



POLICE & CRIME
COMMISSIONER
for Leicestershire

Prevention | Partnership | Protection

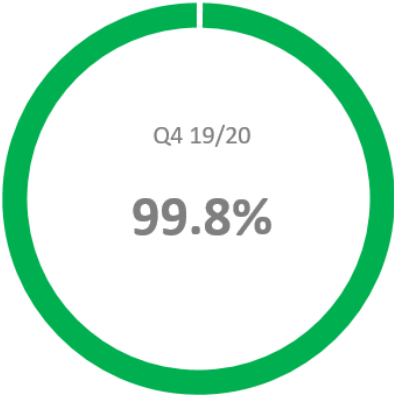
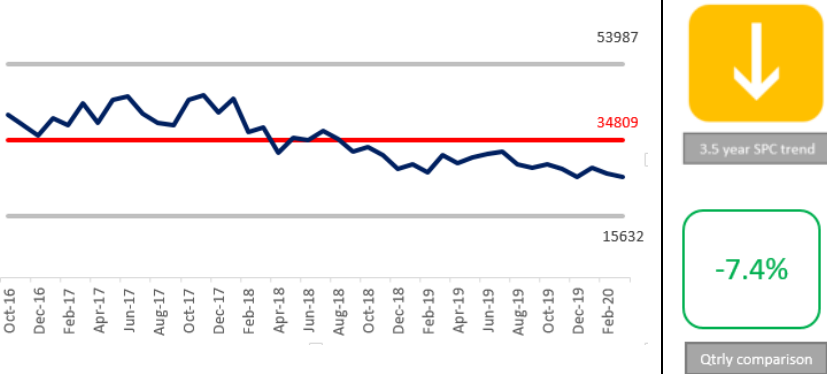
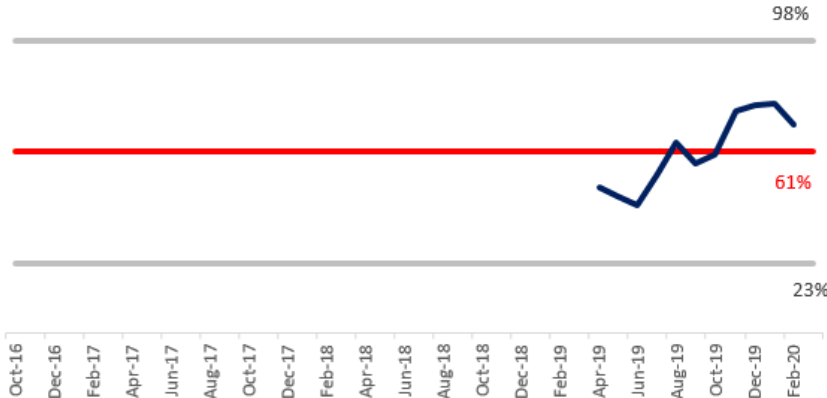
PERFORMANCE REPORT

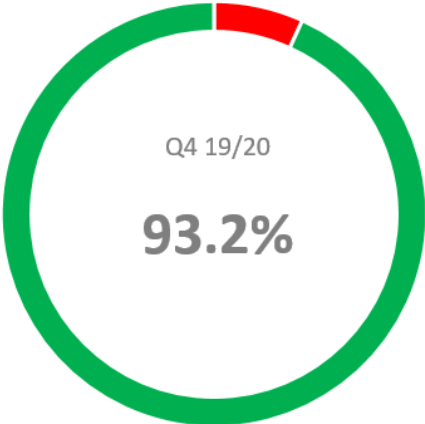
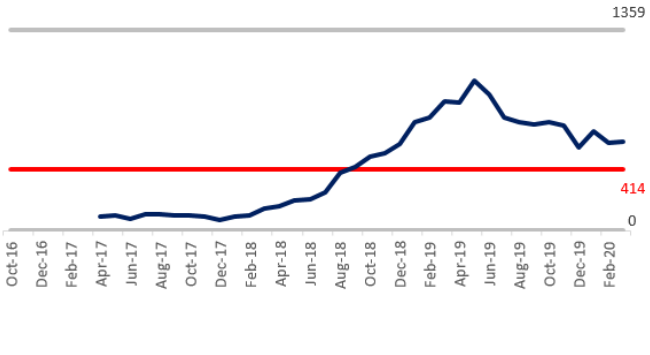
Q4 2019/20

Leicestershire Police Performance Report

1. Calls

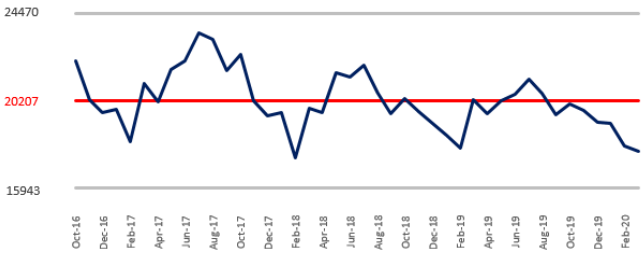
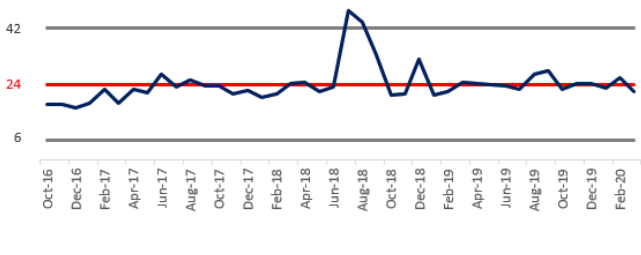
KPI		Performance	Commentary
1.1	Number of 999 Calls	<p>The chart displays the number of 999 calls over time. The y-axis ranges from 8726 to 15794. A red horizontal line represents the 3.5 year SPC trend at 12260. The current quarterly value is 12260, which is a 1.8% decrease from the previous quarter. The chart shows a clear seasonal pattern with peaks in the summer months and troughs in the winter months.</p>	<p>The statistical process control chart indicates that the number of 999 calls is stable within the upper and lower control limits.</p> <p>A seasonal trend clearly exists in the chart, however for the past financial year this appears to be at a higher level. However the volumes recorded over the last quarter have seen the monthly volumes return to around the mean.</p> <p>The quarterly comparison to the previous year suggests a -1.8% decrease.</p>
1.2	999 Calls answered within 10 seconds	<p>The chart displays the percentage of 999 calls answered within 10 seconds over time. The y-axis ranges from 85% to 100%. A red horizontal line represents the target at 94%. The current quarterly value is 94%, showing a significant improvement from the previous quarter. The chart shows a clear upward trend in performance throughout the year.</p>	<p>At the end of quarter 3, 97% of all 999 calls were answered within 10 seconds.</p> <p>Performance has improved throughout the year due to the introduction of a new software that enables call handlers to more easily switch between 999 and 101 calls. This has improved the performance for both 999 and 101 calls. This can be seen on the chart. The Force are now recoding proportions in excess of 97% each month compared with circa levels of approximately 93%.</p>

<p>1.3</p>	<p>999 Abandonment Rate</p>	 <p>Q4 19/20 99.8%</p>	<p>The abandonment rate at the end of quarter four was 0.2%. This is the largest abandonment recorded over the fourth quarter.</p> <p>The average time to answer a 999 call for quarter two was 1.3 seconds, which has reduced from quarter three performance (1.6 seconds).</p>
<p>1.4</p>	<p>Number of 101 Calls</p>	 <p>53987 34809 15632</p> <p>3.5 year SPC trend</p> <p>-7.4%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the number of 101 calls is stable within the upper and lower control limits. There has been a series of points (19 months data) where the volume of 101 calls has been below the mean value, this suggests some prolonged bias exists. This suggests that there has been a large, prolonged shift from the average, for better statistical monitoring it is recommended that the control limits are reset.</p> <p>The quarterly comparison to the previous year suggests a -7.4% decrease, which supports the above theory.</p>
<p>1.5</p>	<p>101 Calls answered within 30 seconds</p>	 <p>98% 61% 23%</p>	<p>At the end of quarter three, 69% of all 101 calls were answered within 30 seconds. This represents a significant improvement in performance when compared to the proportions seen earlier in the year.</p>

<p>1.6</p>	<p>101 Abandonment Rate</p>	 <p>Q4 19/20 93.2%</p>	<p>The abandonment rate at the end of quarter four was 6.8%. The largest abandonment recorded over the fourth quarter was 7.9% in February 2020. The abandonment rate has remained at these significantly reduced levels throughout the quarter due to the introduction of a new system enabling call handlers to easily switch between 999 and 101 calls.</p> <p>The average time to answer a 101 call for quarter four was 41 seconds, which has reduced from Quarter 3 performance (58 seconds).</p>
<p>1.7</p>	<p>Number online crime reports</p>		<p>The statistical process chart for the number of online crime reports is stable within the control limits. There was a sustained increasing trend for the period Mar 18 – June 2019 however this has now started to fall and return to around the mean values.</p> <p>The volume of online crime reports recorded over the past 9 months has remained stable with approximately 670 reports recorded each month.</p>

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2. Incidents

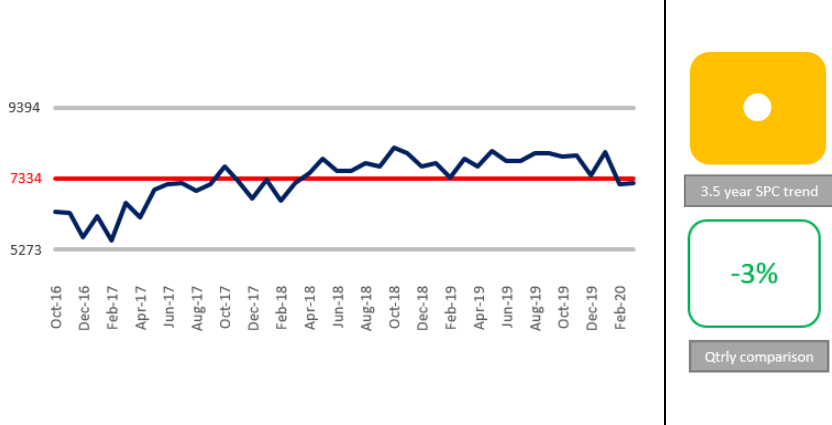
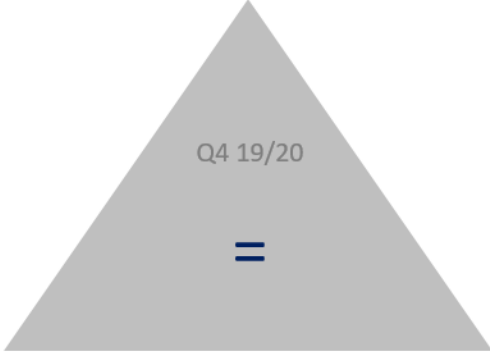
KPI	Performance	Commentary
<p>2.1</p> <p>Total number of Incidents</p>	 <p>3.5 year SPC trend</p> <p>-3.1%</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the number of incidents recorded is stable within the upper and lower control limits.</p> <p>There does appear to be a seasonal pattern with a peak in summer months to the number of incidents recorded, however the monthly variation seen in the most recent year is much smaller.</p> <p>The quarterly comparison represents a small reduction in incidents and supports the theory above.</p>
<p>2.2</p> <p>Response Time by grade</p>	 <p>Grade 1</p> <p>3.5 year SPC trend</p> <p>+6%</p> <p>Qtrly</p>	<p>The statistical process control chart for Grade 1 response time indicates that the average time to respond to a grade 1 incident is extremely stable around the mean value of 24 minutes.</p> <p>The chart indicates a period considered 'out of control' throughout July and August 2018 where the average response time was 48 and 44 minutes respectively. These months represent special cause variation that indicated further analysis was required to understand the reasons behind the spike. The analysis indicated that this period was the 2018 world cup where the Force received a significant uplift in demand resulting in an increased response</p>

		<p style="text-align: center;">Grade 2</p>	<p>3.5 year SPC trend</p> <div style="border: 1px solid green; border-radius: 10px; padding: 5px; width: fit-content; margin: 5px auto;">-8.4%</div> <p>Qtrly</p>	<p>time.</p> <p>The statistical process control chart for Grade 2 response time indicates that the average time to respond to a grade 2 incident is also stable.</p> <p>There has been a significant reduction in the average response time for Grade 2 incidents in March 2020 as can be seen on the chart, this coincides with the introduction of the Force's new Target Operating Model.</p> <p>The chart suggests more monthly variation when compared to the response times for Grade 1 incidents. The chart does also display a slight seasonal pattern with an increase in average response times over the summer months, this correlates with the seasonal trend in the number of incidents recorded. However as the monthly variation in the number of incidents is reducing, this can explain the less obvious seasonal trend in the most recent financial year and also the increase reported in the quarterly comparison.</p>
2.3	Number of ASB Incidents		<p>3.5 year SPC trend</p> <div style="border: 1px solid green; border-radius: 10px; padding: 5px; width: fit-content; margin: 5px auto;">-0.2%</div> <p>Qtrly</p>	<p>The statistical process control chart for the number of ASB Incidents indicates that whilst the number recorded on a monthly basis is stable between the control limits, there also exists a shift from the mean.</p> <p>A seasonal trend clearly exists in the chart, however for the past financial year this appears to be at a lower level. This is supported by the slight reduction reported in the quarterly comparison.</p>

2.4	Number of Missing Person Incidents		<p>3.5 year SPC trend</p> <p>+0.2%</p> <p>Qtrly</p>	<p>The statistical process control chart for missing person incidents is stable around the mean and within the control limits.</p> <p>It appears that a slight seasonal pattern is starting to exist with the volume of missing person incidents increasing over the summer months (the exception being July 2019). This is supported by the quarterly comparison which suggests a similar volume recorded over the quarter to the previous year.</p>
2.5	Number Domestic Incidents		<p>3.5 year SPC trend</p> <p>-19.4%</p> <p>Qtrly</p>	<p>The statistical process control chart for the number of Domestic incidents indicates that whilst the number recorded on a monthly basis is stable between the control limits, there also exists a shift from the mean.</p> <p>There has been a series of points (18 months data) where the volume of domestic incidents has been below the mean value, this suggests some prolonged bias exists and for closer statistical monitoring of this trend it is recommended that the control limits are reset.</p>

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3. Crime

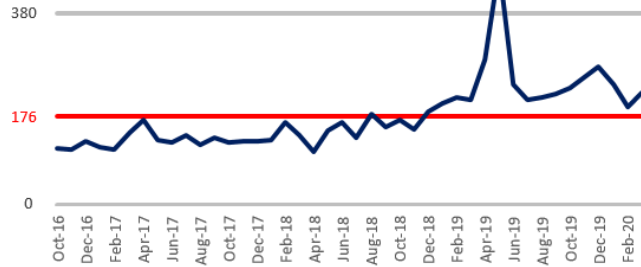
KPI		Performance	Commentary
3.1	All Crime	 <p>The chart displays monthly crime volume from October 2016 to February 2020. The y-axis ranges from 5273 to 9394. A red horizontal line represents the 3.5-year Statistical Process Control (SPC) trend at 7334. The data points fluctuate around this mean, with a notable dip in early 2020. A yellow square icon with a white circle and a '-3%' indicator in a green box are also present, labeled '3.5 year SPC trend' and 'Qtrly comparison' respectively.</p>	<p>The statistical process control chart indicates that the total volume of recorded crime is extremely stable within the upper and lower control limits around the mean.</p> <p>There has been a relatively slight shift from the mean since April 2018, suggesting the control limits could be reset for the two distinct periods on the chart.</p> <p>February and March 2020 have seen a reduction in the total crime recorded where the points have returned to around the mean values, this can be attributed to COVID-19.</p>
3.2	Homicides	 <p>A graphic consisting of a grey triangle pointing upwards with the text 'Q4 19/20' inside it, and an equals sign '=' centered below the triangle.</p>	<p>In quarter four 2019/20 there was 2 homicides, this is the same volume as recorded in the same period of the previous year. This brings the total recorded in this financial year to 9 which is an increase of 1 when compared to the same period (Apr-March) of the previous year.</p>

<p>3.3</p>	<p>Violence with Injury offences</p>		<p>3.5 year SPC trend</p> <p>+25%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the number of violence with injury offences recorded throughout quarter 4 have remained between the mean and upper control limit, following a breach in December 2019.</p> <p>There was a significant reduction recorded in February 2020, however the volume of violence with injury offences has increased again in March 2020. This is supported by the quarterly comparison which is significantly higher than the previous year.</p>
<p>3.4</p>	<p>Violence without Injury offences</p>		<p>3.5 year SPC trend</p> <p>-0.5%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of violence without injury offences recorded is extremely stable within the upper and lower control limits.</p> <p>There has been a number of points (since April 2018) where the volume of recorded violence without injury offences has been above the mean value, this suggests some prolonged bias exists and could indicate that the control limits could be reset for the two distinct periods on the chart. This can in part be explained by a rise in stalking and harassment offences which make up just over a third of the category.</p>
<p>3.4.1</p>	<p>Stalking and Harassment Offences</p>		<p>3.5 year SPC trend</p> <p>+18%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of stalking and harassment offences recorded is stable within the upper and lower control limits.</p> <p>There has been a series of points (since April 2018) where the volume of stalking and harassment offences has been above the mean value, the chart suggests a long term increasing trend rather than a step shift as seen in the violence without injury chart. It is recommended that the control limits are reset for better statistical monitoring of this.</p> <p>This is supported by the quarterly comparison which also</p>

				suggests a large increase when compared to the previous year.
3.5	Knife offences	<p>3.5 year SPC trend</p> <p>-17.3%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of knife offences recorded is extremely stable around the mean and within the upper and lower control limits.</p> <p>The quarterly comparison for the volume of knife offences is displaying a large reduction, this can be attributed to a large spike in offences recorded in Quarter 4 18/19 where approximately 230 offences were recorded each month, the comparative figures for Quarter 4 19/20 is approximately 40 offences less per month.</p>	
3.6	Rape Offences	<p>3.5 year SPC trend</p> <p>-16.4%</p> <p>Qtrly comparison</p>	<p>Although some monthly variation can be identified the volume of rape offences is within the control limits and has returned to around the mean volume in most recent months.</p> <p>There is significantly less month on month variation witnessed in the previous financial year, this can in part explain the slight percentage increase in the quarterly comparison.</p> <p>The monthly volume of rape offences recorded throughout quarter 4 19/20 is extremely stable and is approximately 14 offences less per month than recorded in the previous year.</p>	
3.6.1	Historical Rape offences	<p>3.5 year SPC trend</p> <p>-31%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of historical rape offences (365 days between start date and recorded date) recorded is stable within the upper and lower control limits.</p> <p>It can be seen on the chart that this measure experiences large fluctuations in recorded offences, particularly in the last financial year. This may explain the larger month on month variation in the overall number of rape offences recorded as the historical rape offences account for between 20-30% of this category.</p>	

				<p>As expected with the reduction in total rape offences recorded this year, the volume of historical rape offences recorded has also significantly reduced when compared to the previous year.</p>
3.7	Hate Offences		<p>3.5 year SPC trend</p> <p>+13%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of hate offences recorded is stable within the upper and lower control limits.</p> <p>The first two financial years in the chart suggest a seasonal pattern with hate offences peaking in the summer months. The most recent financial year has seen a much more sporadic pattern to the number of offences. The monthly variation, particularly throughout the last 5 months has been significant.</p> <p>Due to the seasonal pattern previously exhibited the quarterly comparison indicates a significant increase, this seasonal trend however has not been exhibited in the most recent financial year. The monthly volumes recorded over the most recent quarter have been extremely stable.</p>
3.8	Burglary Offences		<p>3.5 year SPC trend</p> <p>-21%</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of residential burglary offences recorded is stable within the upper and lower control limits.</p> <p>The most recent months have seen significant reductions recorded in burglary residential offences. The most recent month also nearing the lower control limit.</p> <p>This is supported by the significant decrease in the quarterly comparison.</p>

3.9 Drug Offences



3.5 year SPC trend

+5.1%

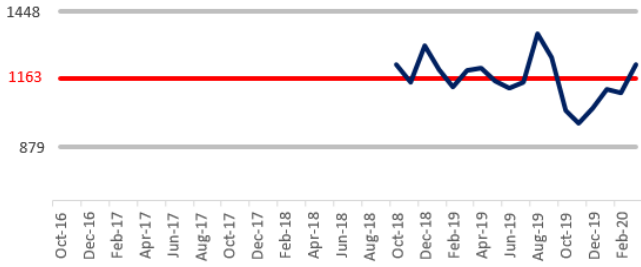
Qtrly comparison

The statistical process control chart indicates that the volume of residential drugs offences recorded is stable within the upper and lower control limits.

There was a period of 5 months where there was a continual increase in the volume of drugs increase has increased monthly. This suggests an increasing trend is forming, however the most recent months have now returned to typical levels around the mean.

The chart shows a single point exception which breaches the 3 standard deviation control limit in May 2019, this can be attributed to the proactive activity undertaken throughout Op Lionheart.

3.10 Domestic Abuse Crimes



3.5 year SPC trend

-2.4%

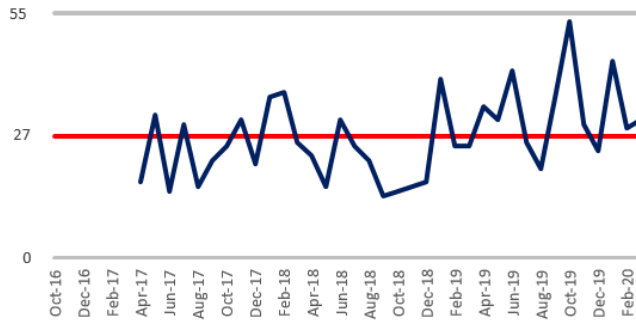
Qtrly comparison

The statistical process control chart indicates that the volume of domestic abuse crimes recorded is stable within the upper and lower control limits and around the mean value.

There was a significant reduction in domestic abuse offences in November 2019, and since then the monthly volumes recorded have been increasing, however the monthly values are now around the mean. If this trend continues further analysis could be warranted.

The quarterly comparison represents a decrease however values recorded throughout quarter four are still within normal variation.

3.11 CSE Offences



3.5 year SPC trend



Qtrly comparison

The statistical process control chart indicates that the volume of child sexual exploitation offences recorded is stable within the upper and lower control limits, despite exhibiting large variation throughout the period.

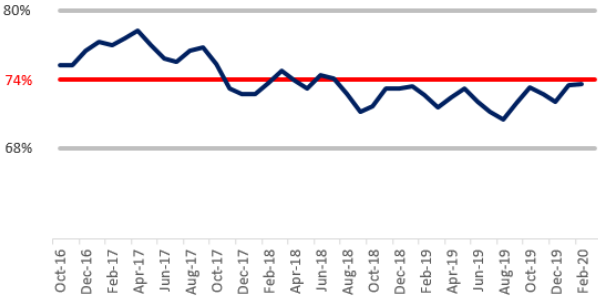
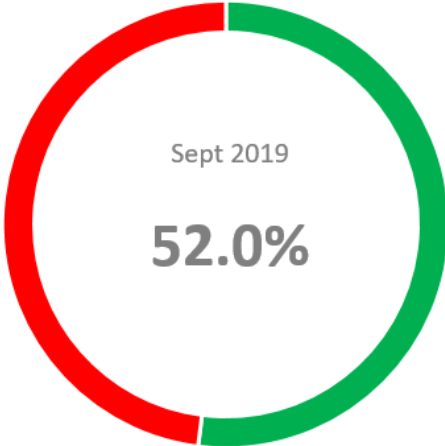
There is a single point exception in October 2019 where the monthly number of recorded offences is only one less than the 3 standard deviation control limit.

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4. Outcomes

KPI	Performance	Commentary
<p>4.1</p> <p>Volume of positive outcomes</p>	<p>1298</p> <p>975</p> <p>651</p> <p>Oct-16 Dec-16 Feb-17 Apr-17 Jun-17 Aug-17 Oct-17 Dec-17 Feb-18 Apr-18 Jun-18 Aug-18 Oct-18 Dec-18 Feb-19 Apr-19 Jun-19 Aug-19 Oct-19 Dec-19 Feb-20</p> <p>3.5 year SPC trend</p> <p>-5.3%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of positive outcomes recorded is stable within the upper and lower control limits.</p> <p>There is a single point exception breaching the 3 standard deviation control limits in May 2019, this could be attributed to the Op Lionheart activity.</p>
<p>4.2</p> <p>Outcomes 16: Victim declines support</p>	<p>2298</p> <p>1226</p> <p>154</p> <p>Oct-16 Dec-16 Feb-17 Apr-17 Jun-17 Aug-17 Oct-17 Dec-17 Feb-18 Apr-18 Jun-18 Aug-18 Oct-18 Dec-18 Feb-19 Apr-19 Jun-19 Aug-19 Oct-19 Dec-19 Feb-20</p> <p>3.5 year SPC trend</p> <p>+10%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the number of outcomes where the victim has declined support is stable within the upper and lower control limits.</p> <p>There has been a series of points (18 months data) where the volume of these outcomes has been above the mean value, this suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset.</p> <p>There has been a significant increase in the volume of Outcome 16s recorded in March 2020, this increase has driven the increase in the quarterly comparison recorded.</p>

4.3	Victim Satisfaction		<p>3.5 year SPC trend</p> <p>+2pp</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that victim satisfaction is stable within the upper and lower control limits around the mean.</p> <p>The satisfaction rate had dipped at the beginning of 2018, however has been increasing steadily since October 2018.</p>
4.4	ASB Satisfaction		<p>3.5 year SPC trend</p> <p>-1pp</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that ASB satisfaction is stable within the upper and lower control limits.</p> <p>There has been a period of 3 months where the ASB victim satisfaction has increased month on month. This trend will continue to be monitored.</p>
4.5	Hate Crime Satisfaction		<p>3.5 year SPC trend</p> <p>-3pp</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that Hate crime satisfaction is stable within the upper and lower control limits and around the mean value.</p>

4.6	Violent Crime Satisfaction	 <p>3.5 year SPC trend</p> <p>+1pp</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that Violent crime satisfaction is stable within the upper and lower control limits.</p> <p>There had been a series of points (17 months data) where the violent crime satisfaction has been below the mean value, this suggested prolonged bias could exist. In the most recent two months the violent crime satisfaction has returned to satisfaction levels around the mean, however this will continue to be monitored.</p>
4.7	CSEW: Police doing good or excellent job	 <p>Sept 2019</p> <p>52.0%</p>	<p>The CSEW data is updated every quarter, the values are based on 12 month rolling figures. Approximately 700 persons are surveyed in a rolling year. Data is not available at any lower levels so further analysis is not possible.</p> <p>The latest data for the end of the rolling year to September 2019, 52% of people surveyed believed that Leicestershire Police do a good or excellent job. This is an increase of 1.6 percentage points when compared to the previous period ending June 2019 (50.4%) and a decrease of 7.7 percentage points when compared with the figure at September 2018.</p>

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5. Prevention

KPI		Performance	Commentary
5.1	Number Stop and Searches	<p>3.5 year SPC trend</p> <p>+21%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that although the number of stop searches is within the upper and lower control there is a shift above the mean.</p> <p>There has been a series of points (20 months data) where the volume of stop searches has been above the mean value, this suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset.</p>
5.2	Stop and Search Arrests	<p>3.5 year SPC trend</p> <p>+24%</p> <p>Qtrly comparison</p>	<p>In line with the volume of stop and searches the volume of arrests there has been a step change since September 2018. This indicates that the volume of positive outcomes achieved has stayed proportionate to the volume of searches completed.</p>
5.3	Stop and Search Positive Outcomes	<p>3.5 year SPC trend</p> <p>+28%</p> <p>Qtrly comparison</p>	

5.4	Deaths on Roads		<p>3.5 year SPC trend</p> <div style="border: 2px solid green; border-radius: 15px; padding: 5px; display: inline-block;">-8%</div> <p>Qtrly</p>	<p>The statistical process chart for the fatal casualties on Leicestershire's road remains sporadic but within the control limits.</p> <p>The quarterly comparison represents a significant reduction when compared to the same quarter of the previous year.</p> <p>Charts/text not updated</p>
5.5	Fatal4 offences		<p>3.5 year SPC trend</p> <div style="border: 2px solid red; border-radius: 15px; padding: 5px; display: inline-block;">+25%</div> <p>Qtrly</p>	<p>The statistical process chart for the Fatal4 offences recorded on Leicestershire's road remains sporadic but within the control limits.</p> <p>The number of offences recorded varies month on month due to the number of sites deployed to.</p> <p>The number of offences recorded in the most recent quarter is a significant increase on the number recorded in the same quarter of the previous year.</p> <p>Charts/text not updated</p>
5.6	DVPO		<p>3.5 year SPC trend</p> <div style="border: 2px solid red; border-radius: 15px; padding: 5px; display: inline-block;">+63%</div> <p>Qtrly comparison</p>	<p>The number of domestic violence prevention orders remains within the control limits, the monthly variation of violence prevention orders varies significantly, however this variation appears to have narrowed over the most recent months.</p> <p>Due to the small monthly number of Domestic Violence Prevention Orders recorded each month the quarterly comparison can exhibit large percentage changes.</p>