

# POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE STRATEGIC ASSURANCE BOARD

PAPER MARKED

# A

Report Of **CHIEF CONSTABLE**

Subject **Q2 PERFORMANCE**

Date **TUESDAY 29 NOVEMBER 2016 – 2:00 p.m.**

Author **CHRIS NEWBOLD, THREAT ASSESSMENT UNIT**

## 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 over the first half of 2016-17, mostly utilising data up to the end of October 2016.

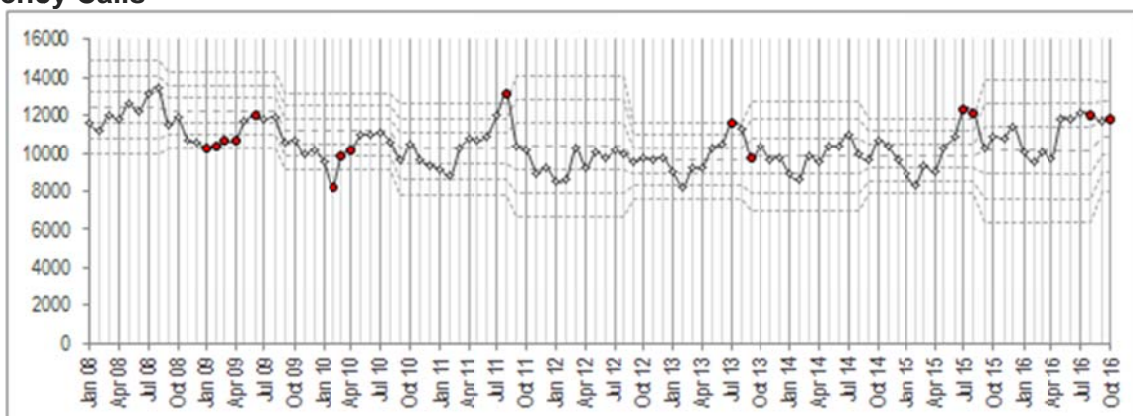
## Background

3. At the SAB meeting on the 8<sup>th</sup> 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

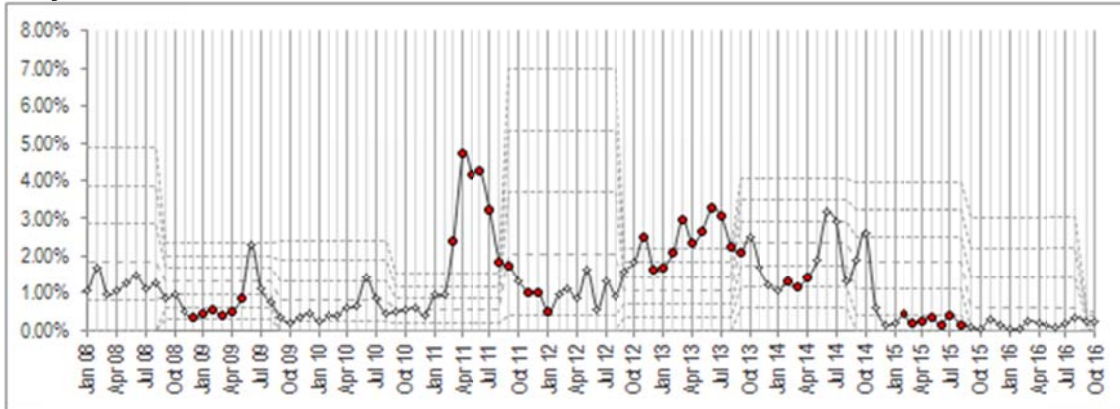
Priorities 1 to 4 are reported separately by partnership agencies.

## Call Handling Emergency Calls



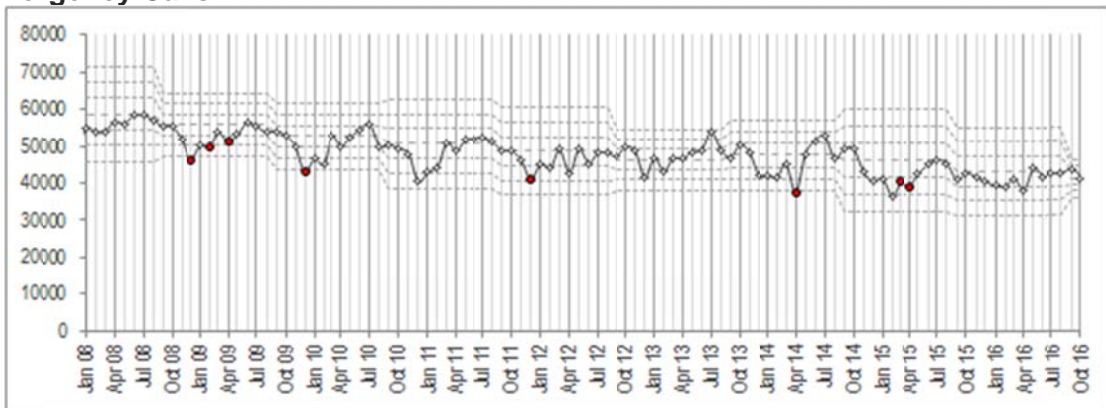
- Emergency call volumes exhibit a seasonal increase to July and levels have remained at this upper range subsequently. The current monthly volumes are above the mean expected level and the consistent volumes above the mean are now being identified as significant exceptions representing a statistically significant shift.

#### Emergency Calls – Abandonment Rates



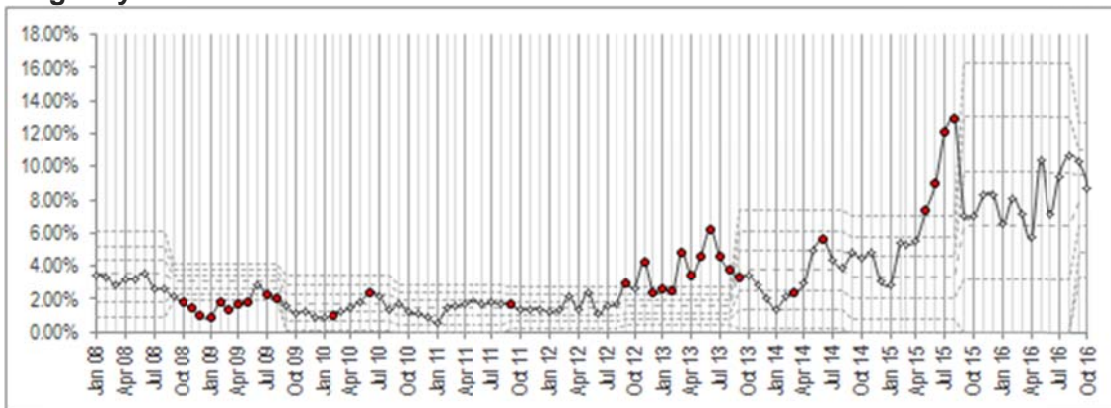
- Unanswered calls that have exceeded the 10 second target answering time frame are described as abandoned. The abandonment rate for emergency calls has remained below 0.5% for more than 18 months.

#### Non-Emergency Calls

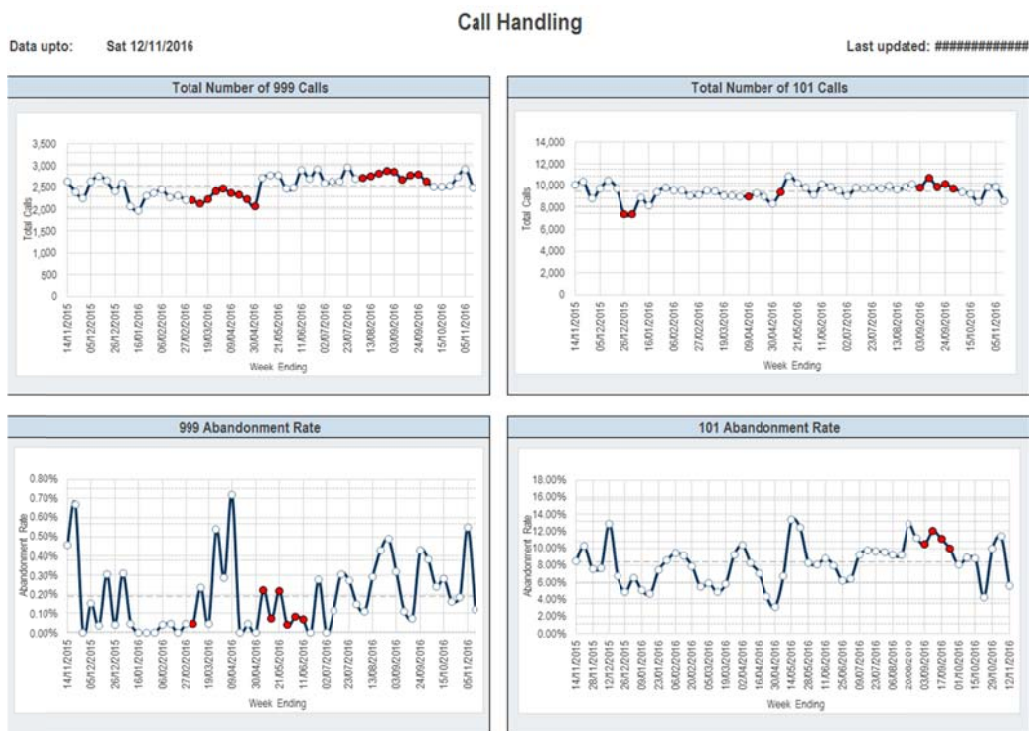


- The monthly volumes of non-emergency calls increased at the start of the year and settled slightly around the mean expected level, although exhibiting a rising trend over the summer months.

#### Non-Emergency Calls – Abandonment Rates

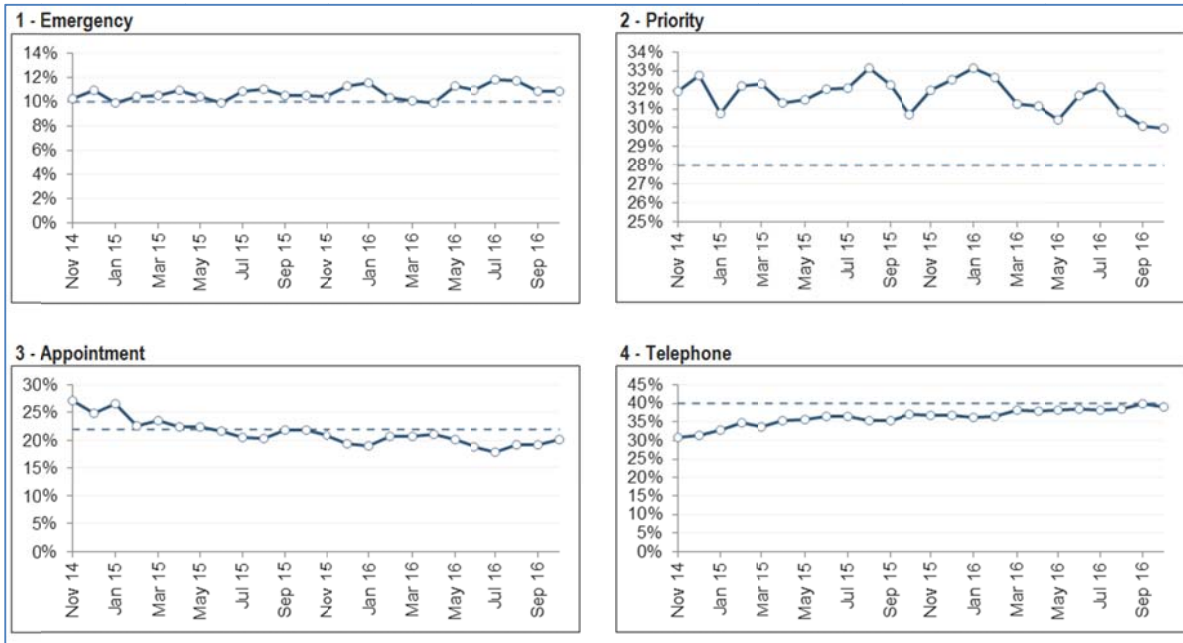


7. The abandonment rate for non-emergency calls appears much more volatile than for emergency calls. The number of non-emergency calls received is much greater than emergency calls, and although the monthly totals have been below the mean expected levels there are significant variances on a daily basis which can place excessive demand on the call handlers.
8. The spike during the year 2015-16 did result in a shift in the bounds of expected performance and consequently the levels seen during this year are not identified as statistical exceptions despite being generally higher than last year's levels.
9. Weekly data for the year is shown below to represent the volatility on a week by week basis and the changes in abandonment rates that can be caused by shifts in call volumes, together with the impact of other factors including staffing levels and the spread of calls received during the day.



Latest Figures			
Call Type		W/E 12/11/16 Year average	
999 - Emergency	Total Calls	2,487	2,543
	Abandonment Rate	0.1%	0.2%
101 - Non Emergency	Total Calls	8,565	9,493
	Abandonment Rate	5.6%	8.4%

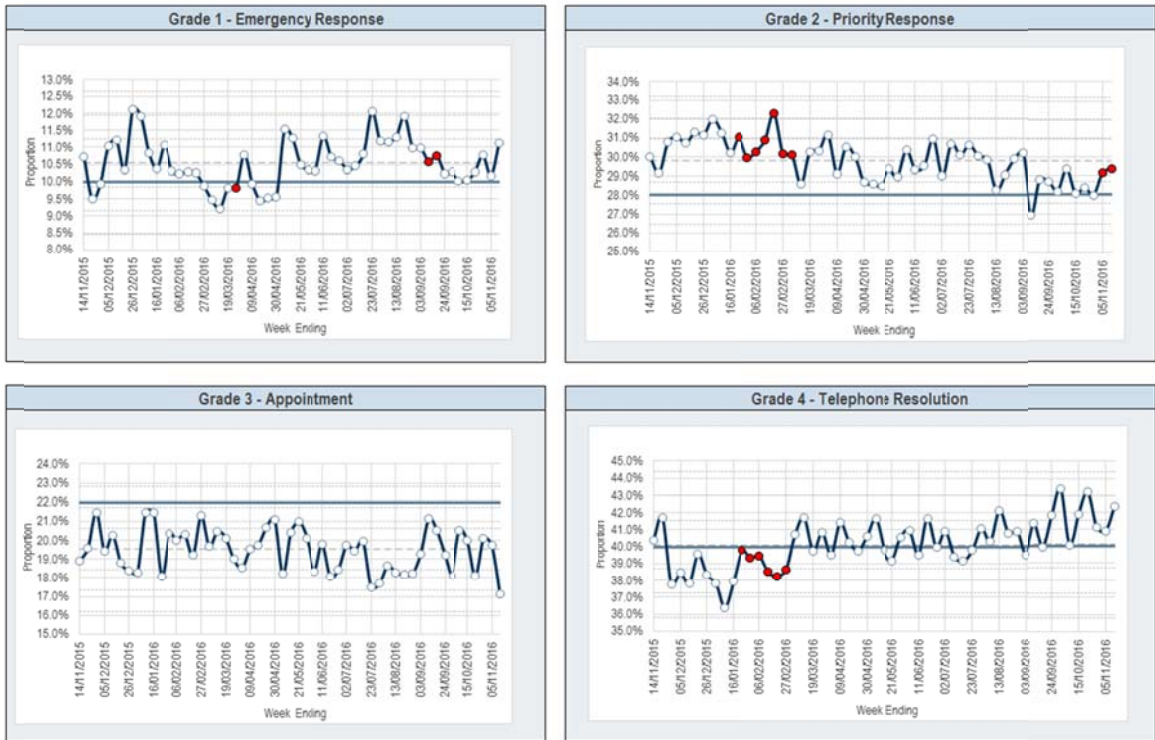
# Incident Grading Profile - Monthly



## All Incident Grading Profile

Data upto: Sat 12/11/2016

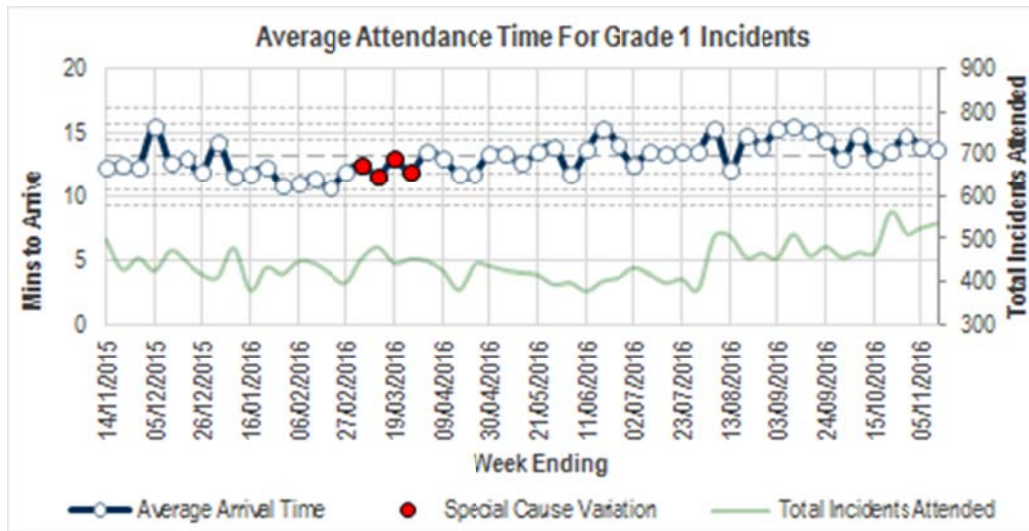
Last updated: Mon 14/11/2016



Latest figures		
Response Type		W/E 12/11/16
1 - Emergency	Total Incidents	513
	Proportion	11.1%
2 - Priority	Total Incidents	1355
	Proportion	29.4%
3 - Appointment	Total Incidents	791
	Proportion	17.1%
4 - Telephone	Total Incidents	1954
	Proportion	42.4%
<b>Total Incidents</b>		<b>4,613</b>

10. Grading of incidents since the introduction of the Edison Operating Model have generally exceeded the anticipated levels of Grade 1 Emergency and Grade 2 Priority Incidents.
11. This has placed additional demands on the Response Officers of up to an additional 8 Emergency Incidents and 28 additional Priority Incidents per day.
12. Monthly trend lines show the proportions of incidents moving towards the anticipated levels proposed in the operating model with increasing numbers of incidents now graded for Scheduled or Telephone response, although on a weekly basis it is apparent that there are still significant fluctuations.

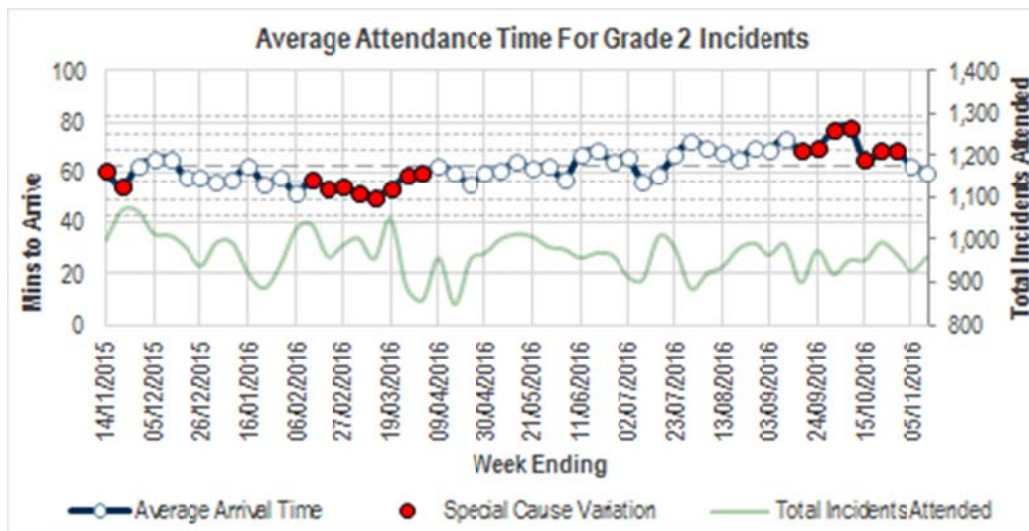
### Emergency and Priority Incident Response Times



13. Emergency response times exhibited some upwards pressure during 2015 and continued to rise during 2016 through to September, although generally not exceeding 15 minutes. There has been some easing during the last two months settling around the mean expected level at around 14 minutes.
14. It should be noted that there is no target time for arrival, the previous target time of 15 minutes is however used as a reference point for assessment of trend performance and despite the changes described the average response time has generally remained within this threshold.

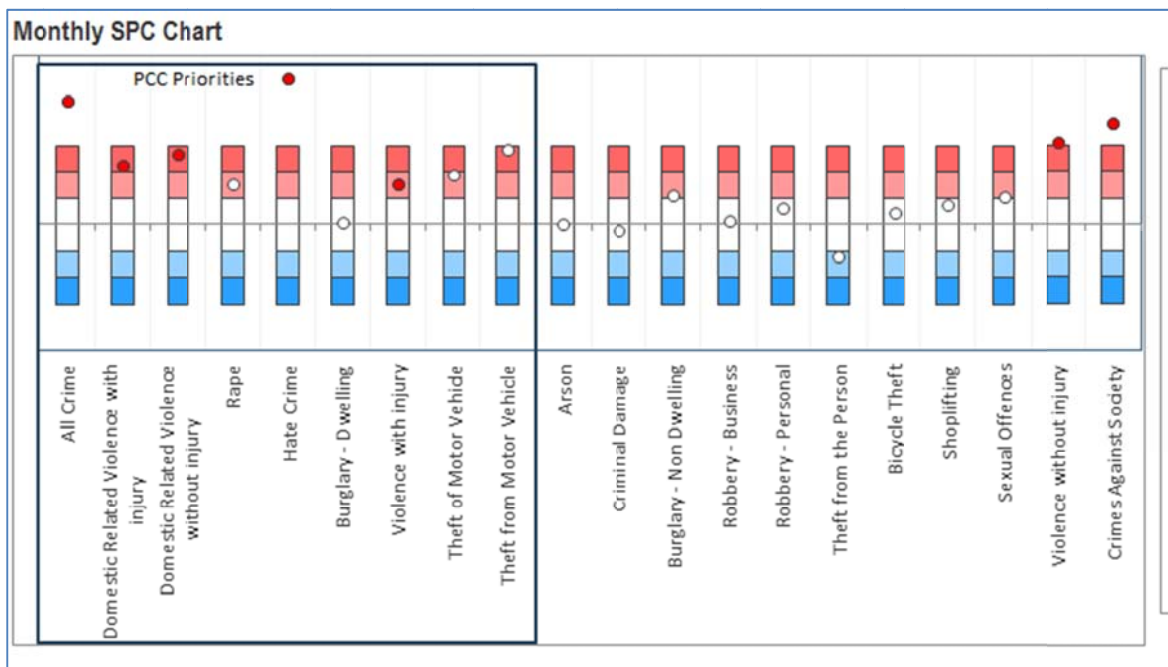
Latest ave response time			
Response Type		W/E 12/11/16	Year average
Grade 1 - Emergency	Response Time	00:13:43	00:13:09
	Incidents Attended	480	458
Grade 2 - Priority	Response Time	01:00:12	01:02:21
	Incidents Attended	933	953

a.



15. Non-emergency response times continue to exhibit greater pressures with a number of recent weeks identified as statistically exceptional high points, above the mean and exceeding 60 minutes by some margin. The year average remains at around 60 minutes.
16. This increase is due to a combination of factors including the re-structure and new policing model, changes in process, and the changed officer resources available due to budgetary savings.

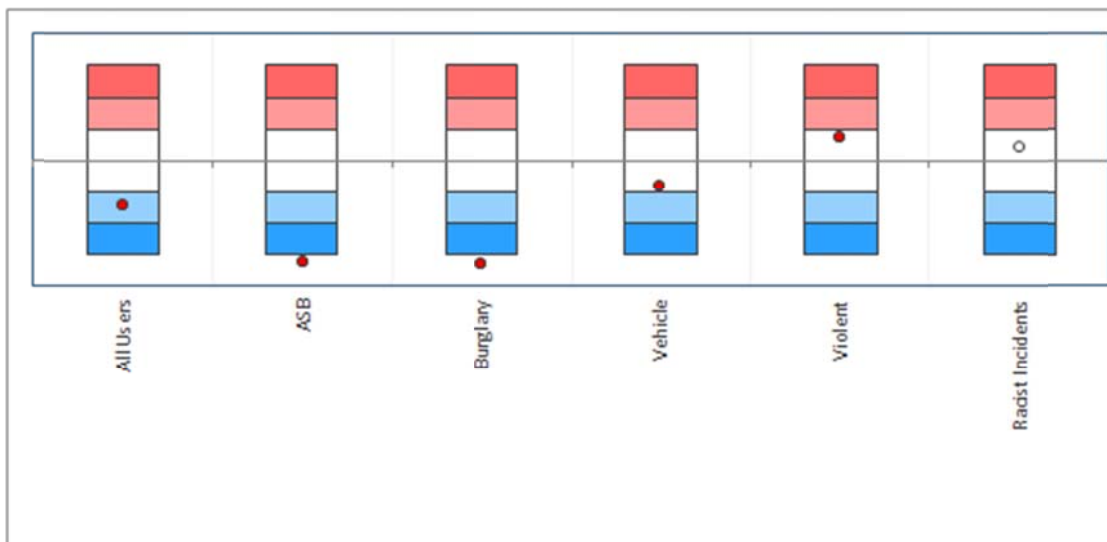
**Recorded Crime Summary**



17. The above chart summarises the current monthly levels of recorded crime in relation to the mean expected levels and also show within the box to the left those categories which are specifically identified with objectives under the current Police and Crime Plan.
18. The categories of crime currently reporting significantly high levels of monthly crime are;

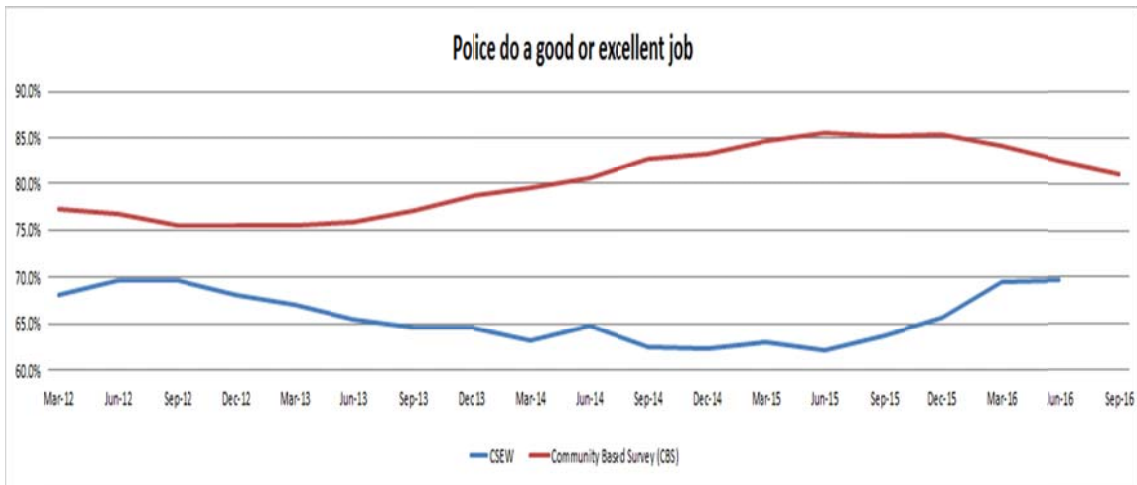
- a. All Crime, Domestic Violence Without Injury, Domestic Violence With Injury, Hate Crime, and Violence With Injury (which includes the Domestic component). Violence Without Injury (which includes the Domestic component) and Crimes Against Society are also identified as statistically significantly high. Theft From Motor Vehicle and Theft of Motor Vehicle are not identified as statistically significant exceptions, but are both at the upper levels of expected fluctuation from the mean.
19. The higher levels Domestic Violence Without Injury are regarded as positive, representing an increased confidence in reporting and at an earlier stage before matters have escalated to a more serious assault. They also impact on the overall levels of Violence Without Injury. Detailed analysis of the proportion of repeat victimisation is being completed for the Force PDG performance meeting and this will be reported in a future SAB report.
  20. Hate Crime levels are at a higher level after a period of lower reporting. The plan sets an objective of increased reporting and it is regarded as a positive that this has increased recently. There are additional factors following the EU leave vote which did result in some additional reports, although locally the impact was not as dramatic as the media reports from other areas around the country suggests was the case for some Forces.
  21. Vehicle crime has increased after general stability and there is a particular rise in Theft from Motor Vehicle offences.
  22. Crime has generally been regarded as being broadly controlled with stability in the levels of recorded crimes. The recent increases in some of the higher volume categories has created upwards pressure on overall crime as seen.
  23. Overall crime rates for the 12 months ended October 2016 are estimated at 60.4 per 1,000 population (ONS estimate population 1,055,982 in 2015). This is an increase of approximately 3 crimes per 1,000 since the June 2016 data.

## User Satisfaction



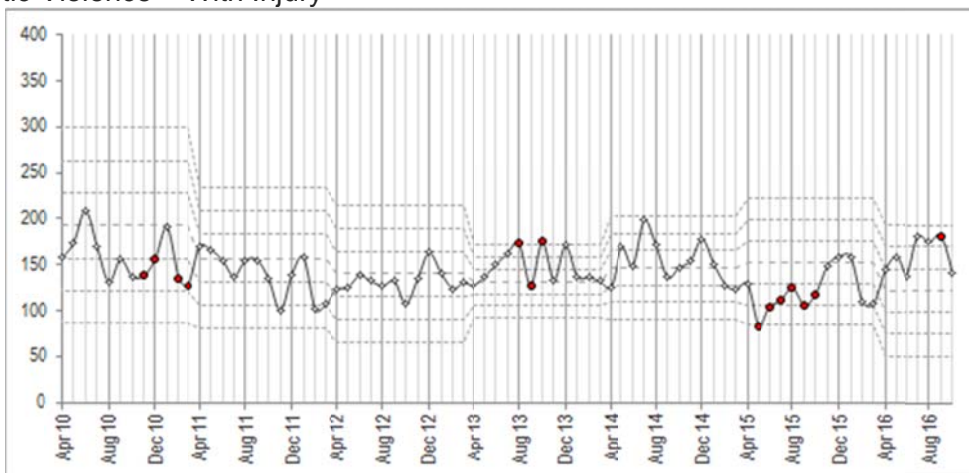
24. All User Satisfaction levels have been in decline for the last two years, with the Vehicle and Violent components particularly contributing to this whilst Burglary victim satisfaction has been more stable.
25. Vehicle Crime satisfaction has been affected by the changes our response to reports (see para 57) and the survey in many ways does not lend itself to the manner of police response to these crimes, but the structure of the survey questions is largely fixed nationally.

26. Although levels have deteriorated there has been a considerable amount of work undertaken to understand and control this decline within the constraints of policy and resources.
27. It should also be noted that more than two thirds of victims remain satisfied with the Police handling of their crime, with more than 83% of Burglary victims being satisfied.
28. The current survey structure is likely to change as the Home Office reporting requirement is being removed which leaves Forces free to introduce their own surveying structures to best meet their own local needs and requirements.
29. Confidence in the Police as reported by the Community Based Survey is at 81.1%. This local survey replicates the survey questions of the Crime Survey of England and Wales (CSEW) however due to the differing methods of surveying the results are higher at the local level and have consistently exceeded 80% for the last eight quarters.
30. The official CSEW measure of confidence has increased in each of the last four quarters and currently stands at 69.6% matching the previous peak figure from 2012.



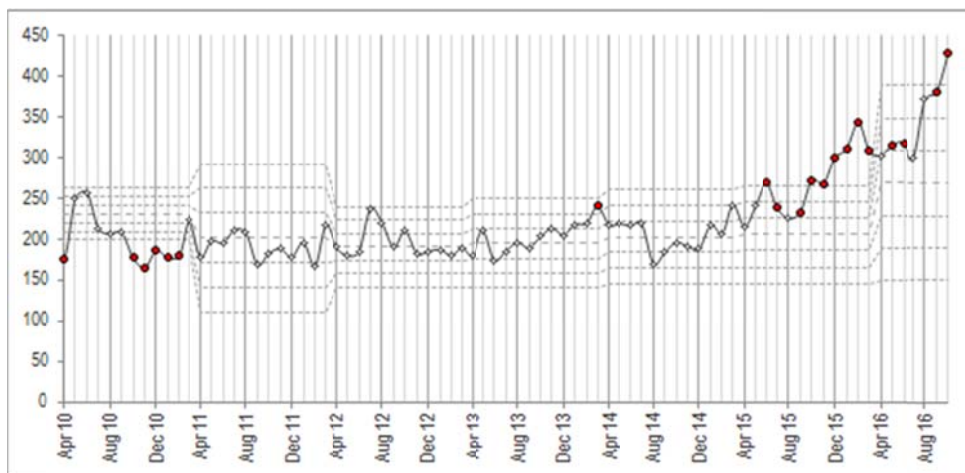
**Supporting Victims and Witnesses**  
**To increase reporting of domestic abuse and ensure a positive outcome for victims and witnesses of domestic abuse**

**Domestic Violence – With Injury**





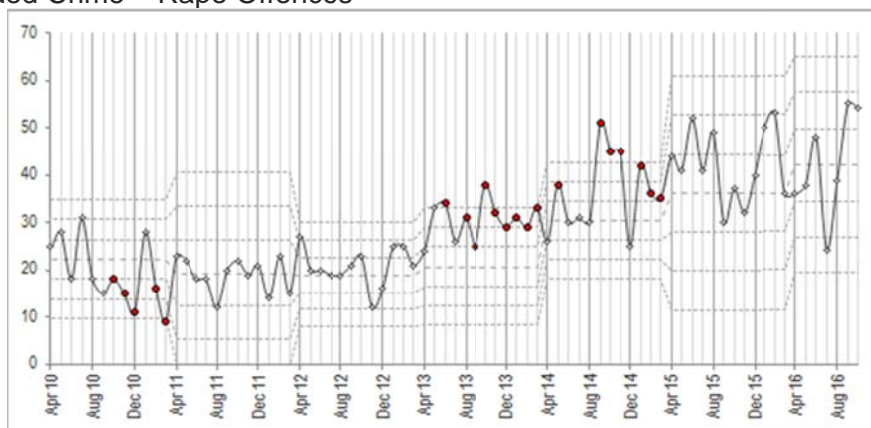
## Domestic Violence – Without Injury



31. Reports of Domestic Related Violence with Injury offences fell sharply coinciding with the time when the NICHE crime recording system was introduced which suggests that recording practices and lack of familiarity may be a factor for this.
32. Audit and remedial work to ensure the correct classification and appropriate flagging of domestic offences has been carried out. The levels of offences are now higher, and fluctuating normally within the expected bounds.
33. Three consecutive higher months saw September identified as a significant exception, although levels have apparently fallen in October.
34. The new single number for victims of domestic violence and sexual abuse to access support across all areas of Leicester, Leicestershire and Rutland has been in place for almost one year now which may have had both a negative and a positive impact on reported crimes. Negative as there is a clear alternative route for support, and positive because it also might raise awareness and confidence to report.
35. Levels of Domestic Violence Without Injury have increased steadily with a general trend evident over the last two years. This is generally considered to be a positive sign that there is confidence in reporting, and specific work has been undertaken to confirm that this is not simply a recording practices issue. It is also positive from the earlier reporting before matters have escalated to the more serious assaults, thereby allowing for earlier interventions and support.
36. One significant contributory factor to the increased levels of Domestic violence Without injury is the introduction in April 2015 of two new offences which form part of this overall category.

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

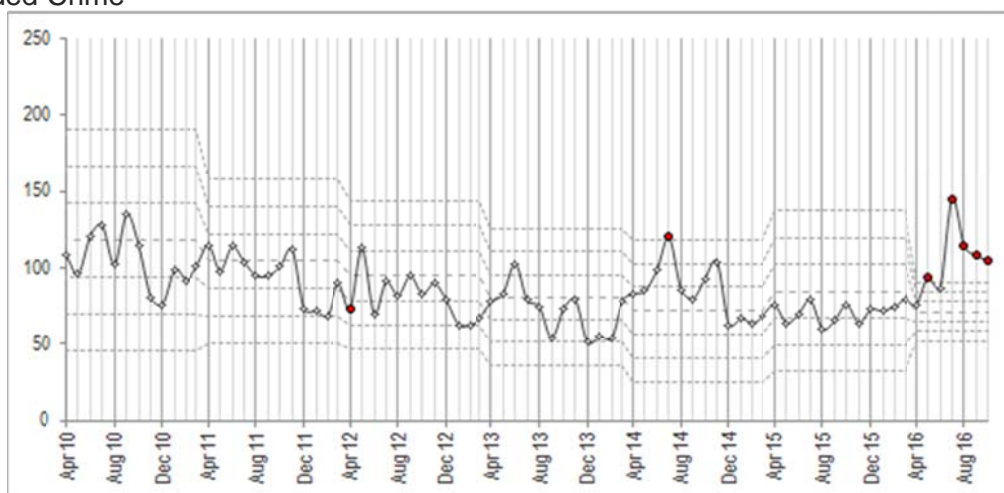
Recorded Crime – Rape Offences



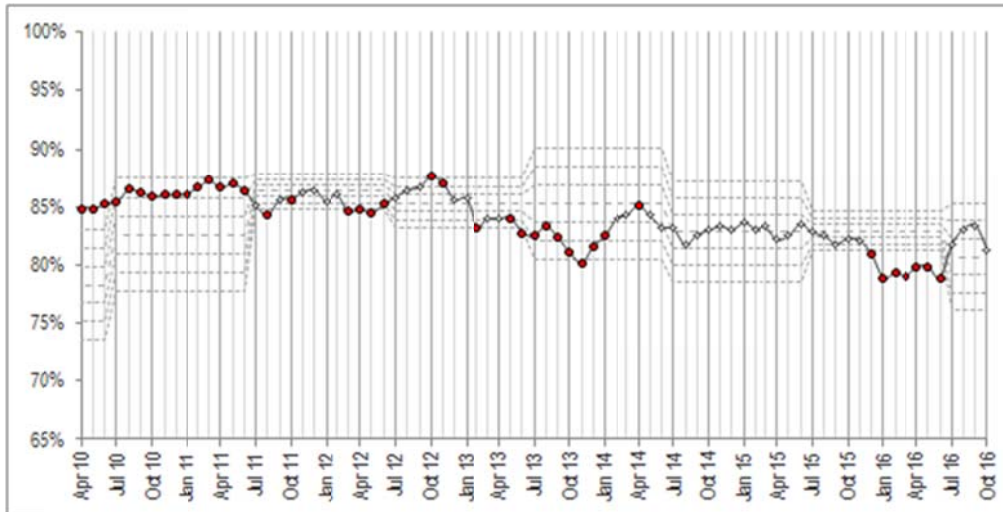
- 37. The level of recorded rape offences has evidenced a generally increasing trend over the last four years, with normal monthly fluctuations around this trend. The rate of increase appears to have slowed in the last twelve months. Increased reporting is a Police and Crime Plan objective and the reporting of offences is encouraged and supported.
- 38. The last 18 months have seen fluctuating report levels at this generally higher band and this is now seen as the normal level for reports which does mean that there are no significant exceptions identified.
- 39. There is a continued proportion of almost 60% of reports within 7 days of the offence occurring, with 21% representing offences from more than one year ago. There are obvious investigative difficulties with the historic offences, but the Force encourages these and investigates them thoroughly.
- 40. Male victims appear more willing to report offences however, 95% of reports are made by female victims which suggests that there remains work to be done to improve overall reporting confidence.
- 41. The estimated crime rate for reported rape offences during the 12 months ended October 2016 remains at 0.47 per 1,000 population.

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

Recorded Crime



## Satisfaction



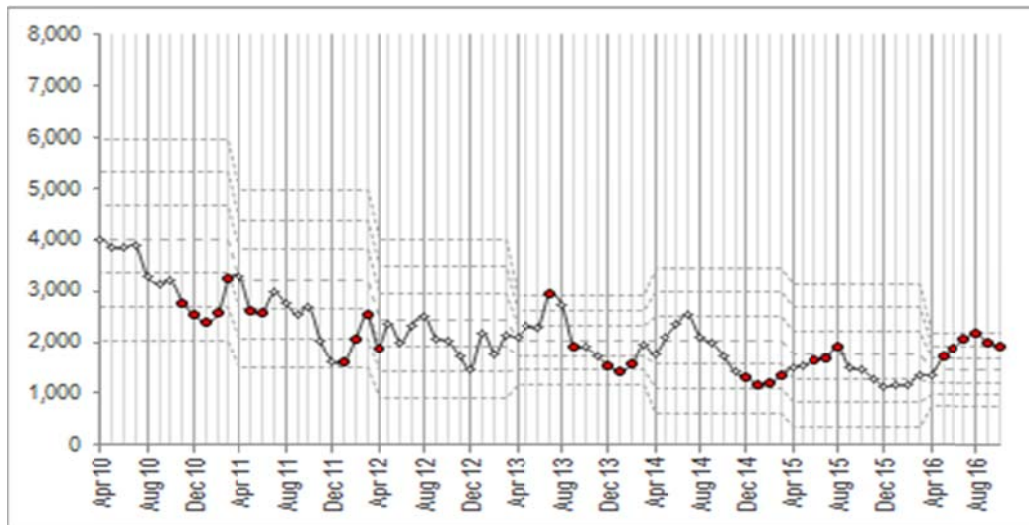
42. The levels of recorded hate crime fluctuated within narrow bounds below the mean for the whole of 2015-16 at a generally reduced rate compared against the previous year. There has been a significant increase this year which may be partly explained by better recording practices and the introduction in July of the web form for inputting records on the Niche system. There was a clear spike in July and although subsequent months have been lower five of the last six months are identified as significantly high exceptions.
43. Further work will be carried out to validate improved accuracy and detail being recorded as well as the efficiency of the recording process.
44. Those offences that are recorded are predominantly recorded as racially motivated hate offences.
45. The increased level of reporting of hate crime in the week following the EU referendum appears to have been limited and short-term however further analysis will be carried out to ensure that the Force is aware of underlying hate issues being reported.
46. Satisfaction levels had remained stable for around eighteen months before falling away in the first months of 2016. The last four months have seen a marked increase in satisfaction levels restoring above the mean expected level.

## Cyber Crime

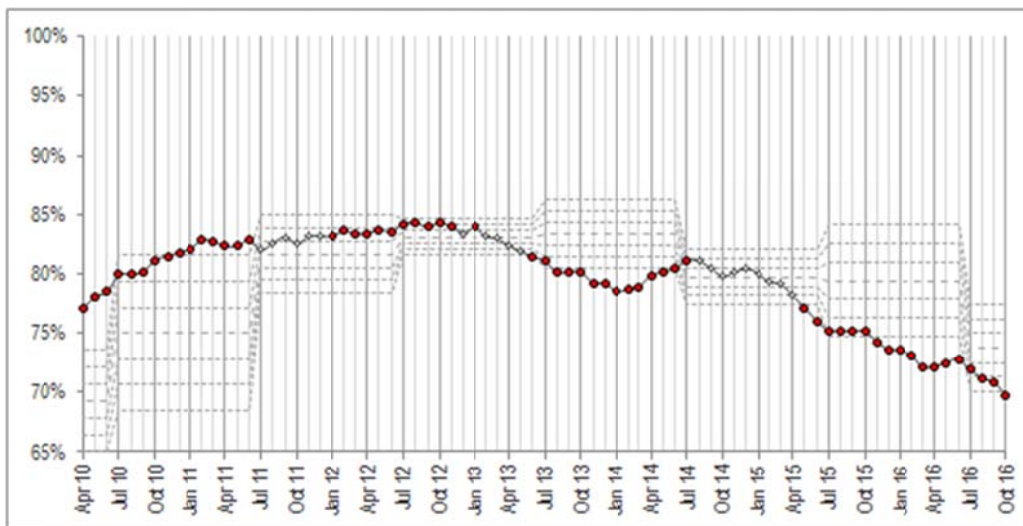
47. The reporting of on line crime where the commission of the offence has been facilitated by the use of a computer is a reporting requirement for the Home Office data returns.
48. There is not a specific crime category, rather many different crime categories which may have an on-line element that should be identified by the appropriate use of qualifying flags on the Niche system.
49. Unfortunately the appropriate use of these flags is presently believed to be only made in approximately 25% of occasions which makes any data for this area at best unreliable and misleading.
50. The introduction of the webform for crime entry onto the Niche system appears to have improved data quality and reliability although the numbers still remain at a level below that anticipated. Further analysis and audit work will continue in an effort to drive up the recording to enable the true extent of cyber enabled crime to be analysed and interpreted.

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

Recorded Incidents



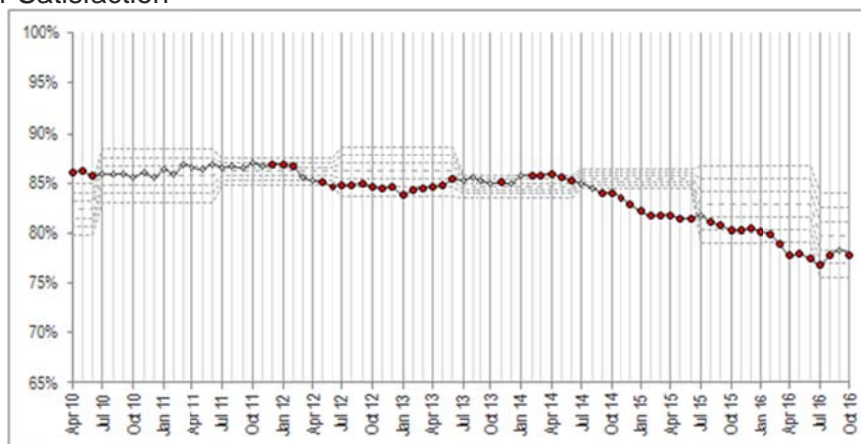
Satisfaction



51. The level of recorded ASB incidents exhibit a general seasonal pattern of a fall over the autumn and winter months with an increased level of incidents building over the spring and summer period. This pattern has been continued in quarter two, with levels consistent with previous periods. The last six months data points have all been identified as significant exceptions with August reaching the upper expected bound.
52. The seasonal reduction in reports appears to be occurring and it is anticipated that levels will continue to fall over the coming months.
53. The continued use of the repeat caller database has enabled neighbourhood teams to effectively problem solve persistent issues, such as ASB. This work has now also expanded to include partnership agencies, so that a multi-agency response can be applied to callers of high demand.
54. ASB satisfaction had appeared to stabilise, however there has been a further reduction in recent months and the last eighteen months have been identified as significant exceptions tracking the downwards shift in the lower bounds of expected levels.

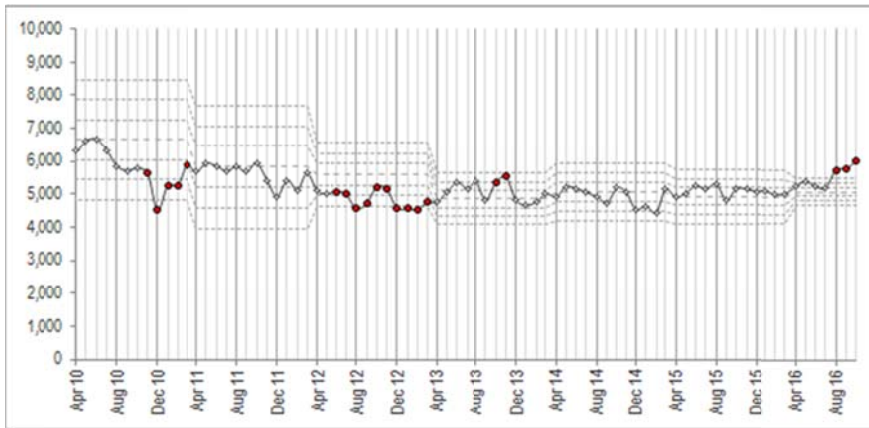
## To continually improve the quality of service and response to victims of crime

### All user Satisfaction



55. All User satisfaction constitutes satisfaction levels from a sample of burglary, vehicle and violent crime victims.
56. As can be seen from the chart above, the last eighteen months have seen periods of apparent stabilisation in the satisfaction level followed by a fall to a lower level and overall satisfaction now stands at 77.8% which is a small improvement on the low point seen in July 2016.
57. Many vehicle crimes are now non-attendant and receive an appropriate telephone based service at the outset. Therefore, the need to finalise crimes at the earliest appropriate opportunity where there are no viable lines of enquiry does mean that the current survey questions do not fit well with the current policing response and this may well have contributed to the trend seen above.
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 monthly PDG meetings.
59. National debate is considering whether the current surveys remain appropriate and the outcome appears to be a preference to allow Forces to implement their own survey regime to meet their local needs and to use these to improve the victim's experience, rather than the current survey structure. The current surveys will remain to the end of the current year before any changes may be implemented, and the final results of the consultation are awaited.

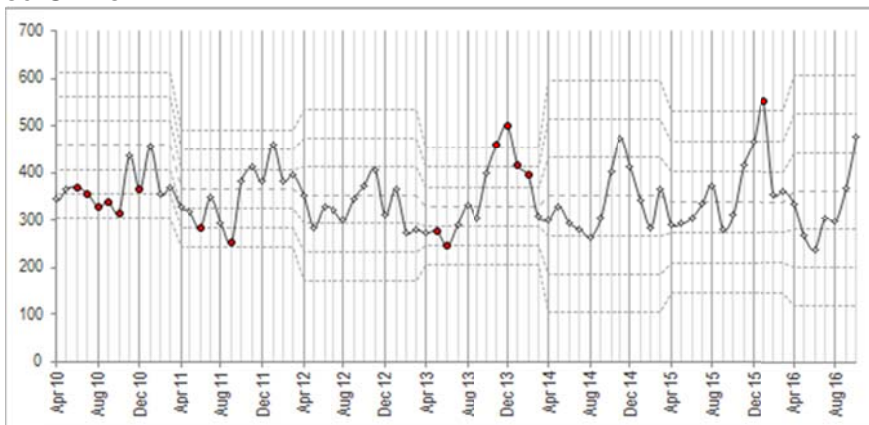
**To reduce all crime**



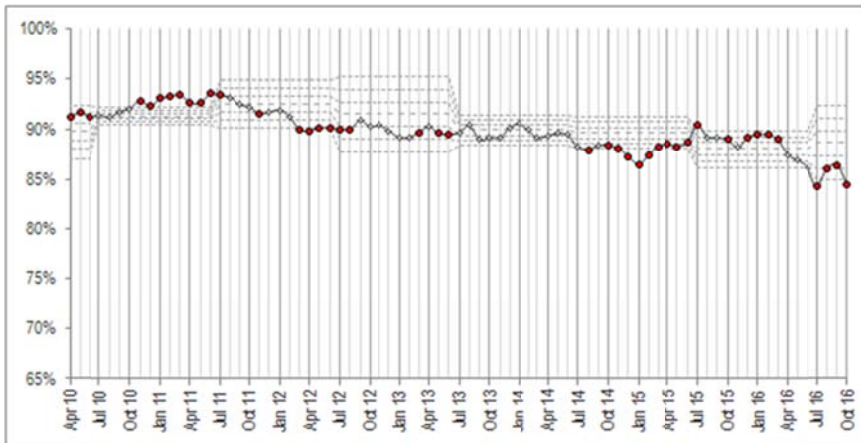
- 60. The above chart shows the overall recorded crime level for the Force.
- 61. The level of control has seen narrow fluctuations during 2015, resulting in a narrowing of the expected bounds for 2016-17.
- 62. Although May saw levels of reported offences near the upper bound this had not triggered an exception due to the June figures being lower and this was therefore regarded as a natural fluctuation in levels and no cause for concern.
- 63. Subsequent months have seen overall crime levels break through the upper expected bounds and record three consecutive significant exceptions. This is due to increased levels of some higher volume crime categories and will be discussed at the PDG meeting due November to identify proposed actions to address this trend.

**To reduce domestic burglary and ensure a positive outcome for victims of burglary offences**

**Recorded Crime**



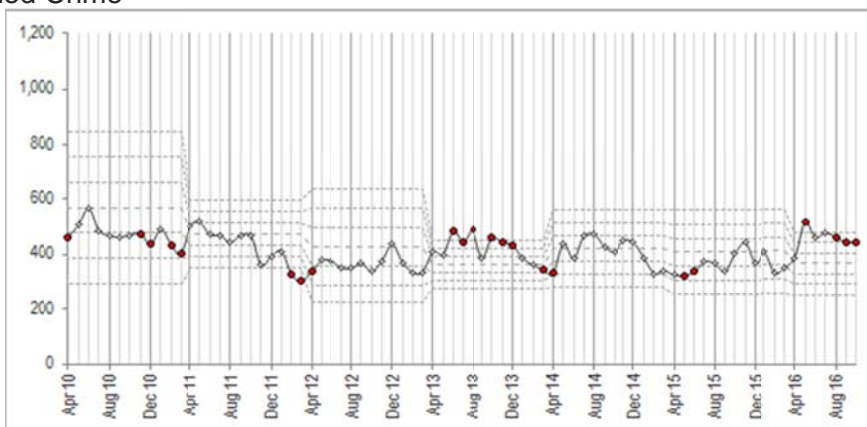
## Satisfaction



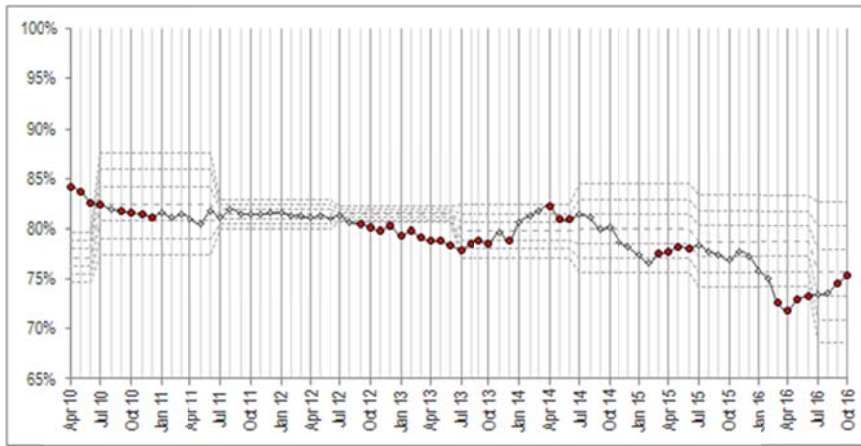
64. Burglary Dwelling offences have continued to follow the seasonal pattern in offending, with successive falls in monthly volumes from the seasonal peak around the end of 2015. The current rise above the mean level is therefore expected as a seasonal trend and will continue to be monitored for appropriate action plans if it becomes an exceptional matter.
65. Satisfaction levels for burglary, although showing signs of deterioration over recent months, continue to be strong currently standing at 85%.
66. There is currently no specific identified threat and this category continues to be monitored and managed as part of business as usual with local management of emerging local trends and targeted intelligence lead local operations.
67. The estimated crime rate for Burglary Dwelling offences reported during the 12 months period ended October 2016 is 10.8 per 1,000 residences.

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

## Recorded Crime



Satisfaction

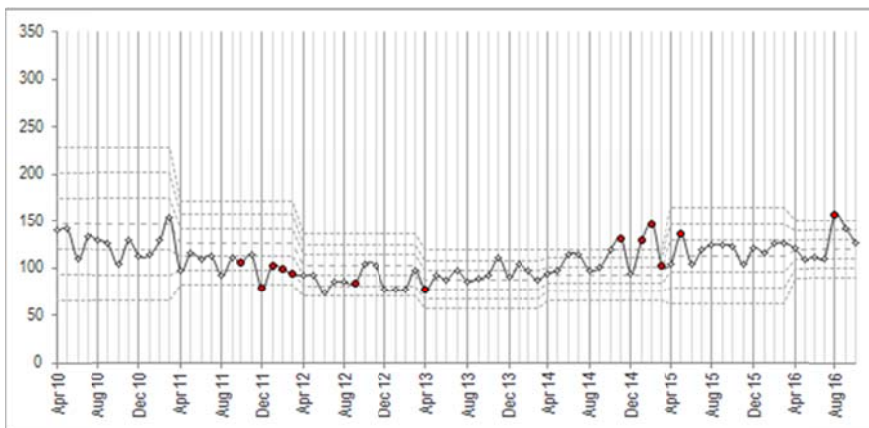


- 68. Violence against the person with injury includes offences such as actual bodily harm, and grievous bodily harm.
- 69. Levels rose sharply at the start of 2016-17 and have remained significantly high towards the upper bound of expected levels. At this stage it is not considered that matters are out of hand and this is reflective of greater reporting Nationally. This will continue to be tracked and monitored over the coming months in order to establish whether this level is the new normal level following a period of particularly low reporting.
- 70. The estimated crime rate for reported Violence Against the Person with Injury offences reported during the 12 months period ended October 2016 is 4.7 per 1,000 population.
- 71. The satisfaction level for overall violent crime has recovered over recent months to 75%, which is an encouraging sign and reflects work undertaken to identify specific points in the process where dissatisfaction might be triggered.

**To reduce vehicle crime and ensure a positive outcome for victims**

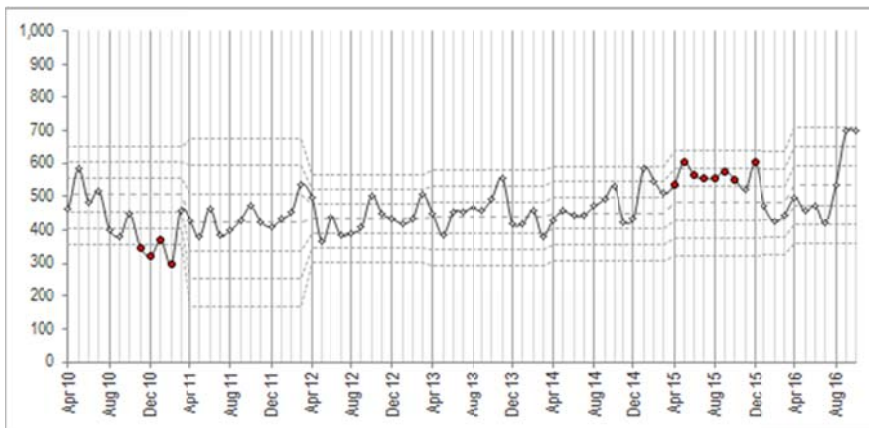
Recorded Crime

**Theft of Motor Vehicle**

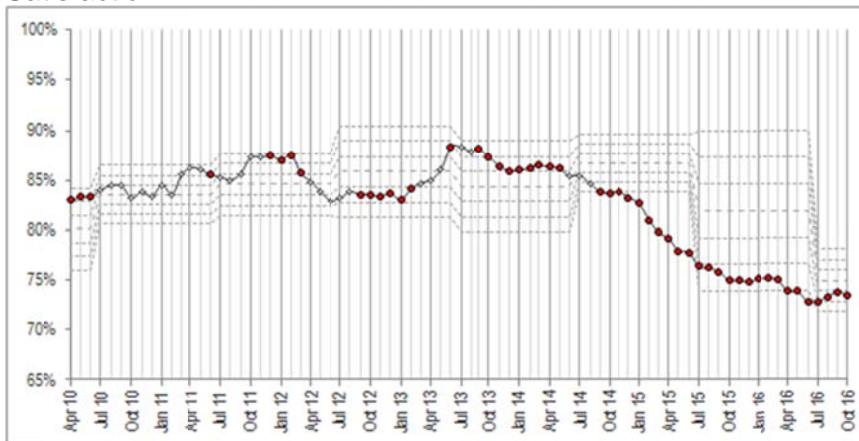




## Theft from Motor Vehicle



## Satisfaction



72. The level of theft of motor vehicle offences had shown a high level of stability around the mean expected level. August saw a sharp spike in reported offences, although subsequent months have seen lower offences and this is being carefully monitored to for emerging trends.
73. Continued, intelligence led policing activities continue to be deployed to target the perpetrators of these crimes, including EMOpps operations.
74. Theft from motor vehicle offences reduced during 2016 from the significantly high levels seen during 2015. The most recent months have seen a sharp and sustained increase although this is yet to identify as a statistically significant exception.
75. The Force is aware of this and discussing at the monthly PDG for appropriate targeted action and further monitoring for the emerging trend will continue. The theft of exterior car parts will continue to be managed at a NPA level.
76. The satisfaction level for vehicle crime has stabilised at 73%. With the new Policing model, it was understood that satisfaction levels for theft from a motor vehicle would be lower, as the way in which they were investigated changed.

## **Data Quality and Crime Recording Integrity**

77. The findings of the audit team are presented at the Force PDG meetings and recent meetings have reported that crime recording standards and the timeliness of recording are being maintained and in some cases show signs of improvement. No crime audits show good levels of crime recording and increased additional verifiable information to justify the no-criming across different categories.
78. There are known issues relating to the incomplete flagging of crimes with appropriate markers for metal theft, cyber enabled crime and other flags which it is anticipated will improve further following the bedding in of the webform.
79. Another area that has exposed some data inaccuracies is the work to implement a system for data reporting to the Home Office through a Data Hub. Feedback reports on data submitted has highlighted substantial numbers of occurrences where the outcome date precedes the reported date for the occurrence, or the reported date precedes the occurrence start date. There are approximately 4500 occurrences that will require amending to correct this and work has already started on this.

### **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**

None

### **Background Papers**

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

### **Person to Contact**

Chris Newbold, Senior Performance Analyst

Tel: 0116 248 2153, email: [Christopher.newbold@leicestershire.pnn.police.uk](mailto:Christopher.newbold@leicestershire.pnn.police.uk)