

**POLICE AND CRIME
COMMISSIONER FOR
LEICESTERSHIRE**

**STRATEGIC ASSURANCE
BOARD**

PAPER MARKED

A

Report of	CHIEF CONSTABLE
Subject	2016 – 2017 QUARTER ONE PERFORMANCE MONITORING
Date	WEDNESDAY 27 JULY 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).

Recommendation

2. It is recommended that Board members note the contents of this report.

Scope of Report

3. This report concentrates on performance to quarter one of 2016-17 utilising data up to the end of June 2016.

Background

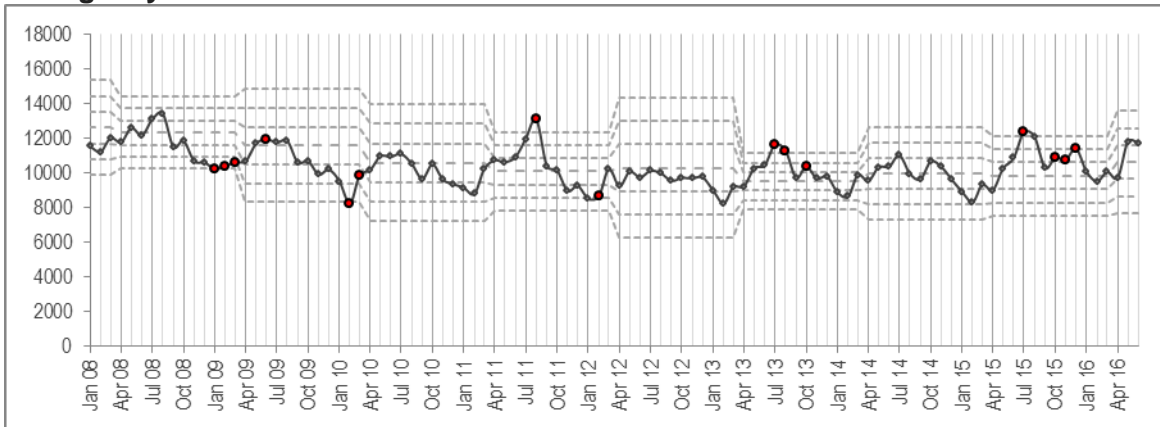
4. At the SAB meeting on the 8th May 2014, it was agreed that performance reporting to the Strategic Assurance Board is provided on a quarterly basis. This report, based on the PCP, looks at recorded crime levels in the context of long term trends. This puts the levels of crime being recorded at present 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.

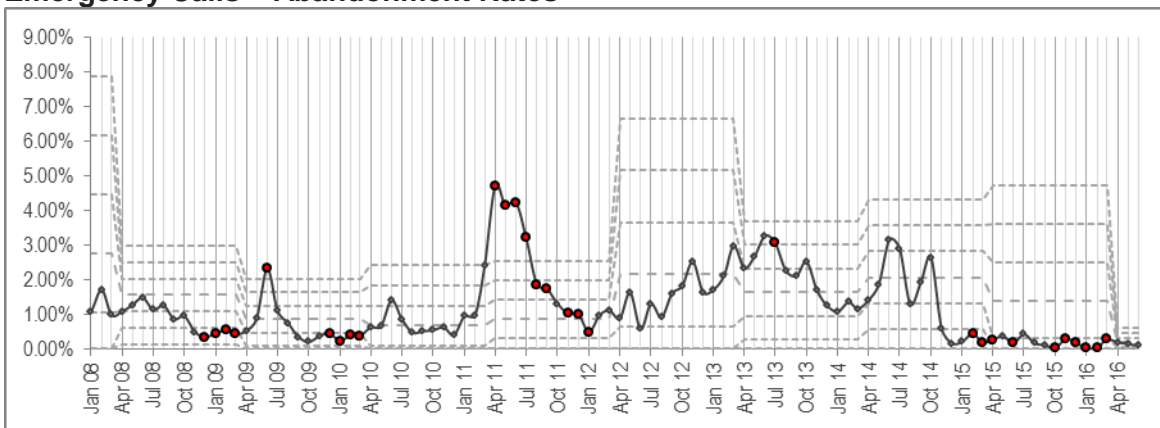
Call Handling

Emergency Calls



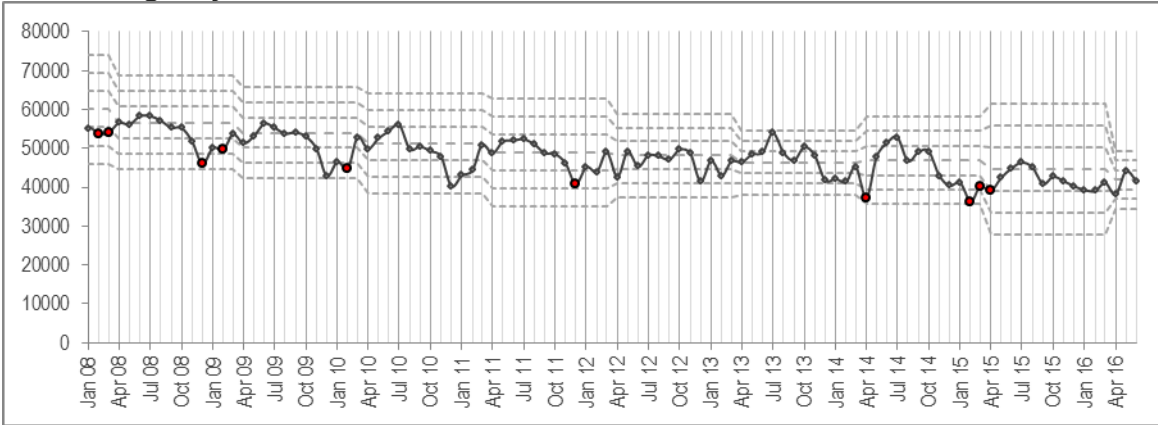
Emergency call volumes are currently increasing and it is expected that this may continue as the above chart confirms a seasonal increase to July. The current monthly volumes are above the mean expected level, but are not identified as significant exceptions at this time.

Emergency Calls – Abandonment Rates



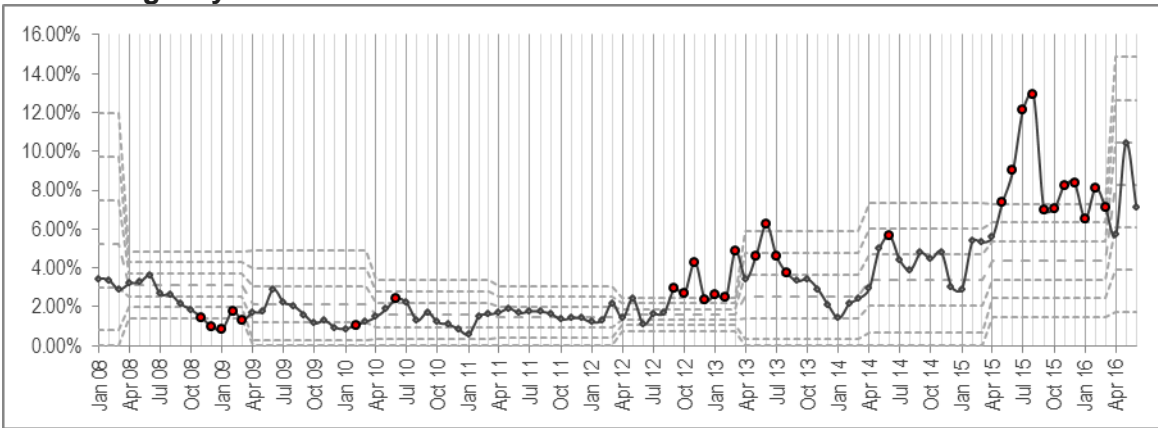
Unanswered calls that have exceeded the 10 second target answering time frame are described as abandoned. The abandonment rate for emergency calls has remained below 0.5% for the last 18 months.

Non-Emergency Calls



The monthly volumes of non-emergency calls have increased in recent months which is expected due to a seasonal increase to July annually which is evident in the chart above.

Non-Emergency Calls – Abandonment Rates



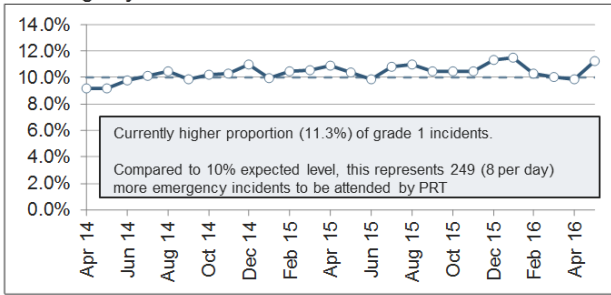
The abandonment rate for non-emergency calls appears much more volatile than for emergency calls. The number of non-emergency calls received is much greater than emergency calls, and although the monthly totals have been below the mean expected levels there are significant variances on a daily basis which can place excessive demand on the call handlers.

Any periods of excessive demand, either on a daily basis or within periods of the day can create difficulties with meeting that demand. Additionally there are known problems meeting the planned staff seating plan on occasions which also adversely affects performance.

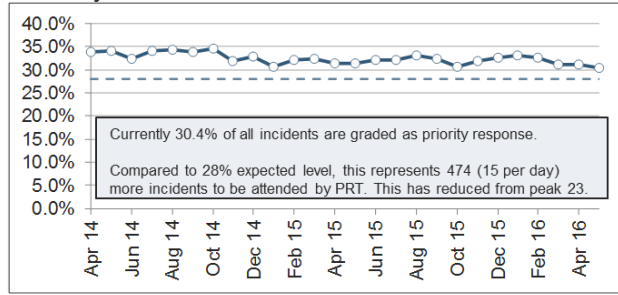
Work is in hand to re-assess the demand profile and the optimum seating plan arrangements to meet that demand in the most cost effective and efficient way.

Incident Grading Profile

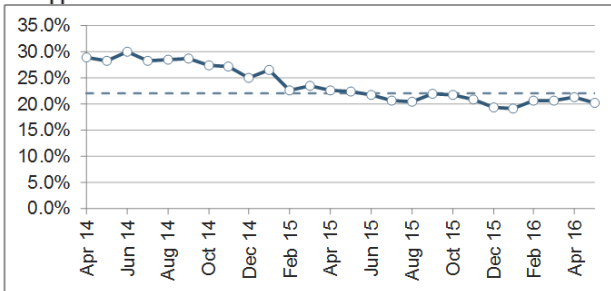
1 - Emergency



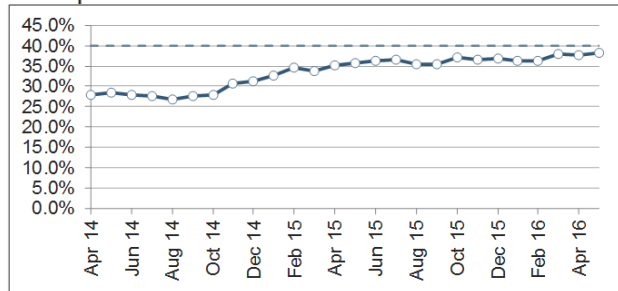
2 - Priority



3 - Appointment

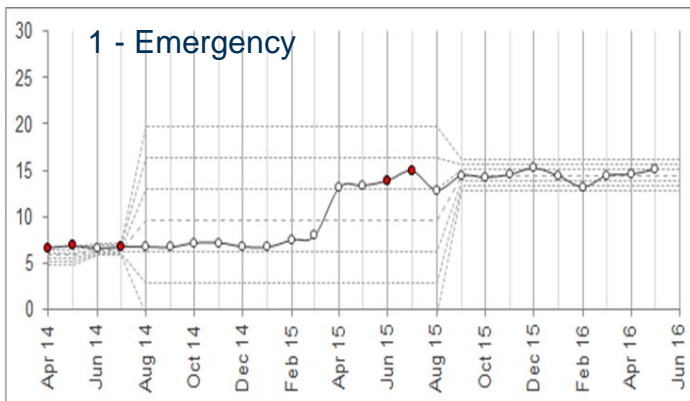


4 - Telephone

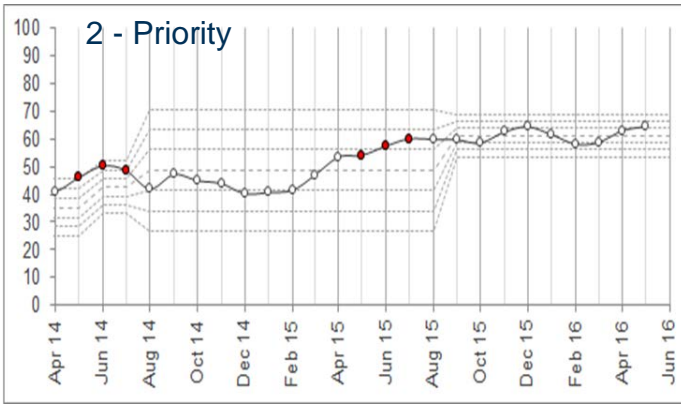


- Grading of incidents since the introduction of the Edison Operating Model have generally exceeded the anticipated levels of Grade 1 Emergency and Grade 2 Priority Incidents.
- This has placed additional demands on the Response Officers of up to an additional 8 Emergency Incidents and 28 additional Priority Incidents per day, although this has reduced to 15 currently.
- 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.
- A revised diary system is now in place which should allow for an increased proportion of scheduled appointments to be made to move closer to the projections of the Edison model.

Emergency and Priority Incident Response Times



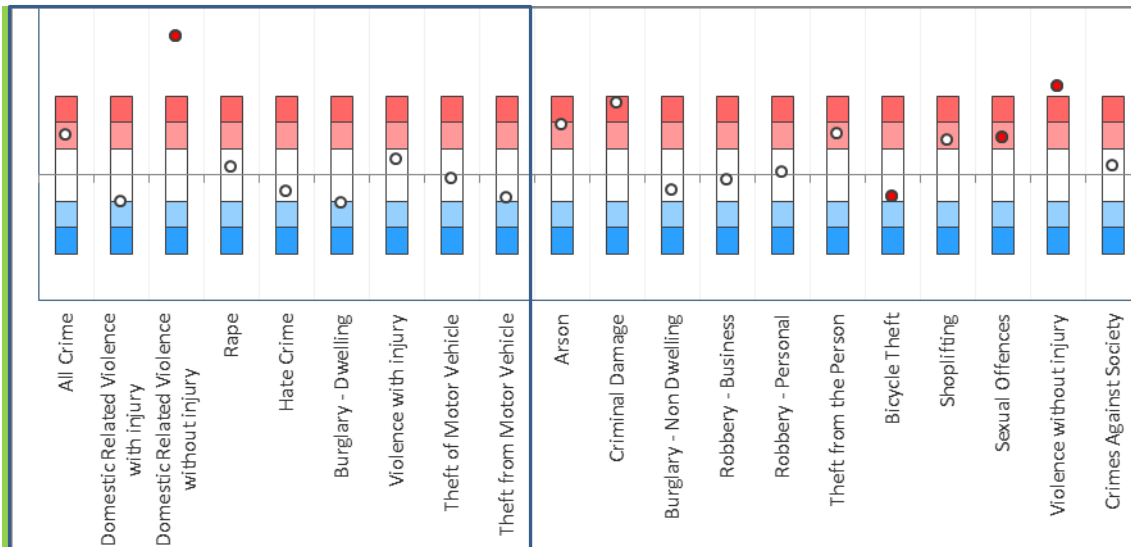
Latest Figures	Total Arrivals	Ave Time
Anti-Social Behaviour	28	00:20:13
Crime	512	00:14:07
Public Safety	783	00:15:44
Road Related	134	00:14:21
Total	1,516	00:15:09

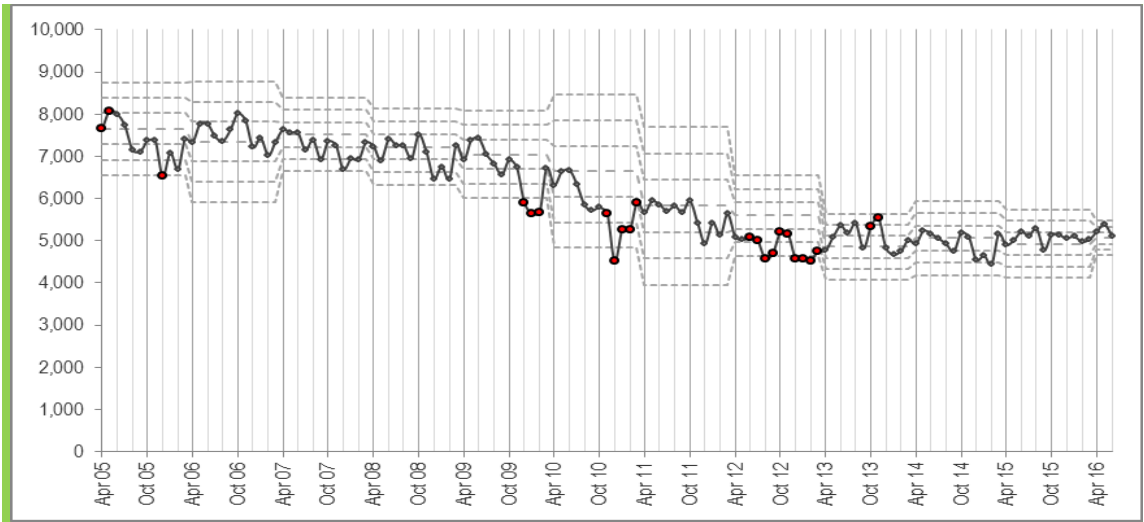


Latest Figures	Total Arrivals	Ave Time
Anti-Social Behaviour	322	00:50:08
Crime	597	01:10:35
Public Safety	1,493	01:15:44
Road Related	374	00:32:51
Total	3,003	01:04:29

- Emergency response times prior to the introduction of the Force re-structure and the Edison Operating Model were stable at around 7 minutes, and the Priority response times fluctuated between 40 – 50 minutes on average.
- Emergency response times rose in early 2015 and again in the later months of 2015, peaking at 15 minutes. Levels have currently returned to 15 minutes.
- 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.
- 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.
- Priority response times show a more gradual increase over time with monthly average times levelling off at around 60 minutes which was the previous target for arrival and which is used as a similar comparative benchmark.
- It is also noteworthy that Road Related priority incidents are attended much quicker than other incident types.

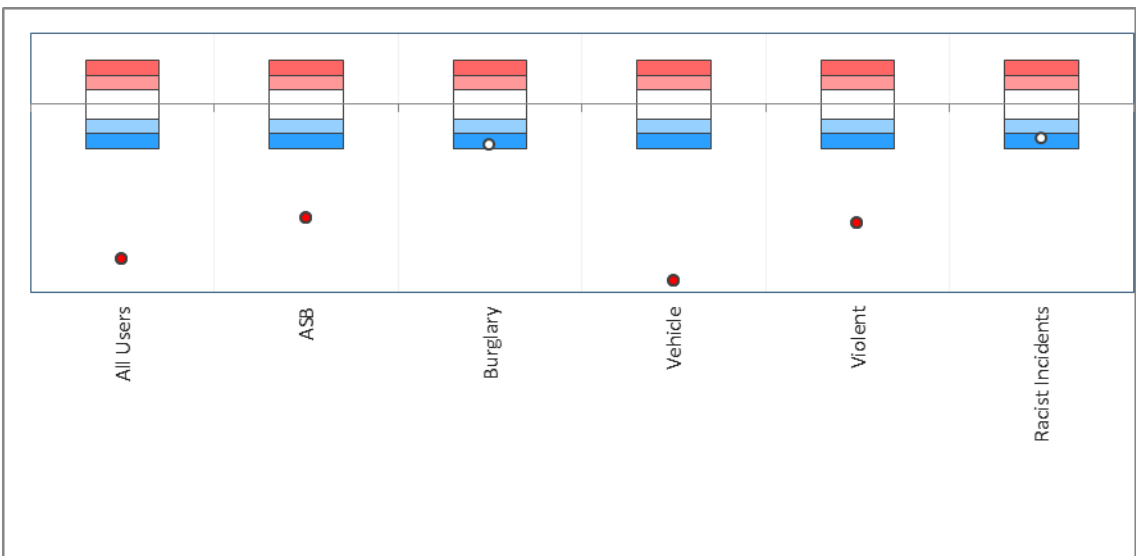
Recorded Crime Summary



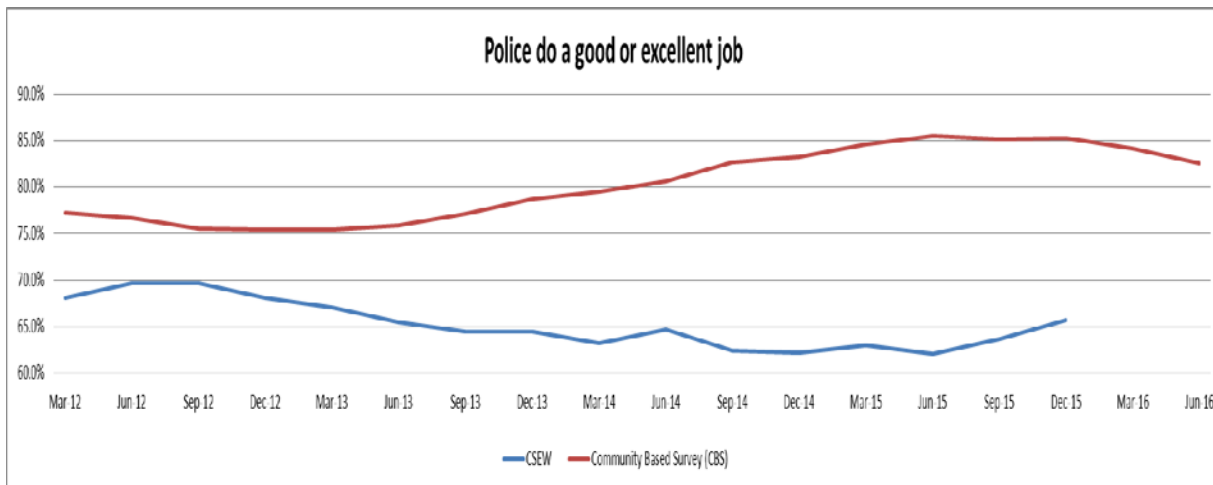


- The above charts summarise the current monthly levels of recorded crime in relation to the mean expected levels and also show the monthly trend in overall recorded crime.
- Three categories of crime are currently reporting significantly high levels of monthly crime; Domestic Related Violence Without Injury, Sexual Offences and Violence Without Injury (which includes the Domestic component).
- 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.
- Sexual Offences are higher than the mean expected level and include rape offences where there has been success in encouraging increased levels of reporting over recent years.
- Most other crime categories are within or below the mean expected levels, shoplifting, which is a higher volume category, is currently at a higher level but is not showing consistently high levels at this stage.
- Crime is generally regarded as being broadly controlled at the moment with stability in the levels of recorded crimes.

User Satisfaction



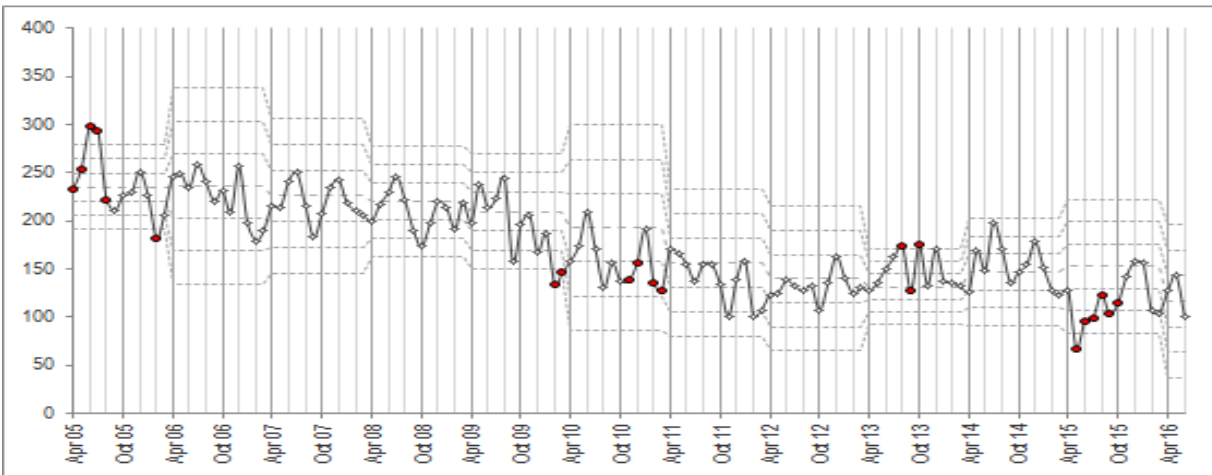
- All User Satisfaction levels have been in decline for the last two years, with the Vehicle and Violent components particularly contributing to this whilst Burglary victim satisfaction has been more stable.
- Vehicle Crime satisfaction has been affected by the changes to the policing model and the survey 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.
- 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.
- It should also be noted that after these periods of decline the levels of satisfaction remain in excess of 70% for Vehicle and Violent Crime and for the overall total, with more than 83% of Burglary victims being satisfied with the policing response service.
- There is a National review underway to consider the best way forward for all forces to understand the satisfaction levels of the members of the public they interact with.
- Confidence in the Police as reported by the Community Based Survey is at 82.5%. 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.



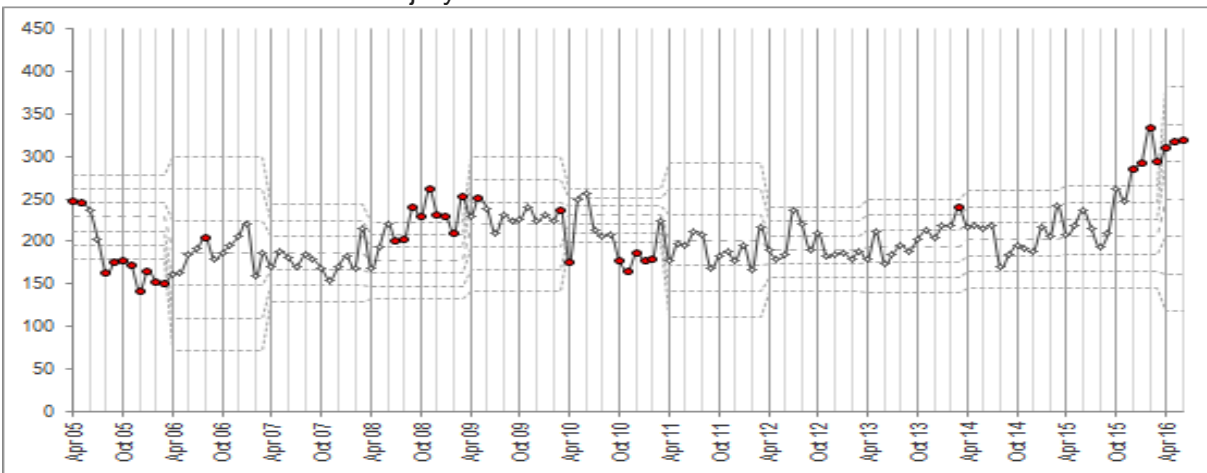
Supporting Victims and Witnesses

5. 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



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.

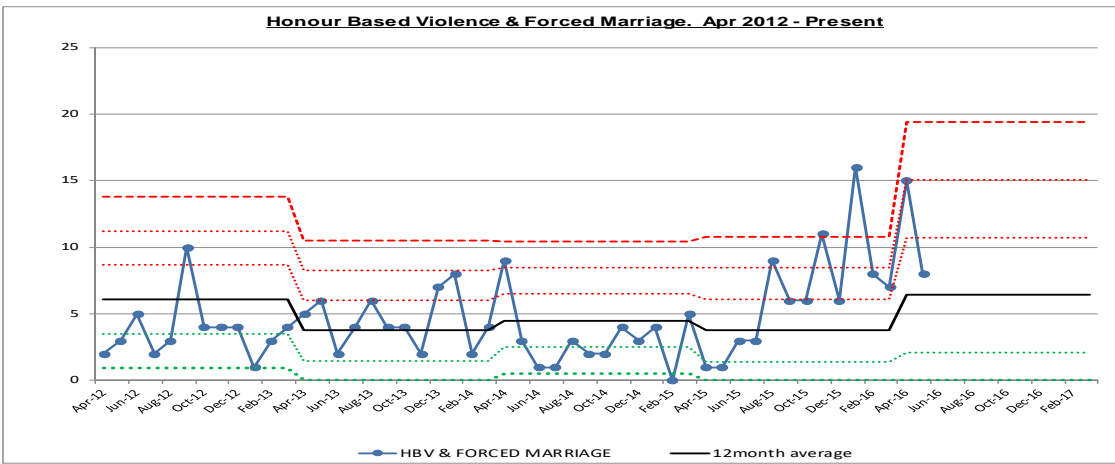
Audit and remedial work to ensure the correct classification and appropriate flagging of domestic offences has been carried out. The levels of offences are now higher, and fluctuating normally within the expected bounds.

December saw the launch of the new single number for victims of domestic violence and sexual abuse to access support across all areas of Leicester, Leicestershire and Rutland.

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.

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.

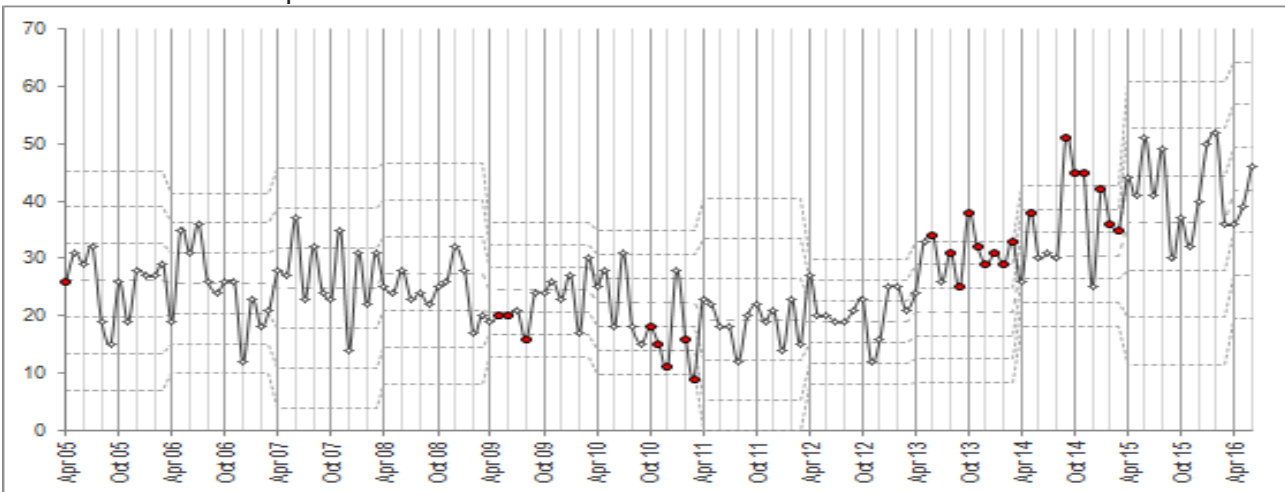
Honour Based Violence and Forced Marriage



June 2014 saw the introduction of legislation covering Forced Marriages and from a low base there has been a significant growth in reported offences, although it should be noted that the monthly peak reached 16 offences and most months show reports in single figures.

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



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 the reporting of offences is encouraged and supported.

Recent months have seen 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.

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.

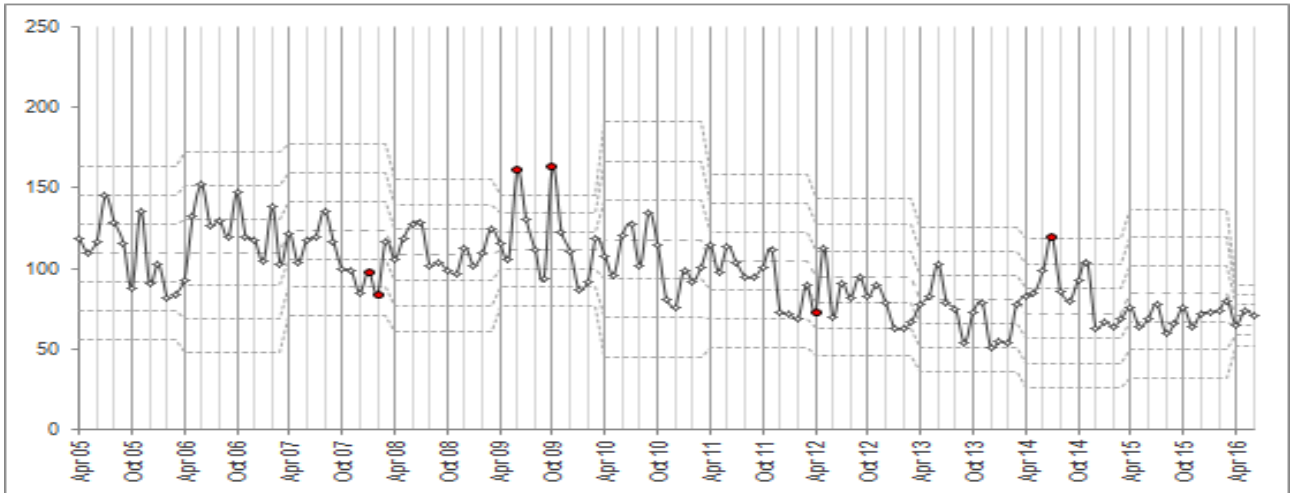
Child Sexual Exploitation is an area of offending which can involve many different types of offences including grooming of children, to sexual assaults and rapes and the recruitment for the purposes of prostitution.

Current average monthly reports are around 25, compared with 54 per month in the preceding period. There are generally in the region of 90 ongoing investigations at any time and 60% of

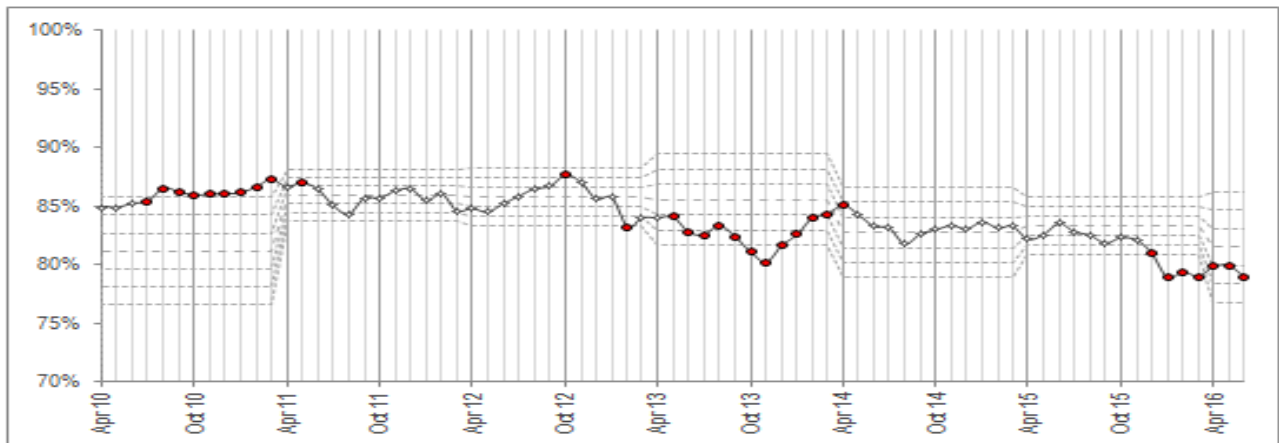
investigations take more than 6 months to complete due to the complexity and sensitivities involved.

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

Recorded Crime



Satisfaction



The levels of recorded hate crime continue to fluctuate within narrow bounds below the mean. There was a significant increase last year to the peak seen in July 2014, however the period since has seen a general reducing trend in the apparent level of reports.

Recent work indicated that the correct flags are being entered onto Niche in an inconsistent manner which makes the identification of the hate element is not made. The Force has introduced a webform to assist officers enter the key core details of offences which, it is anticipated, will lead to improved accuracy and detail being recorded as well as making the actual recording process more efficient.

Those offences that are recorded are predominantly recorded as racially motivated hate offences.

	Race	Faith	Sexual Orientation	Transgender	Disability
2015-16	75%	10%	10%	2%	3%

Satisfaction levels have remained stable for the last six months establishing a revised expected level, which due to consecutive points has been highlighted as a significant low exception.

Cyber Crime

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.

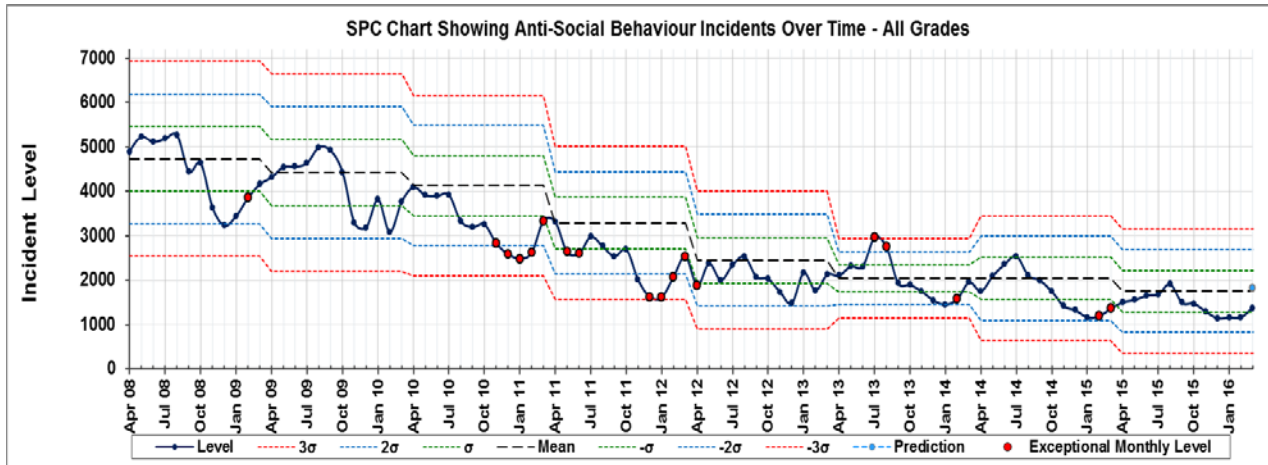
There is not a specific crime category, rather many different crime categories which may have an on-line element that should be identified by the appropriate use of qualifying flags on the Niche system.

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.

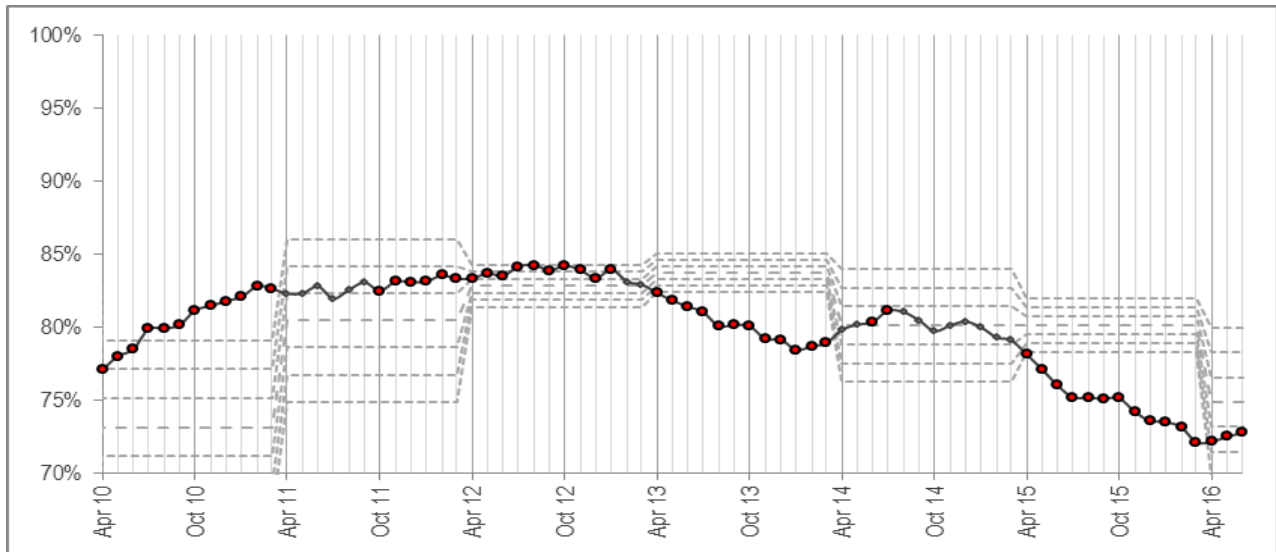
It is anticipated that the introduction of the webform for crime entry onto the Niche system will bring improved data quality and reliability to enable the true extent of cyber enabled crime to be analysed and interpreted.

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

Recorded Incidents



Satisfaction



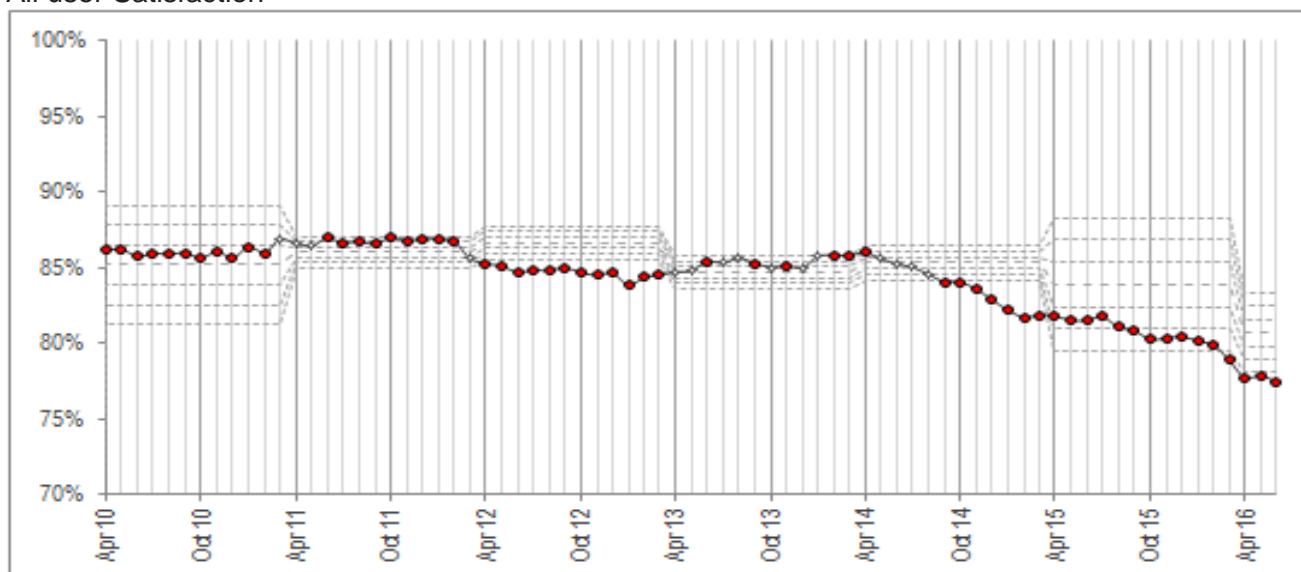
The level of recorded ASB incidents exhibit a general seasonal pattern of a fall over the autumn and winter months with an increased level of incidents building over the spring and summer period. This pattern has been continued in quarter one, with levels consistent with previous periods.

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.

ASB satisfaction is showing signs of improvement with a gradual increasing trend evident over the last four months which is starting to reverse the previous reducing trend that had been evident over the preceding two years.

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

All user Satisfaction



All User satisfaction constitutes satisfaction levels from a sample of burglary, vehicle and violent crime victims.

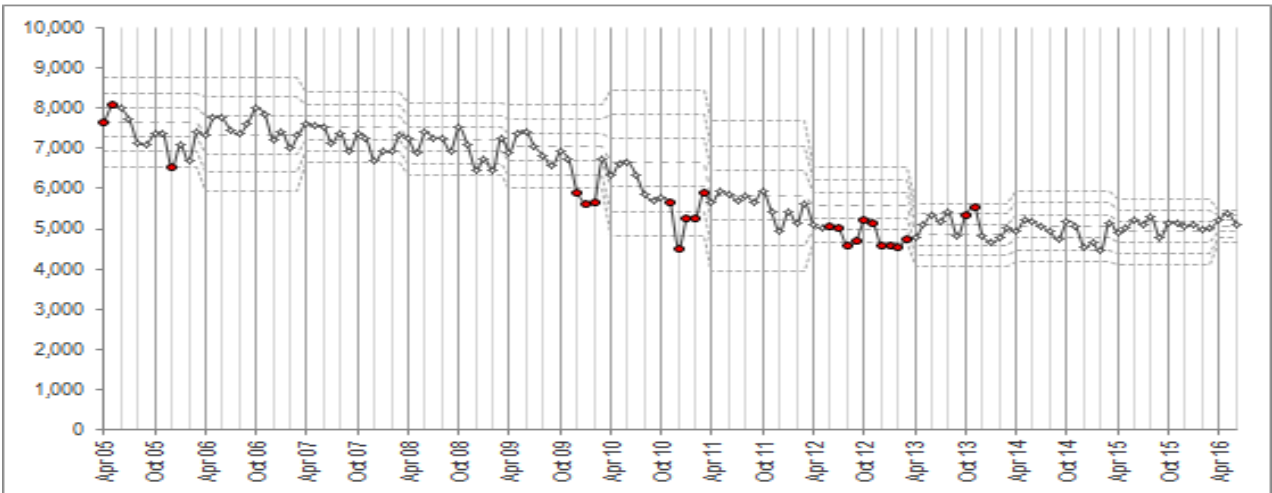
As can be seen from the chart above, the last eighteen months have seen periods of apparent stabilisation in the satisfaction level followed by a fall to a lower level and overall satisfaction now stands at 77.4%.

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.

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.

National debate is considering whether the current surveys remain appropriate and the outcome of this is awaited. There 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 results of the consultation are awaited.

11. To reduce all crime



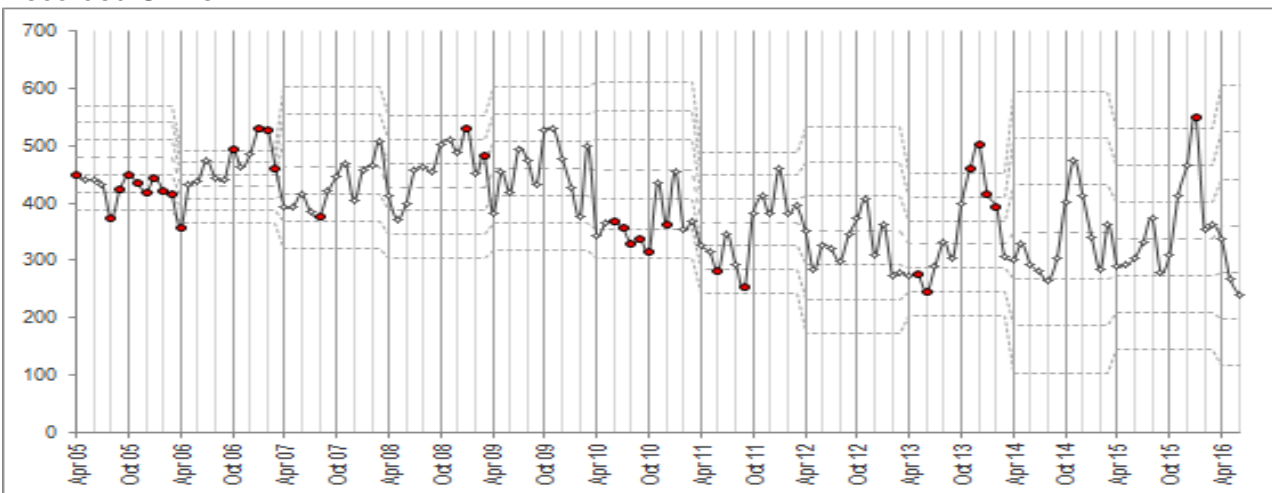
The above chart shows the overall recorded crime level for the Force.

The level of control has seen narrow fluctuations during 2015, resulting in a narrowing of the expected bounds for 2016-17.

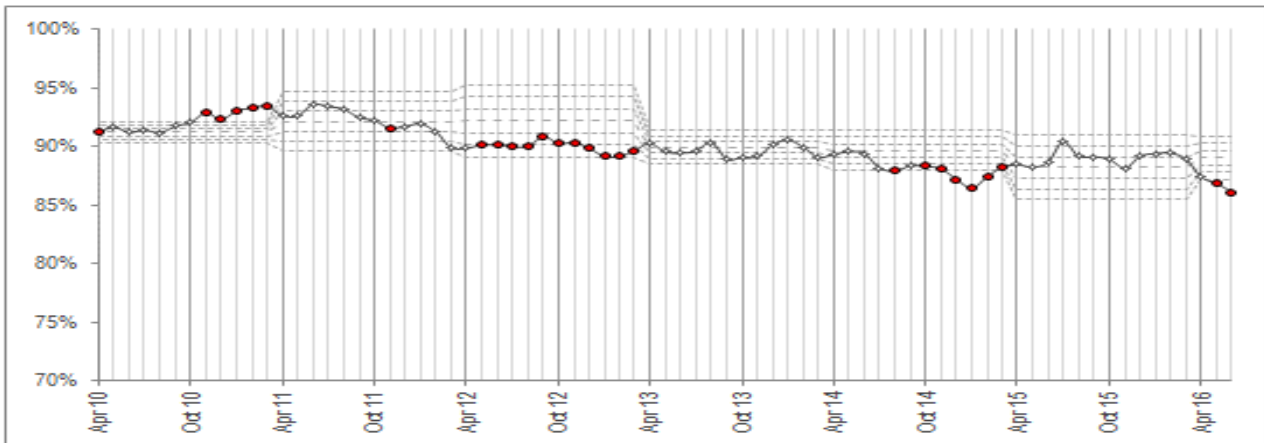
Although May saw levels of reported offences near the upper bound this has not triggered an exception due to the June figures being lower. This is therefore a natural fluctuation in levels and is no cause for concern. Overall crime levels remain within expected bounds at this stage.

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

Recorded Crime



Satisfaction



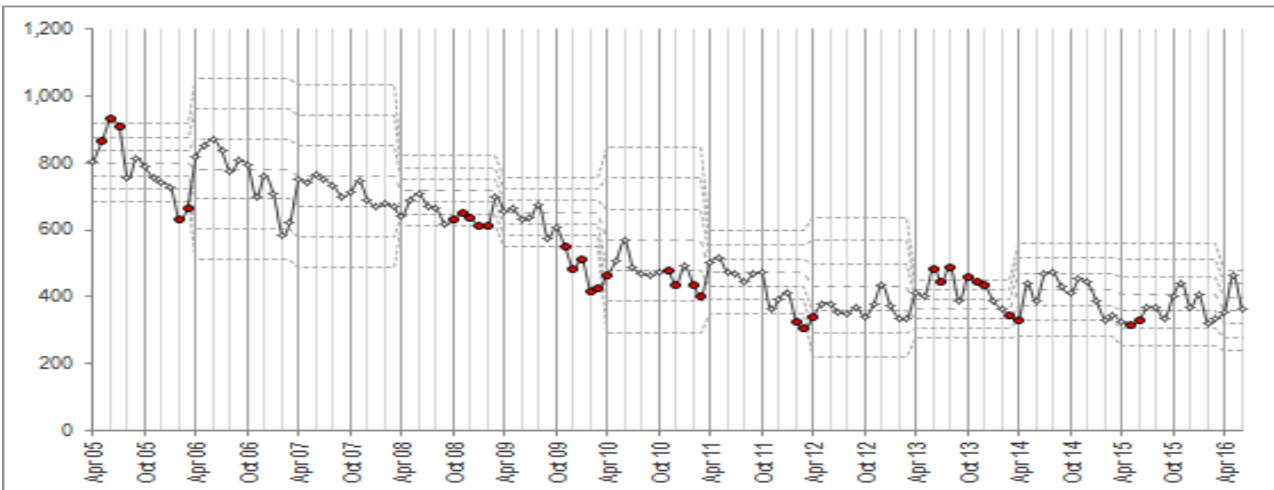
Burglary Dwelling offences have continued to follow the seasonal pattern in offending, with successive falls in monthly volumes from the seasonal peak around the end of 2015.

Satisfaction levels for burglary, although showing signs of deterioration over recent months, continue to be strong currently standing at 86%.

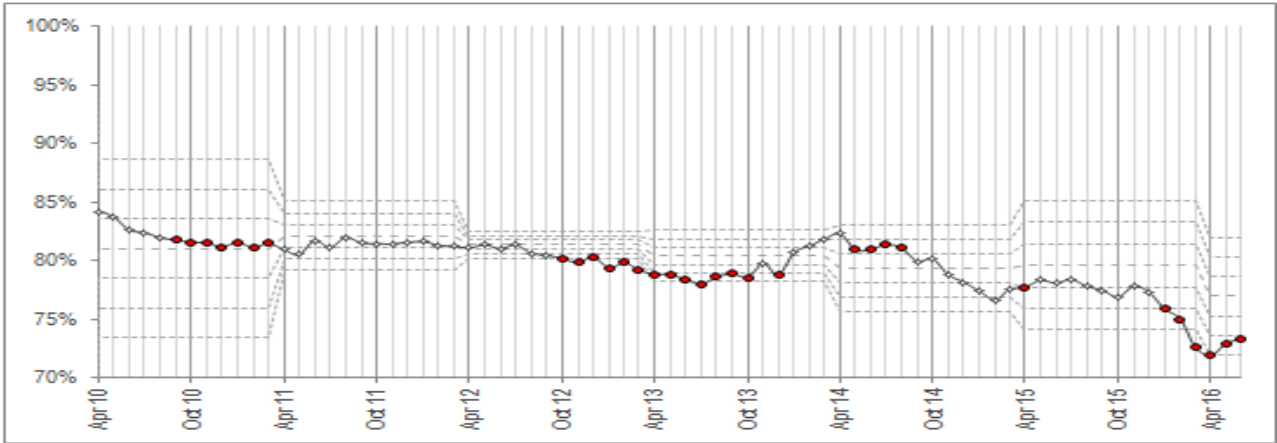
There is currently no specific identified threat and this category continues to be monitored and managed as part of business as usual with local management of emerging local trends and targeted intelligence lead local operations.

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



Violence against the person with injury includes offences such as actual bodily harm, and grievous bodily harm.

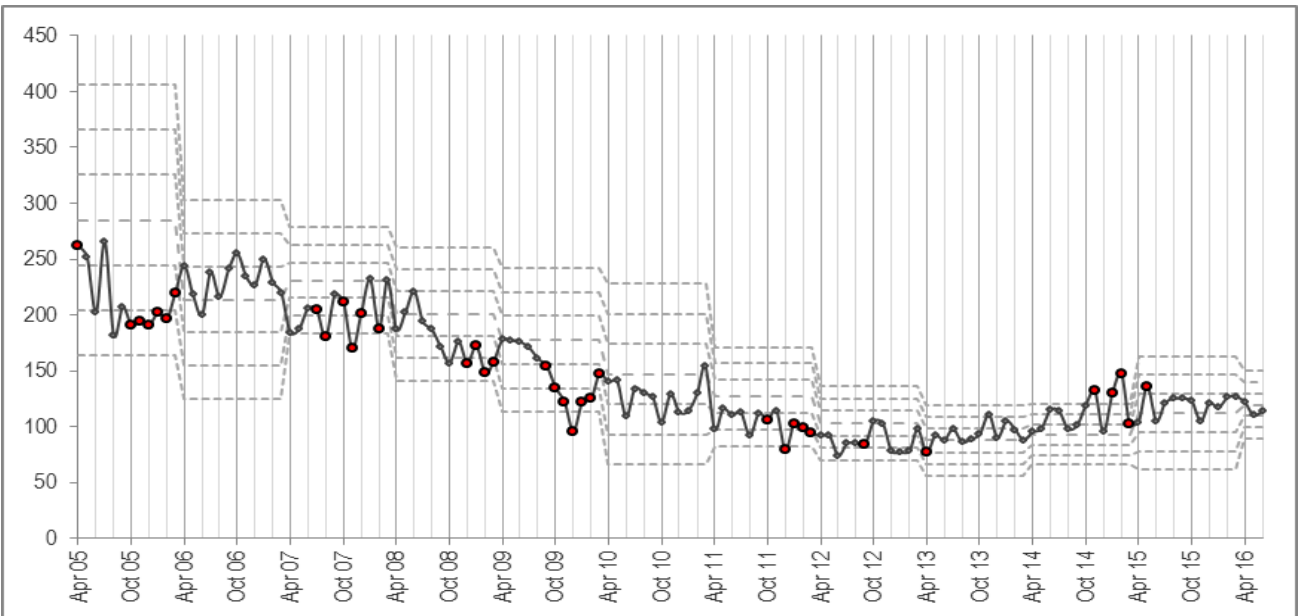
Levels in general remain at expected levels, an increase on the previous significantly low levels seen during 2015, and in the absence of significantly high exceptions is monitored for change but is not of undue concern at this stage.

The satisfaction level for overall violent crime has recovered over recent months to 73%, and this is the focus of an exercise to map the business processes for violent crime in order to identify potential areas where dissatisfaction may be triggered.

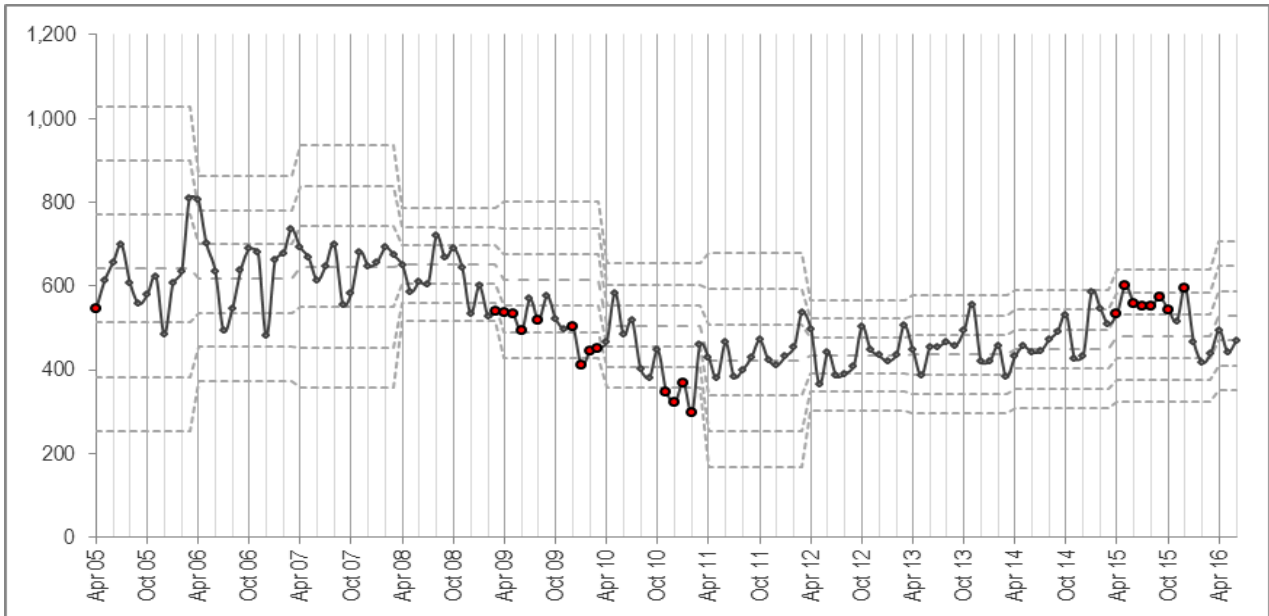
14. To reduce vehicle crime and ensure a positive outcome for victims

Recorded Crime

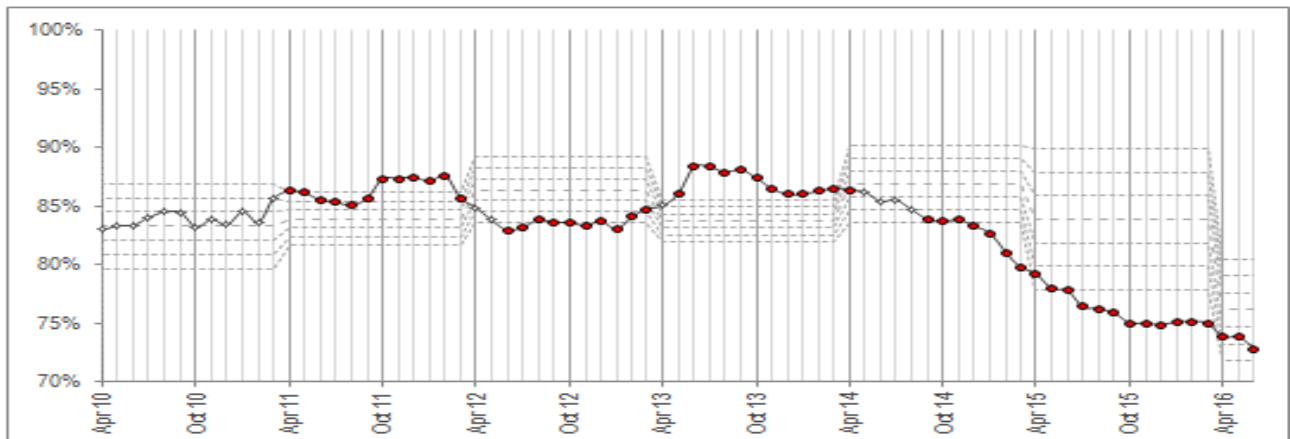
Theft of Motor Vehicle



Theft from Motor Vehicle



Satisfaction



The level of theft of motor vehicle offences has shown a high level of stability around the mean expected level and, whilst continuing to monitor there are no present concerns regarding this category.

Continued, intelligence led policing activities continue to be deployed to target the perpetrators of these crimes, including EMOpps operations.

Theft from motor vehicle offences have reduced during 2016 from the significantly high levels seen during 2015 and are monitored for exception and change. The theft of exterior car parts will continue to be managed at a NPA level.

The satisfaction level for vehicle crime had stabilised for several months but has again deteriorated to 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

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.

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 with the introduction of the webform.

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.

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