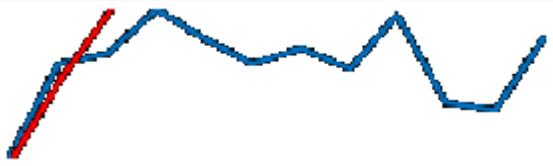**POLICE & CRIME COMMISSIONER**
for Leicestershire

Prevention | Partnership | Protection

FORCE PERFORMANCE REPORT
Quarter 1 2019/20
(April 2019 – June 2019)

Appendix 1:

Leicestershire Police Performance Report					
1. Calls					
KPI	**Performance**				
	Performance Q1 19/20	Performance Q1 2018/19	Volume Change	% Change	Trend (Blue=18/19 and Red=19/20)
1.1 Number of 999 Calls	40,089	36,232	+3,857	+11%	
1.2 Number of 101 Calls	90,395	101,730	-11,335	-11%	

1. Calls

1.1 The national guidance for answering 999 calls is to answer 90% within 10 seconds. There is no set national guidance timescale for answering 101 non-emergency calls.

1.2 The Contact Management Department (CMD) has dealt with an increase in 999 calls in excess of over 3,500 additional calls throughout the first quarter of 19/20 financial year compared to the same quarter of 18/19. From the trend chart it is apparent that the performance over this quarter 1 2019/20 is broadly following the trend of the previous year with a peak over the summer months.

1.3 Over the past financial quarter, CMD has retained a monthly abandonment rate of just 0.2% of 999 calls answered within 10 seconds, only a tiny proportion (0.2%) fall outside the target time. This is despite a large increase in the total volume of 999 calls and is also a significant reduction in the same period for the previous financial year where the number not answered within 10 seconds was 115 calls, and represents a -29% improvement. CMD has responded well to fluctuations in demand, for instance, in June 2019 the volume of 999 calls increased by approximately 800 calls, but the abandonment rate remained extremely low.

1.4 Non-Emergency telephone demand (101) has reduced by over 11,000 calls when compared to the same quarter of the previous year. This may be due in part to the increase in crime reporting online which has reduced the switchboard demand by approximately 40-45%. The new digital telephony system is now routing callers directly to the officer or department rather than the caller having to speak with the switchboard operator to be routed to the location or officer they require. The digital telephony system currently manages 25% of all call demand without the need for human interaction. The figures for quarter 1 on line reporting are:-

April - 1088
May   - 1251
June - 1127

1.5 The abandonment rate for 101 calls for quarter 1 has varied on a monthly basis from approximately 19% to 23% not being answered in 30 seconds. The abandonment rate refers to those calls that have not been answered irrespective of time. The total number of 101 calls not answered within 30 seconds for quarter 1 for the 19/20 financial year was just under 19,000 calls. This represents approximately 21% of all 101 calls received and is 125% increase in the number of abandoned 101 calls when compared to the same period for the previous financial year. This could, in part be due to a significant increase in the number of 999 calls, which will take priority and/or to callers opting for online reporting as advised by the voice message system (positive call abandonment). Further analysis is being undertaken to assess this and, in the meantime, resources have been increased to minimise negative call abandonment.

	Performance				
KPI	Performance Q1 19/20	Performance Q1 2018/19	Volume Change	% Change	Trend (Blue=18/19 and Red=19/20)
2.1 Number of Incidents	59,738	62,554	-2,816	-5%	

Leicestershire Police Performance Report

2. Incidents

2. Incidents

2.1 CMD created 2,816 fewer incidents in comparison to the same quarter of the previous year. The number of Grade 2 Emergency incidents (those requiring attendance within two hours) have reduced by 10% (-1,913 incidents). The number of Grade 1 Priority incidents (those requiring a police attendance within 15 minutes) have also decreased by 3% (282 incidents) when compared with the same quarter of the previous financial year.

2.2 Grade 3 (negotiated response) and Grade 4 (telephone) incidents have increased by 1,668 (14%) and 9,359 (40%) respectively when compared to the same quarter of the previous financial year.

2.3 The total number of ASB incidents recorded in quarter 1 19/20 was 3,387 this represents a 25% reduction (-1,145 incidents). There is a broad seasonal trend with ASB incidents increasing over the summer months. This has been evident in quarter 1 in the 2019/20 financial year with an increase in May and June 2019 with 1101 and 1193 incidents recorded respectively.

2.4 The Missing Person Team (MPT) managed 1,394 missing person reports throughout the first quarter of 19/20 financial year. In the same period of 18/19 there were 1,446, this represents a -4% reduction in missing person records.

2.5 The demographic breakdown of the missing person (misper) records recorded over the first quarters is shown below. This suggests there is a 6% increase in missing person reports where the age of the misper is under 17. There does however appear to be a seasonal trend in missing person reports where the age of the misper is under 17 with an increase in reports over the summer months. The data also suggests that male mispers has increased by 18% for the same period in 2018. The recorded number of male mispers peaked in April 2019 at 263 reports, this is the largest amount recorded in more than a 12-month period. The Female and Unspecified categories have seen reductions in over 20% when comparing the two periods.

Missing Persons Demographic Breakdown					
KPI	**Performance**				
	Q1 Performance 19/20	Q1 Performance 18/19	Volume Change	% Change	Trend (Blue=18/19 and Red=19/20)
Age					
0-17	926	871	+55	+6%	
Over 18	491	556	-65	-12%	
Gender					
Male	677	576	+101	+18%	
Female	588	764	-176	-23%	
Unspecified	129	106	-23	-22%	

*There are a number of records where the age/gender have not been specified, these records have not been included in the figures above.

Leicestershire Police Performance Report					
3. Crime					
KPI	**Performance**				
	Performance Q1 19/20	Performance Q1 18/19	Volume Change	% Change	Trend (Blue=18/19 and Red=19/20)
3.1 All Crime	23,871	22,949	+922	+4%	
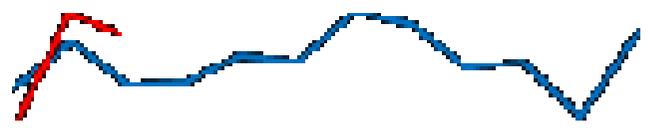
3. Crime

3.1   The force recorded an additional 922 crimes compared to the same quarter of the previous year, this represents a +4% increase driven in part by an improvement in crime data integrity, this appears to be in line with all forces in England and Wales. This recorded crime volume over the first period appears to have followed the same seasonal pattern as 2018/19.

3.2   Violence with Injury offences have reduced by 47 offences (-2%) this financial year when compared to the same period of the previous year. The monthly volume of violence with injury offences has been falling since May 18, however in the last six months they have stabilised with around 610 offences being recorded each month.

3.3   Violence without Injury offences has however seen an increase of 447 offences (+10%) when compared to the same period 2018/19. Common assault offences make up a significant proportion of this crime category, stalking and harassment and malicious communications are also included in this category. Some of this increase could be attributed

to a change in crime recording practices in April 2018 wherein stalking and harassment behaviour linked to another crime now needs to be recorded as a separate notifiable offence: previously only the most serious notifiable offence would have been recorded. This is evidenced in an increase of approximately 40 additional stalking and harassment offences recorded each month when compared to the previous year. Stalking and harassment offences make up approximately 30% of all violence without injury offences; this has remained consistent across the two periods.   Of the 7210 violence against the person offences for the first three months of this year, 3486 of were domestic incidents.

3.4   During the first quarter of the 19/20 financial year there were 656 knife crime offences recorded, which is an increase of 45 offences (+7%) when compared to the same period of the previous year. This includes those incidents where a knife or sharp object is seen, threatened or used. This represents an increase of around 3 offences per month and may be related to the increase in stop and search activity (see below).

3.5   The Home Office has allocated £1.4m to Leicestershire Police as surge funding to increase capacity to deal with serious violence, predominantly street based knife crime. The four key areas that the force is focusing on are: hotspot policing for prevention and enforcement; intelligence development; investigative response and equipment and technology. The Home Office receives quarterly returns on progress against a pre-set performance criteria.

3.6   On top of this the OPCC and Police have now received a further £880,000 to set up a separate Violence Reduction Unit (see separate report) and the PCC has made available £100k from reserves to run a small grants process, which is open to all organisations and agencies to tackle knife crime. We have received over 20 bids for the £100,000 knife crime fund covering Leicester, Leicestershire and Rutland, 10 projects were funded, with the total expenditure of a little over £100,000 (£107,020.62).   The projects are all subject to one-year funding agreement (contracts) which are now in place and have commencement dates of April/May 2019.The details of the funded projects are outlined in the table below. The Police and Crime Commissioner has to date, visited two of the projects, The Cooke/E2- Street Mediators project and Youth Education Project (YEP2 Arts) - HEART not lives project.

3.7   Rape offences have increased by 43 offences (+18%) when compared to the same quarter of the last financial year. Approximately 30% of the total rape offences recorded in quarter one of 19/20 were historical offences (over 12 months ago). The proportion of historical rapes reported to Leicestershire Police has remained stable over the two financial

years, but the overall volume of historical rape offences reported has increased by 8 offences (+11%) between the two periods.

3.8 Hate crime offences have increased by 9 offences (+2%) between the two periods. Racial related hate crime remains the largest category of hate crimes recorded, accounting for 70% of all hate crime recorded in quarter one of 2019/20. There is a strong link between the number of hate crime offences, terrorist events and national and international media reporting e.g. Brexit and the Trump election in America. There was a peak of hate crime offences in March 2019 with 163 offences recorded, the subsequent monthly levels recorded thereafter have remained at these heightened levels. The force is prepared for any increase in hate crime offences due to the ongoing Brexit programme. A Gold Group has been established to assess and prepare for the potential impact of Brexit. The PCC attends this group.

3.9 Total Burglary offences have reduced by 69 offences (-4%) from the same quarter of the previous year. Burglary residential has also reduced this year with 50 fewer offences (-4%). Burglary residential figures now also include shed and garage offences.

3.10 Drug offences have increased by 606 offences (+148%) when compared to the same quarter of the previous year. Much of the drug related crime is self-generated because of proactive enforcement by the police as opposed to crimes being reported. There was a significant peak in May 2019 with over 470 drug offences.

3.11 Child Sexual Exploitation (CSE) offences have reduced by 26 offences (-37%) when compared to the same quarter of the previous financial year. May 2019 saw the lowest volume of CSE offences recorded (5 offences). This has now returned to normal levels (average monthly volume 17 offences). Whilst there is no seasonal pattern to the recording of CSE offences, there was also a large dip in May 2018, which then returned to normal. The Force is actively establishing an exploitation team which will bring together expertise to tackle the wider exploitation concerns linked with modern day slavery and criminal exploitation.

Leicestershire Police Performance Report					
4 Outcomes					
KPI	**Performance**				
	Performance Q1 19/20	Performance Q1 18/19	Volume Change	% Change	Trend (Blue=18/19 and Red=19/20)
4.1 Volume of Positive Outcomes	2,560	2,957	-397	-13%	

4. Outcomes

4.1 The number of positive outcomes recorded in quarter one of 19/20 is 13% below the previous period. Outcomes are important because they indicate that an effective response has been made to a criminal offence, ranging from a warning to a full conviction.

4.2   All user satisfaction levels for Leicestershire Police appear to be stable at 75%. Similarly, more than 70% of victims were satisfied with the Police handling of their crime. Contact and Treatment consistently achieve satisfaction rates in excess of 80%. User satisfaction is currently based on a 12 month rolling picture.

4.3 ASB satisfaction has decreased to 69.7% as at the end of June 2019, which remains within the expected control limits. There has been no statistically significant change in the satisfaction levels of ASB victims since 2015.

4.4 Hate crime satisfaction is stable at 69.4% (12 month period ending June 2019), a decrease from the 74.4% rate for the previous period and a change of 5 percentage points. Caution should however be applied when examining these results due to reduced level of surveys completed.

4.5   Satisfaction rates for the police response to violent crime is also stable at 72% (12 month period ending June 2019) a reduction of 2.4 percentage points from the preceding period, which was 74.4%.

4.6   The Force is actively developing a new operating model that will seek to reduce handovers between teams and instil greater personal ownership for cases. It is believed that this, along with the introduction of refreshed investigating service standards, will have an impact on satisfaction levels.

Leicestershire Police Performance Report				
5 Prevention				
KPI	**Performance**			
	Performance Q1 19/20	Performance Q1 18/19	Volume Change	% Change	Trend (Blue=18/19 and Red=19/20)
5.1 Number of Stop and Searches	961	789	+172	+22%	

5. Prevention

5.1 The period 2018/19 saw a continued increase in the use of stop and search. The monthly average levels carried out in quarter 1 of 19/20 have increased by approximately 57 stop and searches every month, the average monthly volumes are now around 320 stop searches per month in comparison to historic monthly levels of circa 260 seen in the first quarter of 2018/19. The volume of stop and searches carried out in Quarter 1 of 2019/20 represents a 22% increase when compared to the same quarter of the previous year. Approximately 33% of the stop searches completed in Quarter 1 of 2019/20 resulted in a positive outcome, with 180 searches resulting in an arrest. This represents an increase of 4 percentage points in positive outcome rate when compared to the same quarter of the previous financial year despite an increase in overall volumes.

5.2 One of the stop and search categories showing the largest significant increase is for controlled drugs, with a total of 581 searches completed throughout quarter one of 19/20.This represents a 24% increase (+99 searches) when compared to the previous year. Offensive weapon stop and searches also shows a 21% increase (+31 searches) when compared to the previous year.

5.3 Due to a significant uplift in the number of stop and searches in May 2018 that continued through much of the 2018/19 financial year, the percentage increases reported this financial year might not seem quite as drastic as previously reported. However it is important to note that the volume of stop and searches carried out on a monthly basis continues on an upward trajectory.

5.4 All stop and searches continue to receive oversight by the Cohesive Powers Group to ensure all are carried out in a manner that maintains public confidence.

Glossary:

Contact Management Department (CMD)	**The department responsible for taking initial calls from the public, recording incidents if appropriate, identifying threat, risk and harm, and subsequently prioritising police response and deploying the most appropriate resource.**
Domestic Abuse Investigation Unit (DAIU)	Domestic Abuse Investigation Unit is the Force Team that manages high risk domestic abuse crimes and incidents in order to provide support to victims and investigate offences. The DAIU provide specialist support to manage these high risk cases, pursue offenders and support the victims to reduce and prevent repeat offending.
Domestic Violence Prevention Orders (DVPO)	DVPOs are a civil order that fills a "gap" in providing protection to victims by enabling the police and magistrates' courts to put in place protective measures in the immediate aftermath of a domestic violence incident where there is insufficient evidence to charge a perpetrator and provide protection to a victim via bail conditions.
Clare's Law	Clare's Law allows police to give members of the public a formal mechanism to make enquires about an individual who they are in a relationship with or who is in a relationship with someone they know, and there is a concern that the individual may be abusive towards their partner (Right to Ask route).
Missing Persons Team (MPT)	A team within the safeguarding hub responsible for supporting the force, ensuring the investigation of missing people is conducted expeditiously from initial report to home visit and closure.
ASB	A wide range of unacceptable activity and includes things like vandalism, graffiti and fly-posting, nuisance neighbours and intimidating groups taking over public spaces. Antisocial behaviour can ruin lives and create an environment where crime that is more serious can

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	take hold.
Incident	Incidents reported to the police relate to issues including public safety and welfare, crime, anti-social behaviour and transport. When recording an incident, staff allocate an "opening code" to the incident log. Opening codes indicate the nature of the incident, for example whether it relates to a road traffic accident or a burglary.
Crime	A crime is a deliberate act that causes physical or psychological harm, damage to or loss of property, and is against the law.
County Lines	County lines refers to a model used by criminal gangs, whereby urban gangs supply drugs to suburban areas and market and coastal towns. These gangs frequently exploit children and vulnerable adults to courier drugs and money. Some vulnerable adults have their homes taken over by the gangs (cuckooing) using force or coercion.
Historical Offences	In this report, a crime has been classed as historical if the difference between the reported date and the start date of the offence is over a year.
Integrated Offender Management (IOM)	A multi-agency partnership approach involving the Police service, probation, Turning Point, prison service and youth offending service to manage offenders together to reduce re-offending, reduce demand and reduce the number of victims of crime.
Managing Sexual Offenders and Violent Offenders (MOSOVO)	The MOSOVO team manage registered sex offenders, registered violent offenders and part 4 terrorism offenders in the community. They also investigate Potentially Dangerous Offenders (PDP'S).
Paedophile Online Investigations Team (POLIT)	A unit within the digital hub responsible for investigating intelligence and reports of indecent images of children.
Signal	The Signal team is the Force Rape Investigation Team. After initial attendance by frontline colleagues, the Signal team will investigate rapes on a 'cradle to grave' basis dealing with both victims and suspects.

Prevent Team	As part of the Counter Terrorism Policing Network, the Prevent Team are responsible for the Force's strategy concerning the PREVENT strand of the Governments CONTEST strategy. The three main objectives of Prevent are; - Tackle the causes of radicalisation and respond to the ideological challenge of terrorism - Safeguard and support those most at risk of radicalisation - Enable those who have already engaged in terrorism to disengage and rehabilitate.
Positive Outcome	Positive outcomes include sanctioned detections but also take account of restorative and reparative outcomes (community resolutions), which are defined as: the resolution of a less serious offence or anti-social behaviour incident, where an offender has been identified, through informal agreement between the parties involved as opposed to progression through the traditional criminal justice process. A community resolution may be used with both youth and adult offenders. A positive outcome can be one of the six sanctioned detection outcomes or a restorative justice outcome.
Pronto	A mobile app designed to allow Police officers to complete a number of duties remotely on their mobile phones. The new technology means officers will be more visible and can patrol for longer. The software went live in early October 2018.
Most Similar Forces	Nationally peer comparisons are made using the Most Similar Forces groups. These groups are made on the basis of a number of socio-demographic and geographic variables believed to be strongly linked to increased levels of crime, fear of crime or incidents for example single parent households, unemployment etc. The seven forced deemed most similar to Leicestershire are; Sussex, Hertfordshire, Essex,

	Bedfordshire, Hampshire, Nottinghamshire and Kent. The greater the ranking of the msf measure, the lower the position.
OCG	Organised Crime Group. Organised criminals working together for a particular criminal activity or activities.
Child Sexual Exploitation (CSE)	Child sexual exploitation refers to the sexual abuse of a person below the age of 18, as well as to the production of images of such abuse and the sharing of those images online