from the present 78% satisfaction level.

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

68. The levels of both theft from a motor vehicle and theft of a motor vehicle were at significantly high levels during quarter one.
69. Satisfaction levels continue to reduce. The satisfaction improvement delivery plan should see this reducing trend halted over time, and there are very early signs of the reduction slowing. The Force continually utilises the survey of victims to identify areas of potential improvement to the service it provides.
70. It is important to consider the length of time that any changes implemented to address the fall in satisfaction may take before they are reflected in the rolling 12 months satisfaction levels, and that any changes made must be given time to have an effect before any further changes are made.

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

71. 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.
72. A CSE Co-ordinator has recently been appointed and is in the process of developing a performance framework for reporting on this indicator.
73. The OPCC has contributed funding to LLR Adult and Children Safeguarding Boards and have provided specific funding for an LLR wide CSE post.

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

74. Priority 16 of the Police and Crime Plan continues to progress well against the measures. A 3 year sustained programme of jointly commissioned, delivered and attended Mental Health First Aid Training will commence before the end of this year. This will be supplemented by a specific mental health training pilot on personality disorders commencing winter 2015/spring 2016. The Knowledge and Understanding Framework personality disorder training model has been adopted to tackle stigma and build understanding of personality disorder. This will be pursued in the similar fashion to the Mental Health First Aid pilot with a mixture of professionals across the partnership training together.
75. Joint mental health policies and procedures are being reviewed as part of an ongoing review process. Currently an overarching joint policy on mental health is awaiting final signatories with procedures on S.135 (1&2) and S.136 MHA expected to be fully agreed before the end of this year. The police response to inpatient settings and well as missing patients is likely to feature as part of imminent reviews of policy and procedure.

76. The conveyance of mental health patients continues to raise challenges however we have now ensured that East Midland Ambulance Service are working to address the problem in partnership with both regional and local health commissioners. The OPCC continues to work in partnership to support EMAS in resolving this issue.
77. The Chief Constable is the national lead on behalf of the NPCC in working with the Ambulance Service. It is important to state that the Mental Health Crisis Care Concordat states that people will be transported by the Ambulance Service.

### **Strategic Priority 17 - To reduce the number of repeat missing person reports**

78. The number of missing person reports from the prime locations of children's homes and medical facilities have reduced over time.
79. Quarter one saw 22 individuals reported missing a total of 72 occasions, with 59 (82%) being repeat reports for the individual. The overall proportion of repeat reports has fallen over time, and the actual numbers of reports have remained stable for four consecutive periods.

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

80. The paper on the Medium Term Financial Plan tabled elsewhere on the agenda reports that in respect of the £27.8m required, £23.8m savings have already been identified or achieved and plans are well progressed for the remaining £4m to be realised.

### **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

### **Background Papers**

None.

### **Persons to Contact**

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### Police & Crime Plan Dashboard

Period ended June 2015

#### Strategic Priorities

**1 Preventing and diverting young people from offending**

	Baseline 2012/13	Latest 12 months	% 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	667	326	-51%

**SP1 Comments:**  
Data from Leicester City and Leicestershire and Rutland to Q1 2015/16

**2 Reducing reoffending amongst young people and adults**

	Baseline 2012/13	Latest 12 months	% Var.
Reduction in offending by 18-24 year olds 1	407	133	-67%
Reduction in re-offending by 18-24 year olds 2	372	133	-64%

**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 2014/15.  
2 Presented to Reducing Re-offending Board  
Work continues to develop this measure.

**3 Reducing alcohol and drug related offending and reoffending**

	YTD	LYTD	% 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 2	332	673	-51%
Reduction in the number of incidents recorded in or near licensed premises during the night-time economy hours of 7pm to 7am 3	4975	-	NA

**SP3 Comments:**  
1 Treatment and CJ data not currently available from national external sources.  
2 Based on Cohort of 200 persons originally testing positive during 2013/14.  
3 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	86.3%
Awareness of services available	NA	NA

\* Satisfaction is now measured against all Domestic Offences therefore comparisons with previous data should not be made

**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

\* Survey used for qualitative data only and sample size too small to give statistically reliable result. However, a high level of satisfaction is seen amongst the sample.

**7 To improve outcomes for victims of Hate crimes**

	Baseline 2012/13	Latest 12 months	Projection 2016/17
A victim focused crime outcome	NA	NA	
Satisfaction with service	84.2%	83.5%	
Awareness of services available		NA	

**8 To improve outcomes for victims of ASB**

	Baseline 2012/13	Latest 12 months
Satisfaction with service	82.9%	76.0%

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

	Baseline 2012/13	Latest 12 months	Projection 2016/17
Satisfaction with service	84.5%	81.5%	

**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%	85.5%	(CBS data)

**11 To reduce all crime**

	Baseline 2012/13	Latest 12 months	Projection 2016/17
Number of offences	58805	58318	
SPC variance			

**12 To reduce Domestic Burglary**

	Baseline 2012/13	Latest 12 months	Projection 2016/17
Number of offences	3935	4013	
SPC variance			
A victim focused crime outcome	NA		
Satisfaction with service	89.7%	88.6%	

**13 To reduce Violence Against the Person - with Injury**

	Baseline 2012/13	Latest 12 months	Projection 2016/17
Number of offences	4365	4609	
SPC variance			
A victim focused crime outcome	NA		
Satisfaction with service	78.1%	78.1%	(all violent crime)

**14A To reduce Theft from Motor Vehicles**

	Baseline 2012/13	Latest 12 months	Projection 2016/17
Number of offences	5236	6092	
SPC variance			
A victim focused crime outcome	NA		
Satisfaction with service	85.9%	77.8%	(all vehicle crime)

**14B To reduce Theft of Motor Vehicles**

	Baseline 2012/13	Latest 12 months	Projection 2016/17
Number of offences	1051	1376	
SPC variance			
A victim focused crime outcome	NA		
Satisfaction with service	75.5%	77.8%	(all vehicle crime)

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

Information provided for Q1 2015/16 highlights a decrease in CSE referrals from the county. It is reported that this decrease is likely to be owing to the consultation service now provided by the CSE team to a multi-agency audience who previously may have referred those not meeting the criteria for a CSE referral.

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

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**

	Baseline 2012/13	Latest 12 months	% Var.
Reduction in no. of missing reports (STORM)	5929	4305	-27%
Reduction in no. of missing reports (COMPACT)	5417	2384	-56%
Reduction in reports received from the nine key locations	1162	267	-77%
Reduction in no. of "Absent" reports (STORM)		248	

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 for recording incidents was introduced in April 2013 and hence there is no baseline for the reduction of incidents recorded as "Absent". The absent category was not added to COMPACT until September 2014 so reported figures are taken from STORM.

**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

**KEY :**  
 Classification of "Continuous Improvement".  
 Statistically Significant Improvements as compared to end of 2012/13  
 No Statistically Significant change as compared to end of 2012/13 \*  
 Statistically Significant deterioration as compared to end of 2012/13

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

**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).