

# POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE POLICE AND CRIME PANEL

PAPER MARKED

Report Of	<b>Chief Constable</b>
Subject	<b>2017–18 Quarter 2, Performance Monitoring</b>
Date	<b>27<sup>th</sup> November 2017</b>
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## Purpose of Report

The purpose of this report is to inform the Police and Crime Panel of Leicestershire Police and partner performance.

## Scope of Report

This report details performance to Quarter 2 of 2017-18, utilising data up to the end of year 30<sup>th</sup> September 2017.

## Recommendations

- 1- That the Panel notes the report and its appendix.
- 2- That Panel members identify local actions for their Community Safety Partnerships to carry out to ensure effective call management, appropriate demand management (for instance responses to frequent service users), partnership approaches to missing persons, application of licensing legislation and commissioning of mental health services.

## Background

This report has been updated to present data that impacts on the 2017 – 2021 priorities set by the Police and Crime Commissioner of Leicester, Leicestershire and Rutland in his Police and Crime Plan.

This report 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.

To assist the panel, the table below summarises the areas of the plan which can be reported upon from data that is currently available or will require further analytical work to produce for the next document.

PCP Priority	PCP Priority	Suggested Data Sets
2	Work with partners to prevent crimes such as anti-social behaviour and hate crime (Visible Policing)	ASB & Hate Crime
4	Focus on crime prevention to reduce the number of people needing to	Call for service – graded incidents and

	use reactive police services or entering the Criminal Justice System (Visible Policing)	response
5	Reduce rural crime through collaboration with neighbouring forces and development of a rural crime policy (Visible Policing)	Rural crime
9	Partnership working towards collaborative problem solving with regard to missing from home individuals (Vulnerability Protection)	Missing persons
10	Work towards preventing Mental Health crises before they happen (Vulnerability Protection)	Mental health intervention
11	Work closely with partners to offer an appropriate service to vulnerable members of society supported by a range of contact channels (Vulnerability Protection)	Child and adult vulnerable referrals
15	Tackle knife crime (Vulnerability Protection)	Knife crime comparison data
16	Multi-agency call handling and resolution facility built around the 101 service (Vulnerability Protection)	101 performance data
18	Tackle the problem of drugs and alcohol/zero tolerance to the supply of class A drugs (Vulnerability protection)	Class A drugs data
20	Explore new opportunities to increase the level of confidence amongst survivors of domestic violence (Vulnerability Protection)	DV satisfaction data
21	Support local specialist providers to deliver services to domestic violence and abuse survivors (including HBV and FGM) (Vulnerability Protection)	Victim First performance data
25	Develop appropriate services to deliver an improvement in the field of sexual violence investigation (Vulnerability Protection)	Sexual offences crime and outcome data
26	Continued development of volunteer roles within the force (Viable Partnerships)	Volunteer numbers and leaver rates
31	Work towards a police force reflective of the diverse communities of LLR (Visible Policing)	Workforce diversity data
33	Encourage cadets from vulnerable backgrounds to join the programme (Viable Partnerships)	Cadet numbers and leaver rates
34	Ensure new and innovative ways for the public to provide information relating to crime and public safety. (Visible Policing)	On-line crime reporting (Track My Crime when system becomes available) and Rate Your Local Police
35	Ensure the views of the public continue to be sought and reflected in the development of these new services. (Visible Policing)	NPA engagement (Kinect)
41	Develop new ways to persuade people not to offend and reoffend (Vulnerability Protection)	Re offending rates
42	Ensure appropriate use of Stop and Search (Visible Policing)	Range of data sets
43	Ensure appropriate use of force (Visible Policing)	Range of data sets
44	Ensure appropriate use of Taser deployment (Visible Policing)	Range of data sets

## National Context

The Office of National Statistic (ONS) reported in their June 2017 bulletin that the Crime Survey for England and Wales (CSEW) provides a good measure of long-term trends for a selected range of crimes experienced by the general public, including those not reported to the police and the latest figures show one in five adults, aged 16 and over, had fallen victim in the previous year.

It worth noting that new experimental statistics on fraud and computer misuse offences estimate 10.8 million incidents of crime in the latest survey year. Annual comparisons will not be available until 2018.

The police recorded 5.2 million offences in the latest year; this series can provide a better indication of emerging trends but can also reflect changes in recording practices and police activity rather than genuine changes in crime.

The 13% increase in police recorded crime from the previous year reflects a range of factors including continuing improvements to crime recording and genuine increases in some crime categories, especially in those that are well-recorded.

The new presentation of official statistics on violent crime highlights there were 711 deaths or serious injuries caused by illegal driving, a 6% rise from that recorded in the previous year.

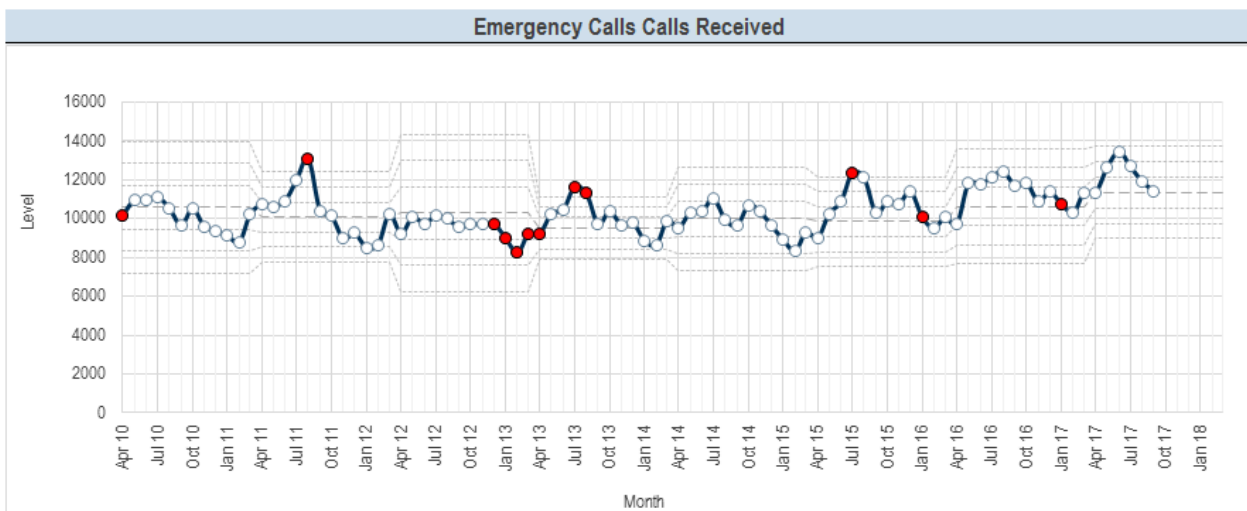
A number of sources showed a rise in bank and credit card fraud in the last year; UK Finance reported a 3% rise in the volume of fraudulent transactions reported on UK-issued cards.

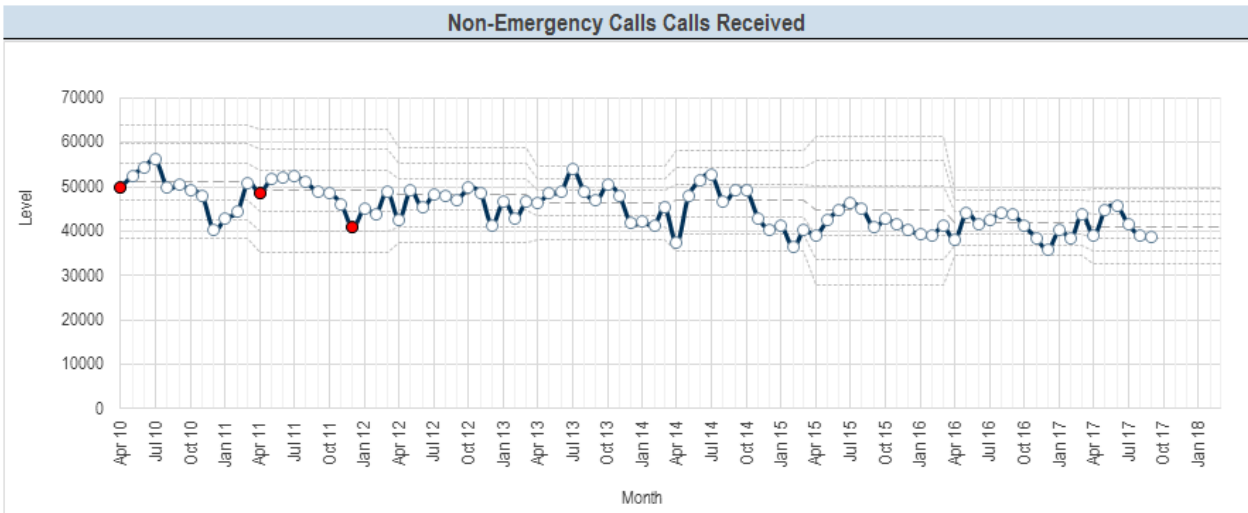
The figures suggest that the police are dealing with a growing volume of crime. While improvements made by police forces in recording crime are still a factor in the increase, the ONS judge that there have been genuine increases in crime – particularly in some of the low incidence but more harmful categories.

Police figures cannot provide a good measure of all crime in society, since we know that a large volume of it never comes to their attention. The recent increases in recorded crime need to be seen in the context of the overall decline in crime indicated by the Crime Survey for England and Wales.

## Local Performance Overview

### Call Handling - Calls Received





Call volumes exhibit a seasonal rise during the period May to August for both Emergency and Non-Emergency calls before generally reducing through the Autumn months.

The call handling department has managed these increased volumes and in particular the increased volumes of emergency calls that are evident over the last two years, relative to the levels seen in the preceding years.

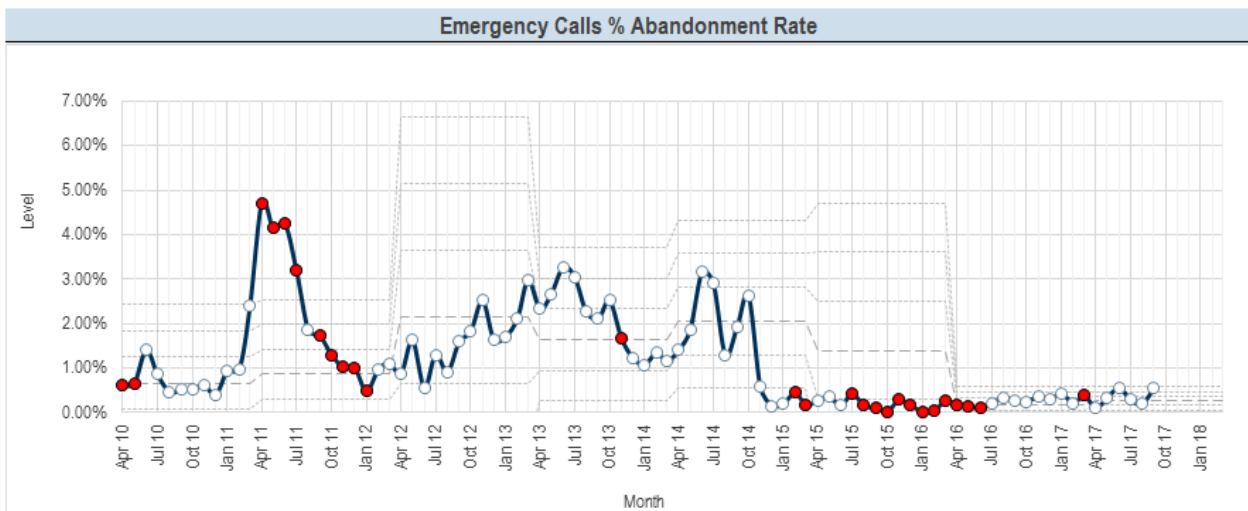
Active management of call handler resources has resulted in sustained levels of call answering performance for emergency calls. Work has been carried out to review the seating shift pattern for call handlers and this has now been introduced to give a staffing profile that is better matched to the current profile of calls received across the day.

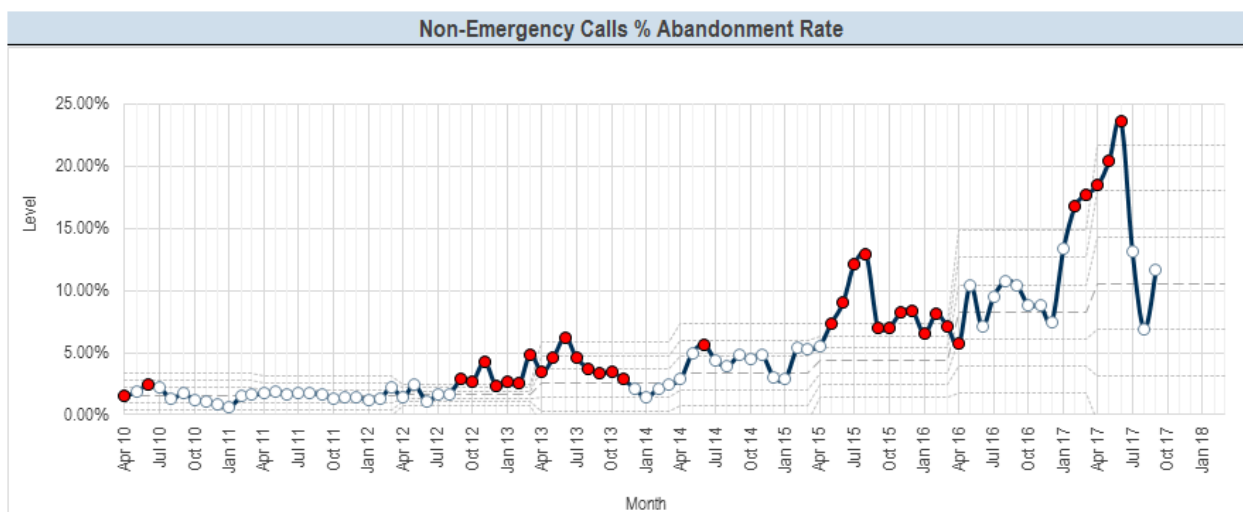
This prioritisation did result in some deterioration in the handling performance of non-emergency calls. However this was a known consequence of the actions taken to promptly service the emergency calls and was a temporary issue whilst the changes to the call management department were developed and introduced. There have been subsequent improvements in non-emergency call handling performance since the introduction of the new seating plan.

It is evident that the volumes of emergency calls received has increased over the last two years and this increase is also seen in other Forces.

**Call Handling – Abandonment Rates**

Unanswered calls that have exceeded 10 seconds for emergency calls and 30 seconds for non-emergency calls are described as abandoned.





The abandonment rate for emergency calls continues to be consistently below 1% with limited minor fluctuations. The recent increased call volumes described above were generally managed, with the abandonment rate rising to 0.6%. There are obvious fluctuations on a daily basis dependant on the volumes and temporal spread across the day of calls received.

The abandonment rate for non-emergency calls (over 30 seconds) is 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 had been below the mean expected levels there are significant variances on a daily basis which can place excessive demand on the call handlers.

There has been a significant shift in abandonment rates during 2017, and wide fluctuations on a daily basis. The trend to June 2017 appears completely out of control when viewed without the context of the emergency calls. There are known contributory factors to this current position; Staffing levels in the Call Management Department which are adversely affected by a number of factors which have now been resolved.

In addition to the seating plan and shift pattern changes there are various other changes being introduced to introduce call back options in the call handling system, and channel shift of non-emergency demand towards e-contact and the recently introduced on-line reporting of crime which should, over time, contribute to reductions in the volumes of non-emergency calls and consequently bring about further improvements in performance and caller experience.

Whilst previous temporal and seasonal patterns of calls can be analysed and inferences may be made, it is not possible to predict the future patterns and volumes of calls with complete accuracy and there will always be periods where volumes exceed capacity which will lead to abandoned calls. This will require active management to minimise the impact of these.

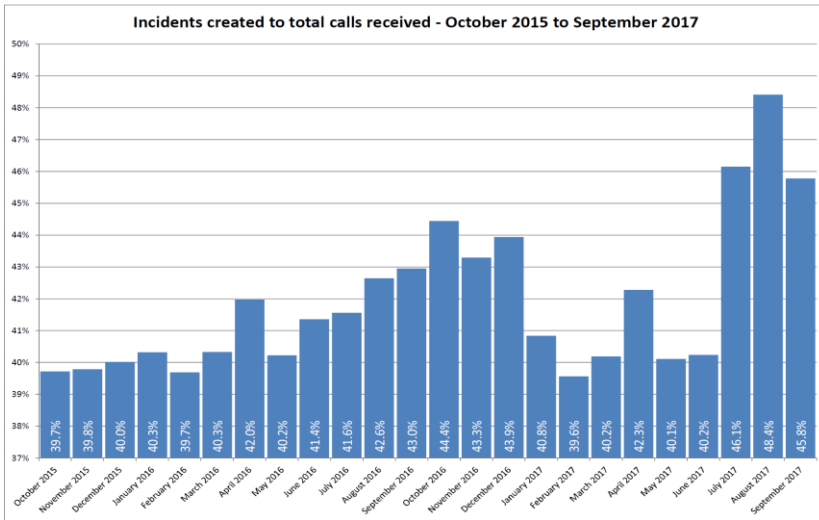
If necessary priority to emergency call handling will continue in order to protect the most vulnerable callers although this does mean that there will be times when non-emergency performance may be affected. It must be noted that not all 999 emergency calls result in a grade 1 emergency response, and equally there are grade 1 emergency response incidents created from calls received via the non-emergency 101 number.

This is an active management decision to give the highest priority response to the highest priority calls where the greatest apparent threat and risk exists based on the route by which the call is received, whilst the other work-streams detailed above progress to implementation.

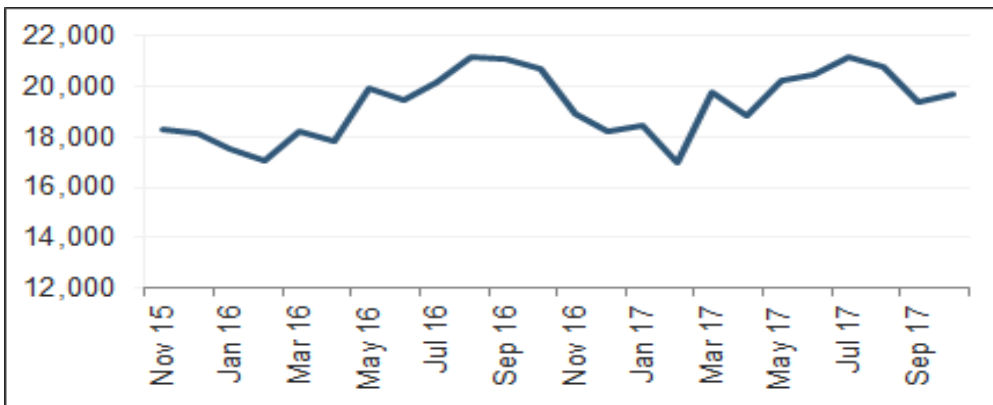
## Incident Creation

Calls received may result in an incident being created which is then given a graded response dependant on the circumstances described and the risk assessment given to the incident. There

has been an increase in the proportion of calls received that result in an incident being created, which therefore increases the level of demand for response officers and others to respond to these incidents.



The monthly variance in total incidents created is over 4,000 which affects the volumes assigned for response.

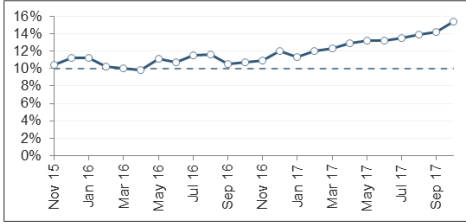


The restructure that the Force carried out under the Edison review projected the proportions of total incidents would be assigned with the different response grades. The changing volumes month on month would result in the variance in daily volumes to be handled as shown in the tables below:

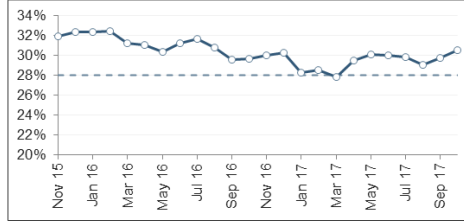
		Variance between Max and Min Assuming Model Proportions Achieved		Approximate Daily Variance
<b>Maximum Number of Monthly Incidents</b>	<b>21,183</b>	<b>419</b>	<b>Grade 1</b>	<b>14</b>
<b>Minimum Number of Monthly Incidents</b>	<b>16,998</b>	<b>1172</b>	<b>Grade 2</b>	<b>39</b>
		<b>921</b>	<b>Grade 3</b>	<b>31</b>
<b>Variance Between Max and Min</b>	<b>4,185</b>	<b>1674</b>	<b>Grade 4</b>	<b>56</b>

In addition to the volume fluctuations, there has also been deviation from the projected proportions which have created additional pressures on the response teams as these were staffed to meet the anticipated volumes of incidents assumed from the Edison review.

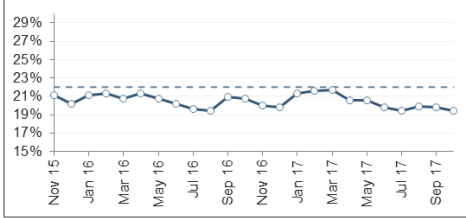
1 - Emergency



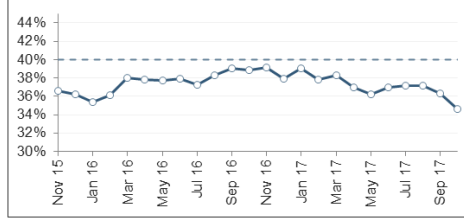
2 - Priority



3 - Appointment



4 - Telephone



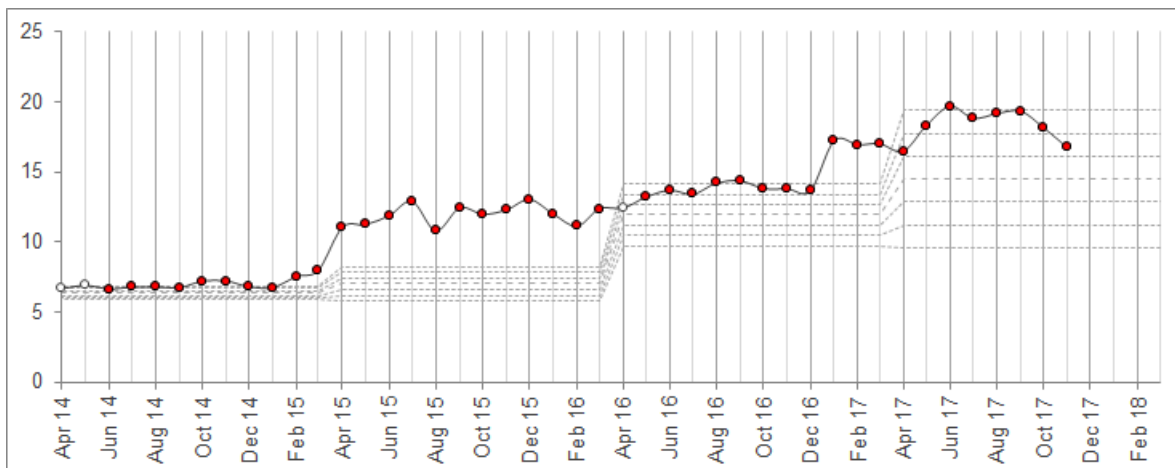
Latest Figures	Total Incidents	%
1 - Emergency	3,030	15.4%
2 - Priority	6,000	30.5%
3 - Appointment	3,828	19.5%
4 - Telephone	6,814	34.6%
<b>Total</b>	<b>19,672</b>	

The Darwin review has identified opportunities to re-structure the response hubs from which officers are deployed to attend incidents which should make the attendance at these incidents more timely and improve the service to these.

### Incident Response Times

The Force has continued to track emergency incident response against the previous target time of 15 minutes, and the non-emergency incident response against the previous target of 60 minutes. Neither of these targets is still in place and arrivals are now to be as quickly and as safely as possible. The old targets are simply used as a baseline measure against which current performance can be monitored and appropriate action taken in the event of significant deviation, or the development of an adverse trend.

### Emergency Incident Arrival Times

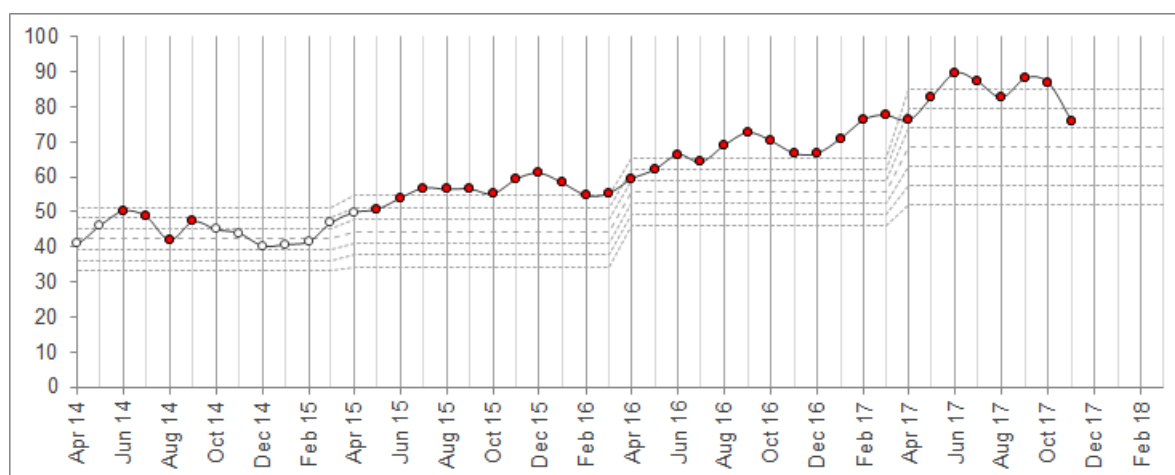


The previous target time of 15 minutes is a reference point for assessment of trend performance, and there continues to be natural variances by day of the week and time of day.

The increased call volumes described earlier have not unsurprisingly resulted in increased arrival times which for the month of September averaged 19:33 minutes. There are evident improvements.

Analysis of the underlying data in order to understand any geographic or temporal variances is carried out for the Response teams and this is being used to inform deployment decisions in respect of response resources across the Force area and the levels required to effectively and efficiently handle anticipated levels of demand.

### Priority Incident Response Times



Non-emergency response times continue to exhibit greater pressures with times generally greater than 60 minutes and an upwards trend clearly evident. The latest months do suggest that there are some improvements.

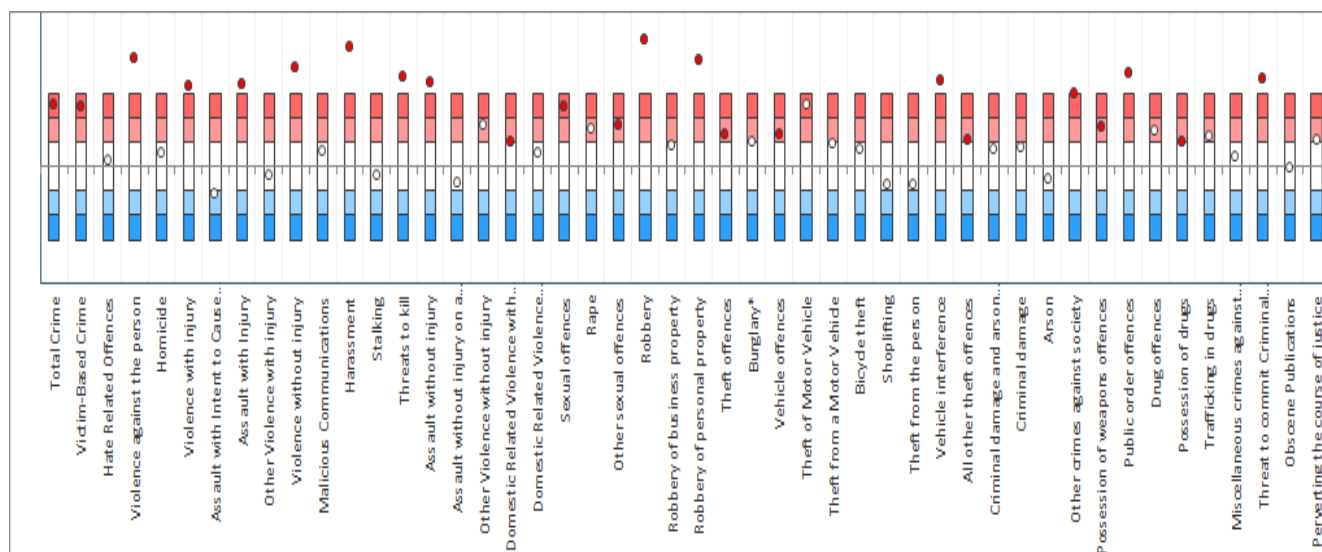
As highlighted above, priority is given to Emergency calls and although the above chart shows a two year succession of special cause variation points this trend is under constant scrutiny and considered to be broadly acceptable at this stage. Regular review will avoid the trend becoming out of control whilst mitigating measures are implemented.

The reference point back to the previous 60 minutes target is purely for continuity and trend interpretation, and maintenance of average response times below 120 minutes is considered acceptable given the financial pressures and increased levels of demand.

The assumptions made at the time of Edison where that response officers would have ready access to mobile data which would maximise their out of station available time with full access to all Force IT systems in the community however such access has until now been very minimal and has hampered our ability to achieve the anticipated performance levels. This should be resolved with the roll out of new equipment that is compatible with the vehicle fleet.



## Recorded Crime Summary



The above chart summarises the current monthly levels of recorded crime in relation to the mean expected levels.

Category	Latest 12 Months	Previous 12 Months	Change	% Change
<b>Total Crime</b>	<b>76233</b>	<b>62579</b>	<b>13654</b>	<b>21.8%</b>
<b>Violence with Injury</b>	<b>6486</b>	<b>4773</b>	<b>1713</b>	<b>35.9%</b>
<b>Domestic Related Violence with Injury</b>	<b>2474</b>	<b>1756</b>	<b>718</b>	<b>40.9%</b>
<b>Violence without Injury</b>	<b>12484</b>	<b>9042</b>	<b>3442</b>	<b>38.1%</b>
<b>Domestic Related Violence without Injury</b>	<b>5257</b>	<b>3961</b>	<b>1296</b>	<b>32.7%</b>
<b>Rape</b>	<b>606</b>	<b>477</b>	<b>129</b>	<b>27.0%</b>
<b>Hate Crime</b>	<b>1404</b>	<b>1050</b>	<b>354</b>	<b>33.7%</b>
<b>Burglary</b>	<b>9201</b>	<b>7935</b>	<b>1266</b>	<b>16.0%</b>
<b>Robbery Personal</b>	<b>695</b>	<b>571</b>	<b>124</b>	<b>21.7%</b>
<b>Theft of Motor Vehicle</b>	<b>1582</b>	<b>1461</b>	<b>121</b>	<b>8.3%</b>
<b>Theft from Motor Vehicle</b>	<b>7769</b>	<b>6070</b>	<b>1699</b>	<b>28.0%</b>
<b>Theft Cycle</b>	<b>1805</b>	<b>1883</b>	<b>-78</b>	<b>-4.1%</b>
<b>Shoplifting</b>	<b>6714</b>	<b>6244</b>	<b>470</b>	<b>7.5%</b>
<b>Criminal Damage</b>	<b>9208</b>	<b>8924</b>	<b>284</b>	<b>3.2%</b>
<b>Drug Offences</b>	<b>1473</b>	<b>1152</b>	<b>321</b>	<b>27.9%</b>
<b>Possession of Weapons</b>	<b>671</b>	<b>418</b>	<b>253</b>	<b>60.5%</b>
<b>Public Order</b>	<b>3621</b>	<b>2403</b>	<b>1218</b>	<b>50.7%</b>

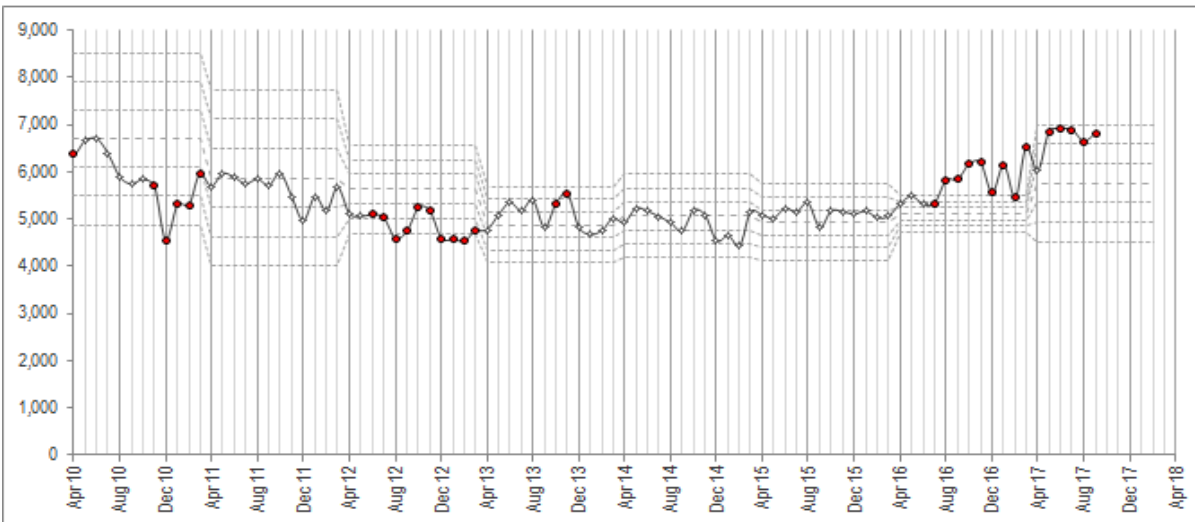
The above table summarises the current rolling 12 months levels of recorded crime in relation to the previous 12 months period.

There is a National increase in crime with 43 of the 43 Forces reporting increased levels of overall crime compared with the previous period.

Overall crime is increased, and is reporting statistically exceptional levels. Categories of crime locally currently reporting significantly high levels of monthly crime include Violence Against the Person and various sub-categories of this, Possession of Weapons and Public Order, together with Robbery from the Person and Vehicle Crime.

The chart below shows the increased levels of overall crime reported and clearly demonstrates the significant shift in volumes which have been seen over the last 12 months.

**Total Crime**



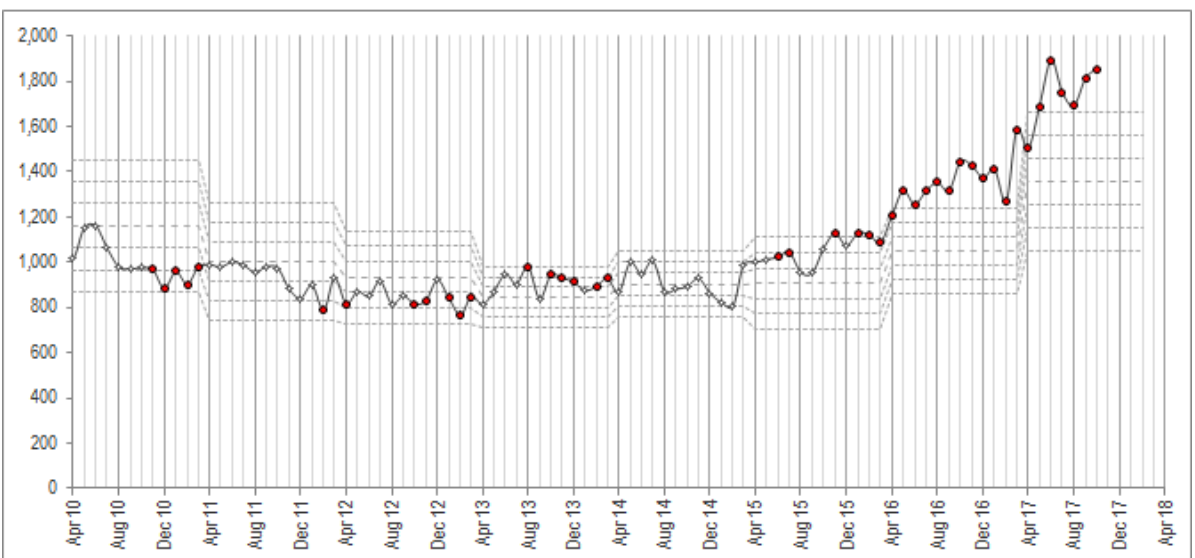
There are increased levels in crime reported Nationally and the Force will continue to make every effort to both reduce reported crime, and also to investigate reported crimes in order to identify the offender and bring about a positive outcome for the victims.

The recent Crime Data Integrity Audit by HMICFRS did indicate a degree of under-recording of crime due to the conversion of incidents into recorded crime, the inclusion of multiple crimes on a single crime report and the inclusion of multiple victims on a single crime report.

As a result there has been considerable activity to address these deficiencies which has already resulted in increased recording of crime. This will continue and as a result the rate of increase relative to previous reported crime is likely to get larger.

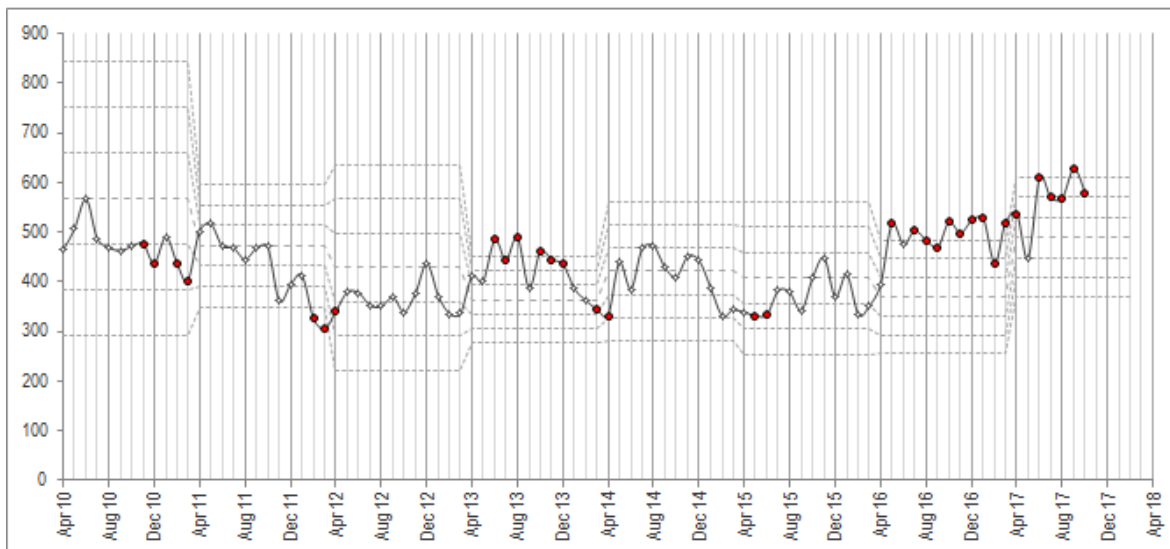
It is imperative that the Force is seen to be acting with the utmost integrity in the recording and the investigation of crimes, and strict adherence to the rules of the National Standards for Incident Recording and the National Crime Recording Standards will ensure that this is the case.

**Violence Against the Person**



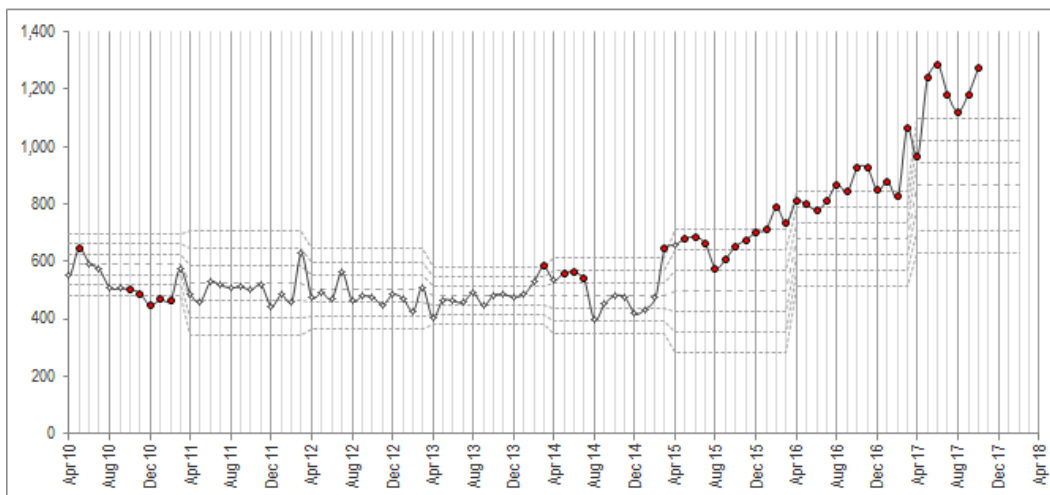
There has been a significant and sustained increase in the levels of offences recorded, in part driven by new crime classifications introduced in April 2015. This category includes both with injury and without injury offences.

### Violence Against the Person With Injury



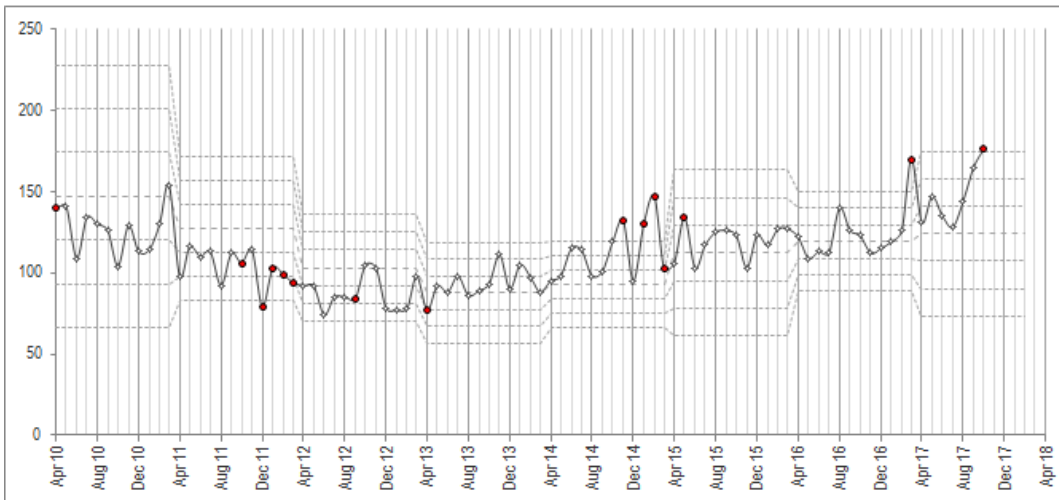
The levels of Violence with Injury remain high and at present show no signs of reducing. Actual Bodily Harm comprises the majority of these offences.

### Violence Against the Person Without Injury



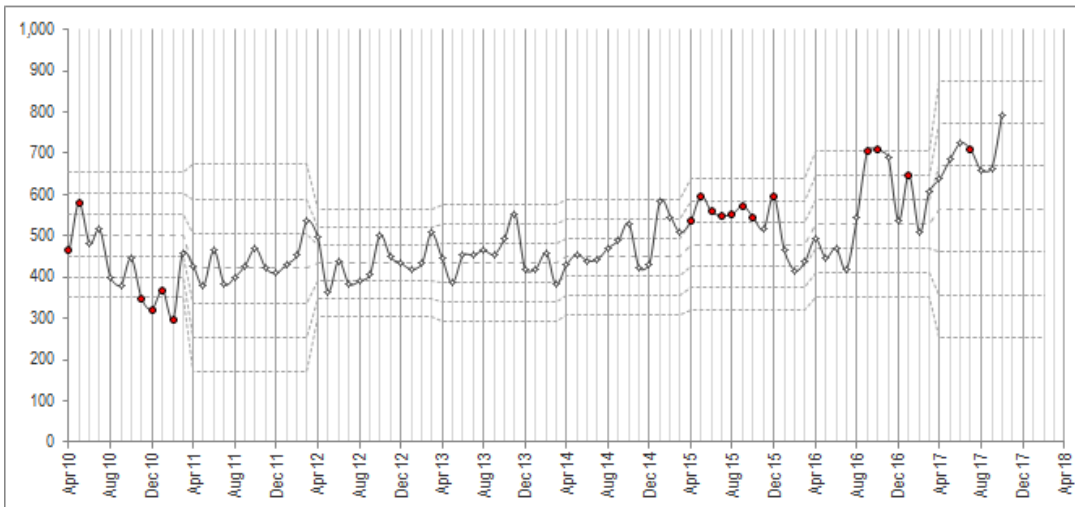
Common assault offences make up a significant proportion of this category, with Harassment and Malicious Communications. This category of offences has increased significantly over the last three years, in part due to changing classification and the introduction of new offences.

**Theft of Motor Vehicle**



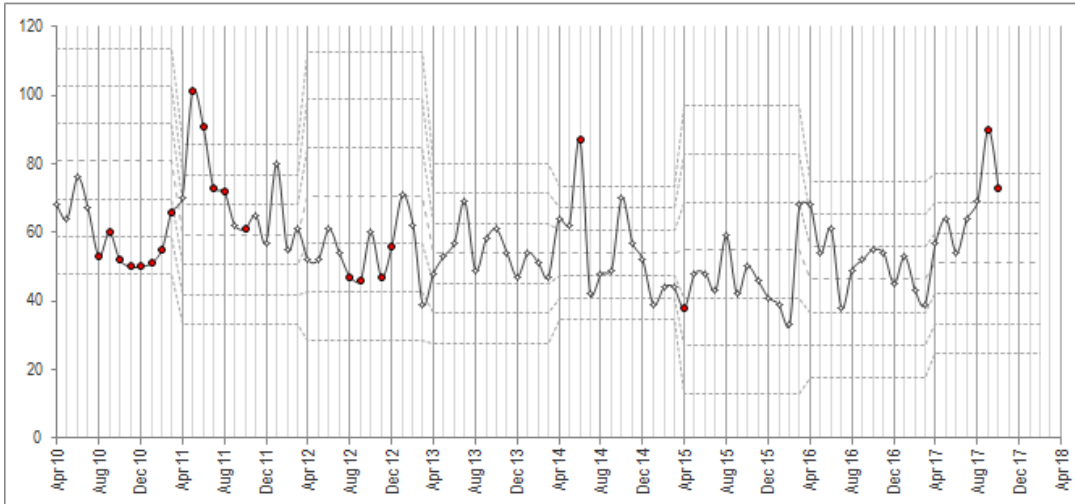
Theft of Motor Vehicle offences are increasing as criminals are finding new ways of overcoming the improvements in vehicle security that had in part brought about the levels of reduction seen over recent years. Vehicle theft is now very often targeted at higher value vehicles which may be stolen to order.

**Theft from Motor Vehicle**



Theft from commercial vehicles and tools thefts from vans continue to make up a significant proportion of these offences. Theft of personal property from vehicles continues to be a problem and this category of offences has seen a significant increase in the last year, with a sharp rise to the current high point.

### Robbery Person

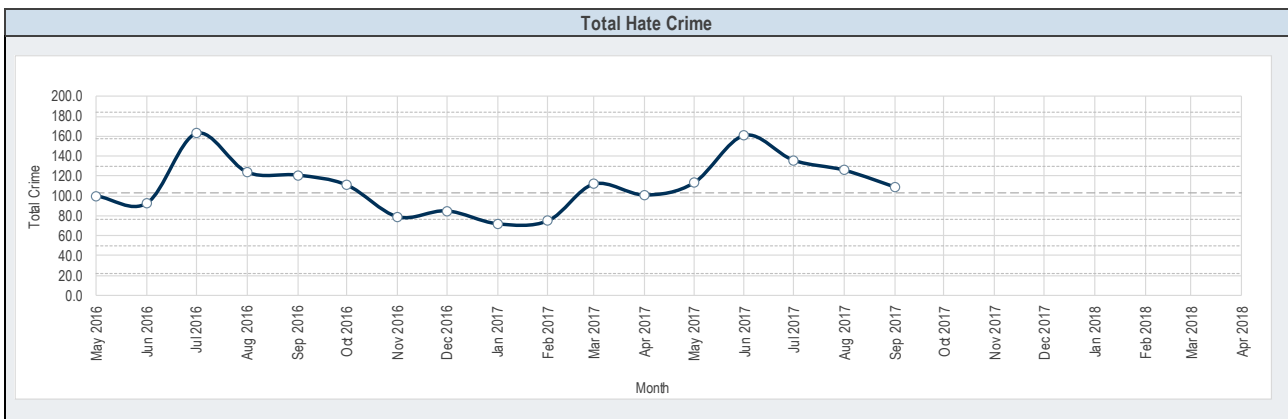


There has been a sharp rise in Robbery offences over the last six months in common with several other acquisitive crime types. The latest month sees a reversal of this increasing trend, and the Force performance meetings will continue to review this in order to take appropriate action if necessary.

### Hate Crime

Racial Hate crime remains the largest sub-category of hate crime, although there is a degree of cross-over with Religious Hate crime due to the manner in which these offences are committed and also the manner in which they are reported and recorded.

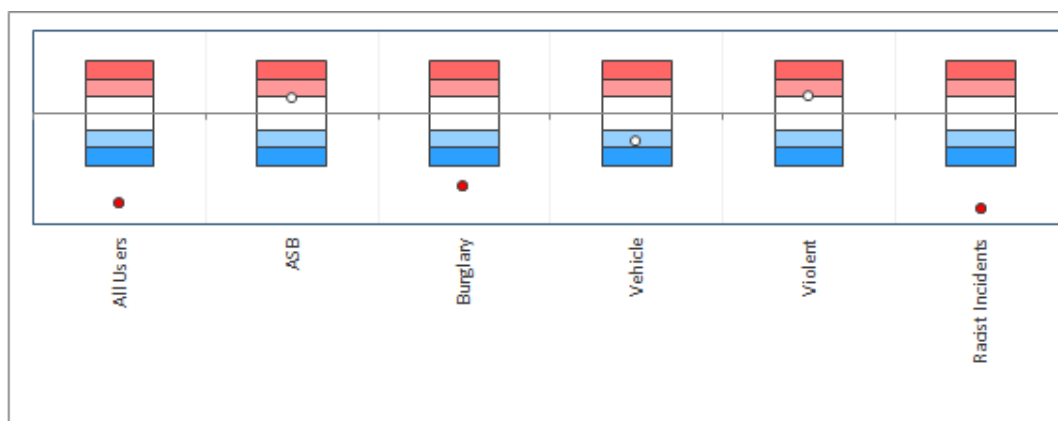
Volumes remain largely controlled and although there have been some short-term effects following recent National events, there has not been any material long-term shift in the levels of offending locally.



Hate Crime Type	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17
Alternative Sub Culture	0	0	0	0	0	1	0	0	0	0	0	0
Disability	7	6	5	5	3	6	8	6	7	4	7	9
Racial	88	66	66	56	55	78	79	81	111	112	88	85
Religious	6	7	10	10	4	14	5	17	31	22	10	11
Sexual Orientation	9	2	9	5	12	17	10	15	16	9	22	11
Transgender	1	2	1	0	1	0	0	1	1	0	2	0
Other Hate Crime	1	0	0	1	2	2	1	2	3	2	1	0
<b>Total Hate Crime</b>	<b>111</b>	<b>79</b>	<b>85</b>	<b>72</b>	<b>75</b>	<b>112</b>	<b>101</b>	<b>113</b>	<b>161</b>	<b>136</b>	<b>126</b>	<b>109</b>

The Force has reviewed its performance governance structures and has implemented an Operational Performance Effectiveness Group, led by ACC Nixon which will ensure detailed scrutiny for all crimes types and satisfaction performance with assigned accountability to strategic leads. This group will work to the Performance Development Group (PDG) led by DCC Bannister, which will ensure strategic oversight and direction.

## User Satisfaction



All User satisfaction constitutes satisfaction levels from a sample of burglary, vehicle and violent crime victims. For continuity of reporting the Force has maintained the survey regime that was in place to service the requirements of the ADR returns to the Home Office.

The requirement for standardised National surveying has ended, with the exception of Domestic Abuse victims. Forces can now implement their own survey regime to meet their local needs and use these to improve the victim's experience. The current surveys will remain until any changes are implemented, in order to give continuity and to inform the Force pending the implementation of local arrangements in the coming months, as described above.

It is acknowledged that All User Satisfaction levels have declined, with the component offences of Vehicle and Violent and Burglary victim satisfaction each having an effect on the overall levels at different times.

It should also be noted that more than 70% of victims remain satisfied with the Police handling of their crime. The current levels are a reflection of the current resource and response to these categories of crime.

Although there remains work to be done to increase levels the financial constraints and the conflicting demands of other categories of crime, which have lower volumes but significantly higher threat and harm levels, may defer any significant investment in improving this measure.

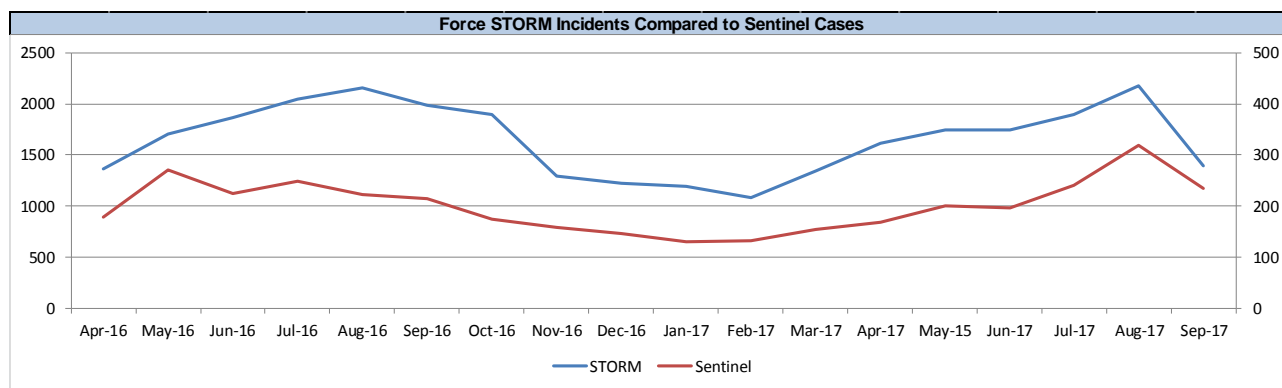
The method of satisfaction surveying is now open to review as the standardised National reporting has been withdrawn. Work is underway to implement a survey regime that can be responsive to changing priorities and provide appropriate data to facilitate improvements in service across all areas of business in a victim focussed manner.

Victim satisfaction is directly linked to performance in responding to victims expectations in a timely and effective manner, keeping them informed and taking appropriate action. This report has already highlighted identified areas for improvement in the short, medium and longer term alongside enhanced governance arrangements. Victim Satisfaction and the "victim's journey" (as described in the Police and Crime Plan) will be at the heart of these improvements.

The removal of constraining Home Office data requirements provides the basis for contextual satisfaction surveying which will provide diagnostic evidence to support future improvements to service, feedback to officers and staff and thus, improved performance.

The Operational Performance Effectiveness Group, led by ACC Nixon which will ensure detailed scrutiny going forward to drive up satisfaction levels.

## Recorded Incidents of Anti-Social Behaviour



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.

Reports in last 12 months include:  
 6239 rowdy and inconsiderate behaviour  
 3131 neighbour disputes  
 3073 miscellaneous ASB

The spread of reports by NPA, and the managed cases on Sentinel are shown in the table below.

NPA	STORM Incidents	Sentinel Cases	Conversion
Central Leicester	1884	71	3.8%
East Leicester	3010	279	9.3%
Hinckley & Blaby	2461	462	18.8%
Charnwood	2810	370	13.2%
North West Leicester	1498	254	17.0%
Eastern Counties	1706	129	7.6%
South Leicester	2063	293	14.2%
West Leicester	3191	395	12.4%
Force	18623	2253	12.1%

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 had appeared to stabilise, and in common with several other areas of satisfaction monitoring there is now an apparent increase evident.

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

The audit team has now been brought into the Crime Registrars remit, with both falling under the responsibility of a Superintendent who's business areas include addressing the identified shortfalls in data quality.

This is a positive response to successive audits and the recent HMIC Crime Data Integrity inspection and will facilitate a joined up comprehensive programme of work to bring about significant improvements.

It should be noted that the Force missed the live date for the introduction of the Data Hub, in part due to the move over to Niche. Progress towards use of the hub continues with changes made to the extract script and a whole new dataset submission to the Home Office expected.

## **PCP 20 Explore new opportunities to increase the level of confidence amongst survivors of domestic violence (Vulnerability Protection)**

### Domestic Violence User Satisfaction

The lack of available consistent data for the past couple of years means that any meaningful analysis is not possible as the data sample is not reliable or valid during this period. Regular surveys commenced again in July 2017. The User Satisfaction rate for the last quarter, July – September 2017, (rolling data) is 78% (91 surveys). The relative number of low surveys carried out each month for this measure means that any meaningful analysis cannot take place until after 12 months' worth of data has been collected.

## **PCP 21 Support local specialist providers to deliver services to domestic violence and abuse survivors (including HBV and FGM) (Vulnerability Protection)**

### Victim First

Commissioned by the Police and Crime Commissioner for Leicester, Leicestershire and Rutland (LLR), Catch22 have delivered a Victim Support service for victims and witnesses across LLR since October 2015. Known as Victim First, the service provides free, independent and individually tailored support based on a holistic needs assessment. This assessment informs a personalised support plan including the following key features:

- Emotional Support
- Access to Specialist Support
- Restorative Justice
- Mental Health Support
- Crime Prevention Measures
- Advocacy
- Hardship Fund

Every victim is allocated their own Caseworker who remains with them throughout their support journey. Support will be provided for as long as the victim feels they need it, and the victims are also empowered to access other support networks available to them. Through this approach, the needs of the victims are put first, enabling them to determine the type of support that they feel will help them to cope and recover.

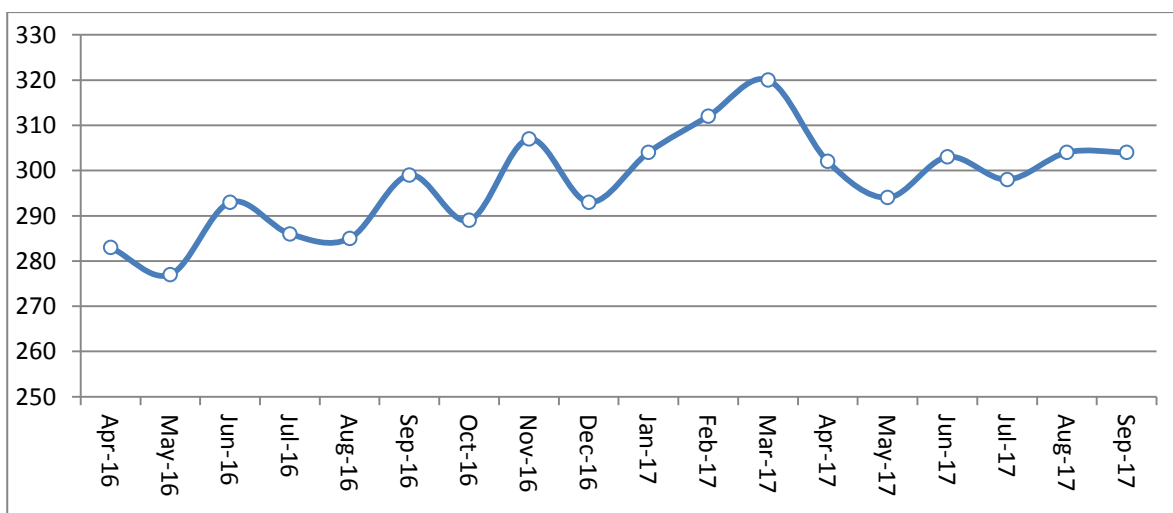


Data provided by the Victim First for the period July – September 2017 shows that out of 581 Enhanced Victims, 193 (33%) recalled being offered the opportunity to complete a Victim Personal Statement (VPS). 86% of the 193 then went on to complete a VPS. 27% (155) were not offered the opportunity to complete a VPS whereas the remainder were not sure. 77 Victims were then identified who wanted to complete a VPS after not initially being offered the opportunity to do so and all 77 had actions recorded on their Support Plans to facilitate this. Of this 155, 61% were female and just under a quarter, at 24%, classified themselves as BME. There was a comparatively high proportion of people who indicated they had a disability, 39% (60). The majority of disabled victims indicated that their disability was mental health needs – 24.

Work is ongoing to identify learning points and areas for improvement. There is the possibility of drilling down into the cases where the Victim was not offered the opportunity to complete a VPS to see who the Officer In Charge (OIC) was. This will enable Leicestershire Police to address this individually with these officers through their supervision to flag up any learning and development needs.

### **PCP 26 Continued development of volunteer roles within the force (Viable Partnerships)**

#### Number of Special Officers in force

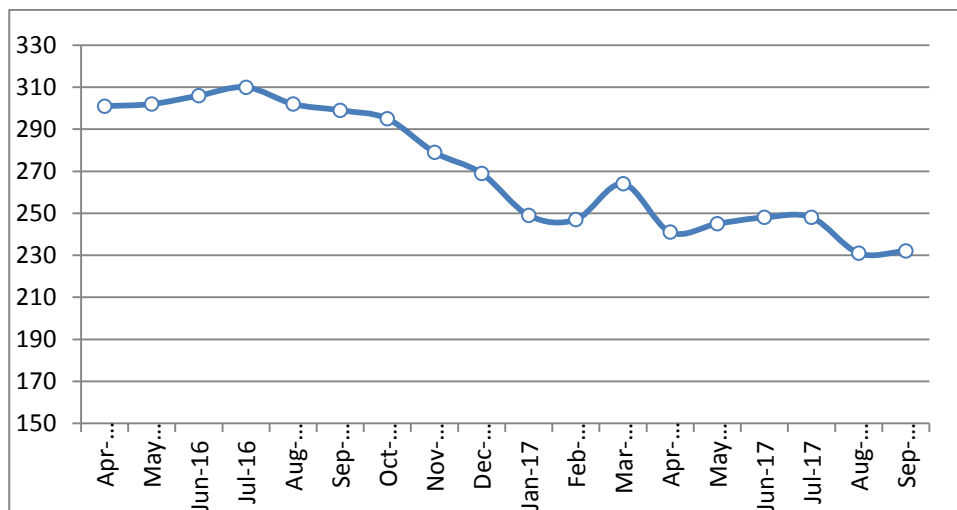


The chart above shows that the number of Specials in force exceeded 300 during some months. These are the first instances, in over 10 years, where the number of Specials in force exceeded 300. At 30<sup>th</sup> September 2017, there were 304 Specials Officers in force. The target figure for 2017 is to reach a figure of 330 Specials in force.

#### Special Officer Leavers

There is a high turnover rate for Specials. Between April 2016 and March 2017 there were 109 leavers which is a turnover rate of around 36%. It should be noted 25% of leavers re-joined Leicestershire Police as either Police Officer or PCSO. Between April and September 2017 there has been a total of 61 leavers. Twenty leavers (33%) re-joined Leicestershire Police as either a Police Officer or a PCSO.

### Number of Police Staff Volunteers in force



The chart above shows that the number of Police Staff Volunteers (PSVs) in force has been in decline. In September 2017 there were 232 PSVs in force which is 67 fewer than when compared with September 2016.

It should be noted, however, there was a very successful PSV recruitment campaign run during the summer. 136 applicants have been processed. The majority are currently being vetted. A variety of roles within the force have been applied for, a breakdown is shown below.

PSV Role	Number of Applicants
Dedicated Neighbourhood Support	15
Force Investigation Unit	61
Melton CCTV	12
HQ roles	14
Chaplaincy	1
Home Security Visits	2
Lead Volunteer	2
Cadet Leader	6
Drugs Reception	6
Child Referral Desk	9
Missing Persons	8

In the long term, it is likely the trend of decline will subside and the number of PSVs in force will increase.

### **Police Staff Volunteer Leavers**

For the period April 2016 – March 2017, there were 115 PSV leavers, a turnover rate of 41%. 3 PSVs left to start new permanent roles as PSCOs, 5 joined as Specials and one joined a Police Officer. Between April and September 2017 there have been 66 PSV leavers.

If this rate of attrition continues for the next 6 months it is likely that the total number of leavers for the year will be more than the 109 recorded last year. 12 PSV leavers during

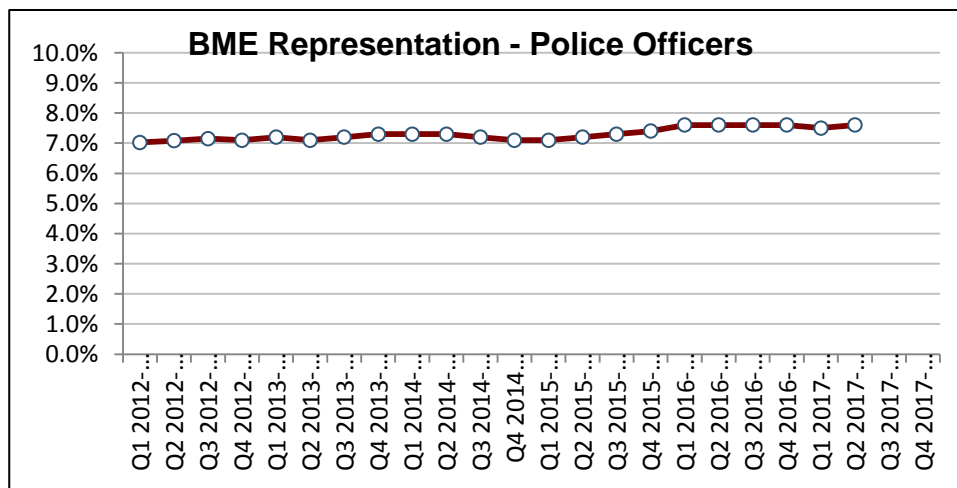
this period re-joined the force – 4 as PCSOs, 2 as Police Staff, 3 as Specials and 3 as Police Officers which is a higher figure than for the whole of last year (9).

## PCP 31 Work towards a police force reflective of the diverse communities of LLR (Visible Policing)

### Ethnicity

Police Officers – Note that all figures for Police Officers and Staff exclude persons on Career Breaks and Secondment.

The chart below show the percentage of BME Police Officers in force



For the past 5 years BME Police Officer representation has remained between 7 and 8%. In September 2017, 7.6% of Officers were BME.

### Ethnicity - Rank Breakdown

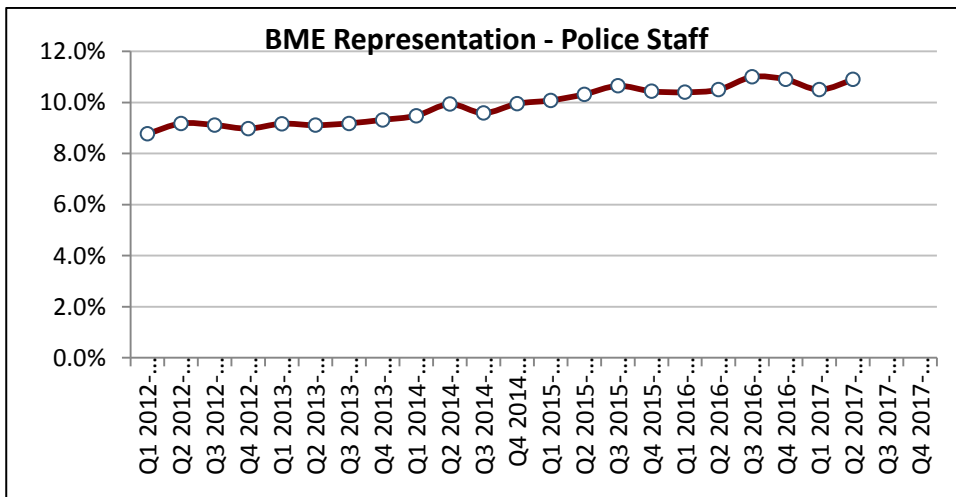
The 2 tables below show figures as at September 2016 and September 2017.

	30/09/2016			
	White	BME	Not Stated	% BME
<b>ACPO</b>	4	0	0	0.0%
<b>Chief Superintendent</b>	4	0	0	0.0%
<b>Superintendent</b>	9	0	0	0.0%
<b>Chief Inspector</b>	21	1	0	4.5%
<b>Inspector</b>	71	2	4	2.6%
<b>Sergeant</b>	255	15	3	5.5%
<b>Constable</b>	1309	122	27	8.4%
<b>TOTAL</b>	<b>1673</b>	<b>140</b>	<b>34</b>	<b>7.6%</b>

	30/09/2017			
	White	BME	Not Stated	% BME
<b>ACPO</b>	4	0	0	0.0%
<b>Chief Superintendent</b>	4	0	0	0.0%
<b>Superintendent</b>	8	0	0	0.0%
<b>Chief Inspector</b>	21	0	0	0.0%
<b>Inspector</b>	62	5	3	7.1%
<b>Sergeant</b>	259	11	4	4.0%
<b>Constable</b>	1296	123	30	8.5%
<b>TOTAL</b>	<b>1654</b>	<b>139</b>	<b>37</b>	<b>7.6%</b>

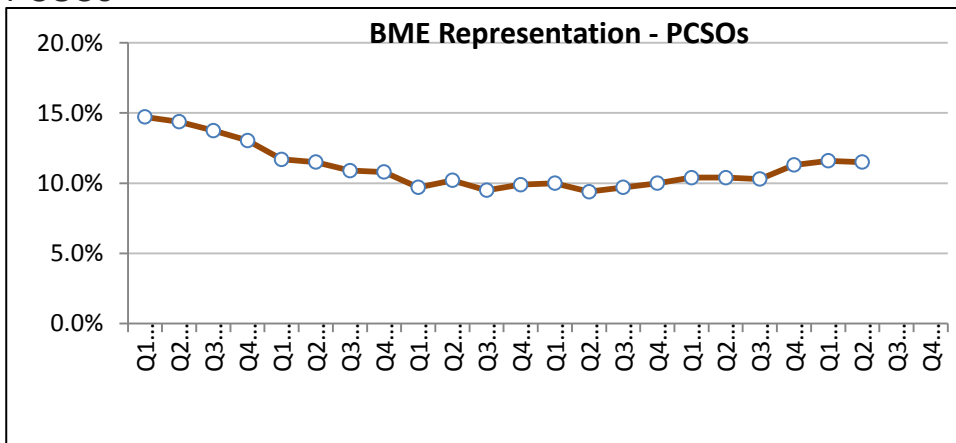
When comparing both years, it can be seen that the force no longer has any BME Representation above the rank of Inspector. Compared with the same time last year, the proportion of BME Inspectors has increased to over 7%. The proportion of BME Sergeants has decreased to 4%.

Police Staff



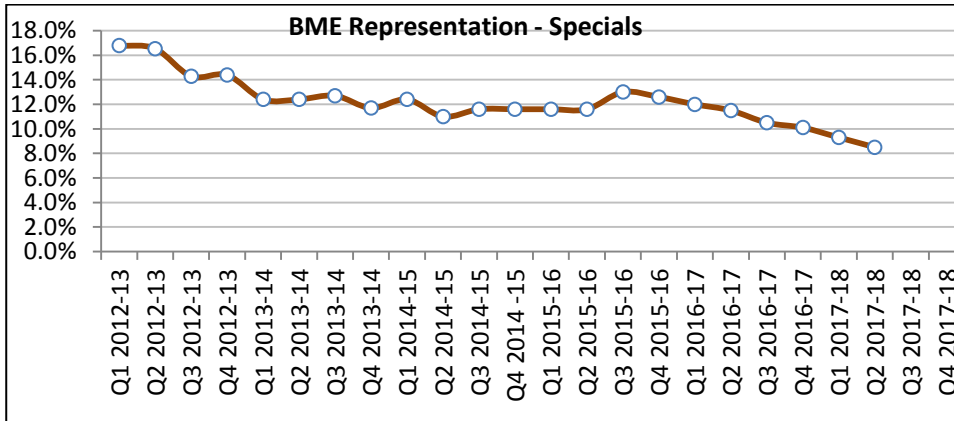
Over the past 5 years there has been an increase by just over 2 percentage points, with regards to Police Staff BME representation. The figure recorded in September 2017 was just under 11%.

PCSOs



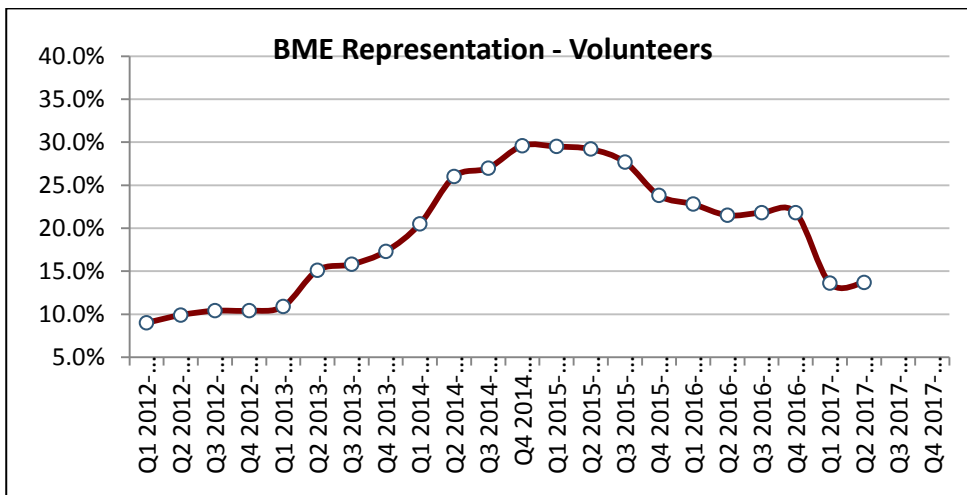
Since 2012 the proportion of BME PCSOs in force has been in decline falling to below 10% during 2014 and 2015. More recently there has been a slight improvement with the proportion reported for the last 3 quarters just exceeding 11%. In September 2017 the percentage of BME PCSOs reported was 11.5%. As PCSO recruitment has currently been suspended, the number of BME PCSOs will not be increasing in the near future.

Specials



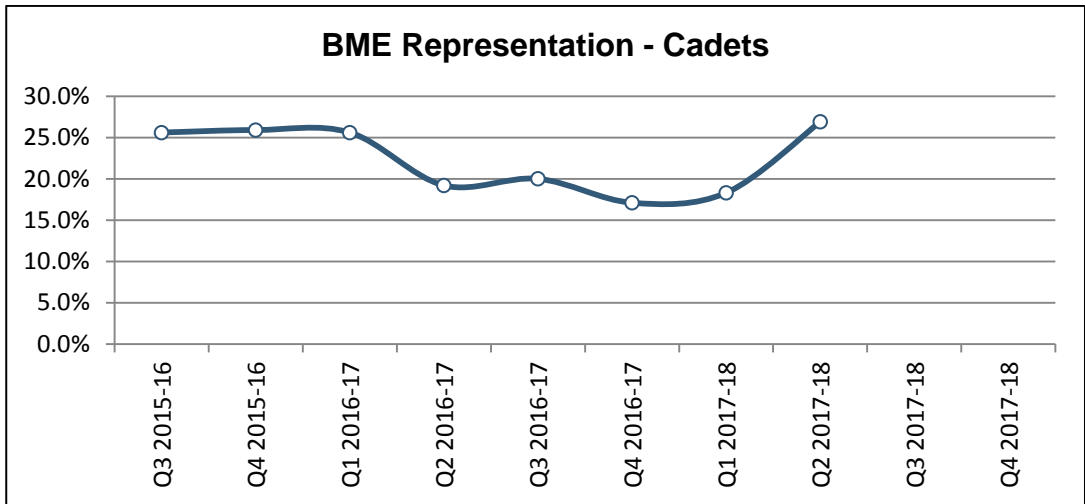
The proportion of BME Specials in force is in decline with successive decreases over the past 7 quarters, falling to 8.5% in September 2017, the lowest figure recorded in the past 5 years.

Volunteers



Since peaking at just under 30% in 2015, the proportion of BME Volunteers in force has continued to fall, significantly decreasing during the first quarter of this performance year. It has fallen by around a third, to 13.7% as reported at the end of September.

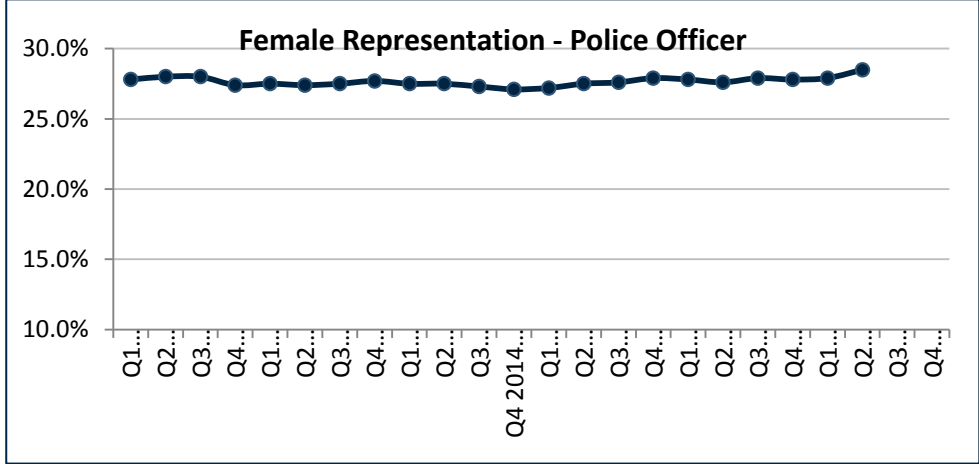
Cadets



BME Cadets representation is the highest compared with all Staff Groups/Volunteers in force. It has consistently remained above 15% since the programme started. As a result of new recruits joining in September, over a quarter of all Cadets are BME (26.9%)

Female Representation

Police Officers



At the end of Q2 2017-18, the proportion of Female Officers in force increased by around half a percentage point, to 28.5% which is the highest value recorded for the last 5 years. The figure has previously remained fairly static remaining between 27% and 28% for the past 5 years.

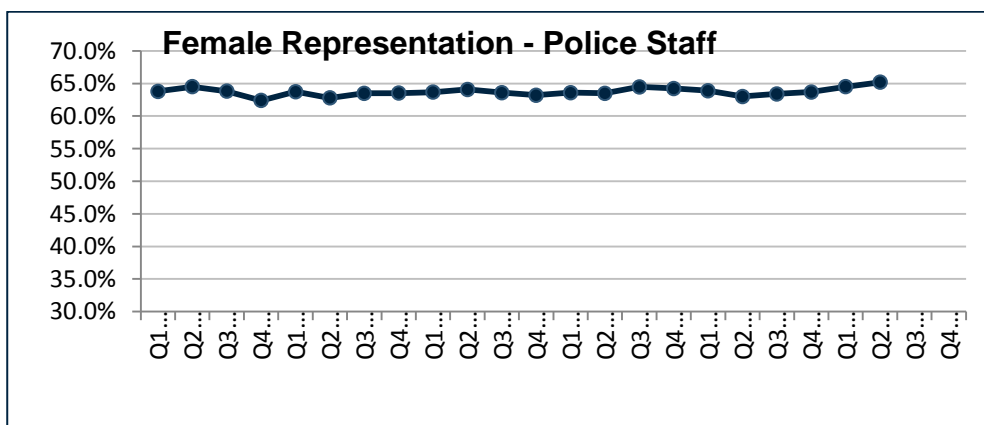
Female Representation – Breakdown by Rank

The two tables below show figures as at September 2016 and September 2017.

	30/09/2016			
	Female	Male	Total	% Female
<b>ACPO</b>	0	4	4	0.0%
<b>Chief Superintendent</b>	0	4	4	0.0%
<b>Superintendent</b>	1	8	9	11.1%
<b>Chief Inspector</b>	5	17	22	22.7%
<b>Inspector</b>	16	61	77	20.8%
<b>Sergeant</b>	52	221	273	19.0%
<b>Constable</b>	436	1022	1458	29.9%
<b>TOTAL</b>	<b>510</b>	<b>1337</b>	<b>1847</b>	<b>27.6%</b>
	30/09/2017			
	Female	Male	Total	% Female
<b>ACPO</b>	1	3	4	25.0%
<b>Chief Superintendent</b>	0	4	4	0.0%
<b>Superintendent</b>	0	8	8	0.0%
<b>Chief Inspector</b>	5	16	21	23.8%
<b>Inspector</b>	16	54	70	22.9%
<b>Sergeant</b>	49	225	274	17.9%
<b>Constable</b>	450	999	1449	31.1%
<b>TOTAL</b>	<b>521</b>	<b>1309</b>	<b>1830</b>	<b>28.5%</b>

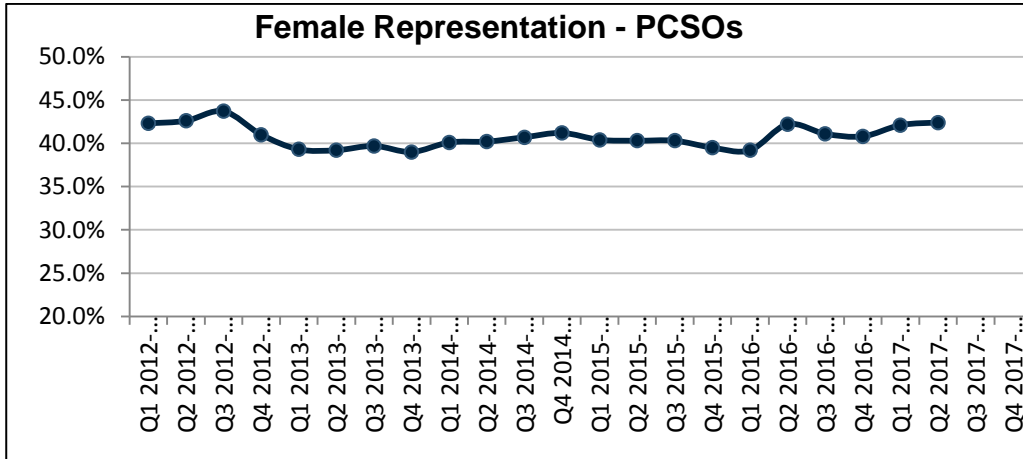
In September 2017 there was no female representation at Chief Superintendent or Superintendent level although there is at ACPO level with one female ACC. It should also be noted that there is currently a female Chief Superintendent who is in a regionally funded external post and so has not been included in the above data. The proportion of female Constables has increased, compared with the same time last year but the proportion of Sergeants has decreased to 17.9% and is comparatively lower than most of the other ranks.

#### Police Staff



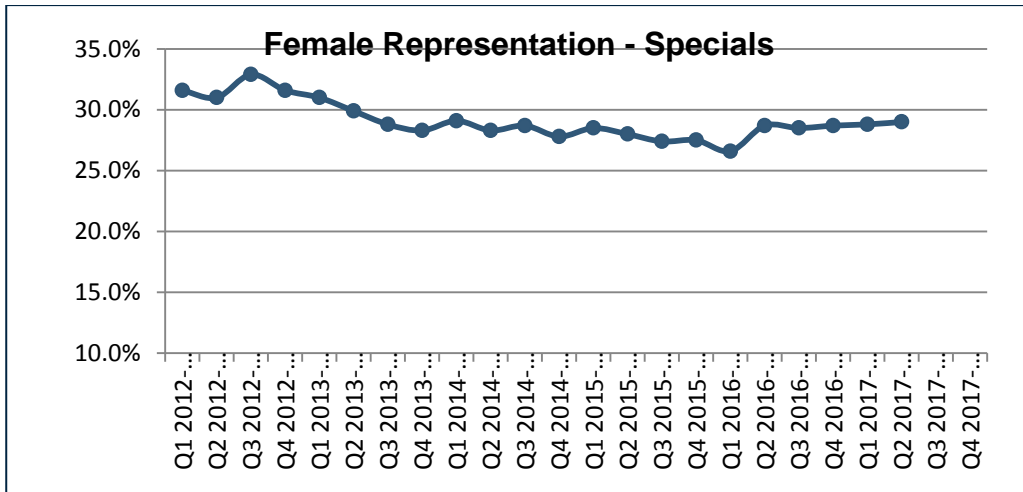
The proportion of female Police Staff has seen little change over the past 5 years, between 63% and 65%. Although over the past year there have been successive increases at the end of each quarter and in September 2017 the figure exceeded 65%, rising to 65.2%

PCSOs



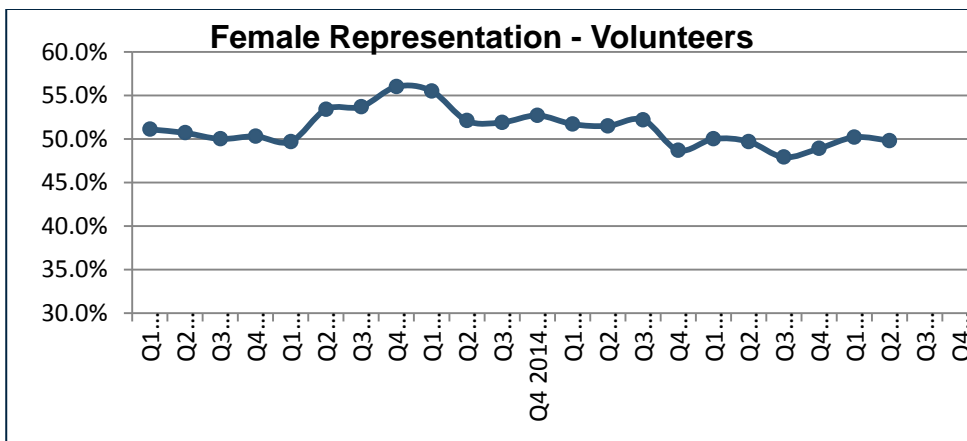
The proportion of female PCSOs in force has generally remained around 41-42% for the past year. At the end of the last quarter the figure increased slightly to 42.4%.

Specials



Since the lowest proportion of female Specials in force was recorded in June 2016 at 26.6% the proportion has now stabilised between 28% and 29%, with 29% reported as at the end of the last quarter.

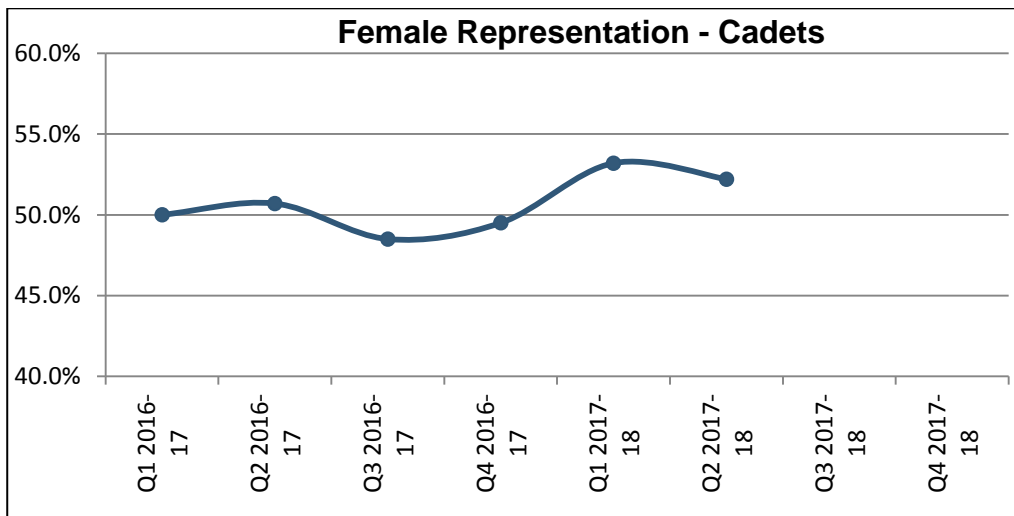
Volunteers





At the end of the last quarter, the proportion of female Volunteers in force saw a small decrease, dropping to just below 50%.

Cadets



Over half of Cadets are female. The proportion of female Cadets in force decreased slightly at the end of the last quarter to 52.2%

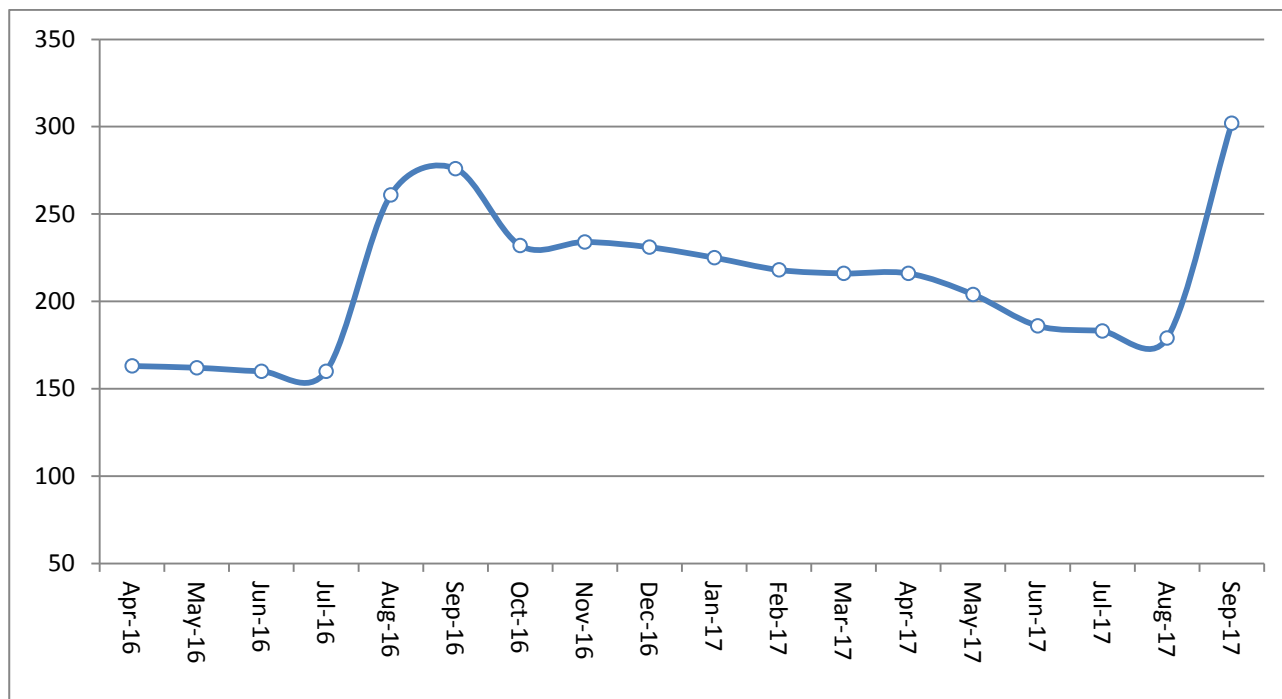
Disability

	Q4 2016-17		Q1 2017-18		Q2 2017-18	
	Number	%	Number	%	Number	%
<b>Volunteers</b>	6	2.4%	7	3.1%	6	2.7%
<b>Police Staff</b>	72	5.0%	68	4.8%	70	4.9%
<b>PCSOs</b>	16	6.7%	15	6.2%	17	6.3%
<b>Police Officer</b>	64	3.5%	66	3.6%	68	3.7%
<b>Specials</b>	12	3.8%	13	4.2%	12	3.9%
<b>TOTAL</b>	<b>170</b>	<b>4.1%</b>	<b>169</b>	<b>4.2%</b>	<b>173</b>	<b>4.3%</b>

Over the past 3 quarters there have been small but successive increases in the total proportion of disabled staff in force. The proportion of disabled Police Officers has increased over the past 3 quarters.

**PCP 33 Encourage cadets from vulnerable backgrounds to join the programme (Viable Partnerships)**

## Number of Cadets



Following a new intake in September the number of Cadets in force was 302, which just exceeds the desired level of 300. As there is only one intake of Cadets each year the number of Cadets will only increase during one month per year and once Cadets reach the end of their programme a number will always leave in the spring and summer months if they have turned 18.

One of the overarching objectives of the National Volunteer Police Cadet (VPC) programme is to provide an early intervention and diversion to youths who are 'vulnerable' due to crime, exclusion or abuse. Leicestershire Police aims to have a minimum of 25% Cadets who have been identified as 'vulnerable'. At the end of September 2017, there were 46 Cadets who have been identified as 'Vulnerable' which equates to 15.2% of all Cadets.

**PCP 34 Ensure new and innovative ways for the public to provide information relating to crime and public safety. (Visible Policing). Also relevant to PCP 38**

### Track my Crime

Track My Crime will allow the General Public to receive updates relating to the crime they have reported. Officers will request email addresses from Victims and will email progress updates. The contract has been signed off by the Chief Constable and a plan for implementation is in progress. When there is meaningful data available the most appropriate way of extracting and presenting the data for analysis will be determined.

### Rate My Police

In November 2014, Rate My Police was implemented in force. This allows the General Public to provide feedback relating to the Service provided to them by the Police. They are also able to rate the service using a 5 star rating system.

The majority of people tended to rate the service provided as either 1 star or 5 stars – there are far fewer ratings at either 2, 3 and 4 stars. The long term intention will be to re-design Rate Your Police to offer a more constructive feedback method for the public which will be marketed and offer opportunities to influence service improvement and innovation.

The table below show the ratings recorded for between April and September 2017

Month	Ratings					TOTAL
	1 star	2 star	3 star	4 star	5 star	
Apr-17	3				5	8
May-17	7	1			4	12
Jun-17	6	1		1	1	9
Jul-17	11	1	1		4	17
Aug-17	8				4	12
Sep-17	4					4
<b>TOTAL</b>	<b>39</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>18</b>	<b>62</b>

The number of ratings submitted each month is generally very low. 63% of entries were rated as 1 star, 29% rated as 5 star.

#### Online Crime Reporting

In April the force launched Online Crime Reporting allowing the General Public to report Crimes online. 162 occurrences were reported on line during September, the same as August. The number of reports on line each month has remained consistent, between 150 and 200, and currently shows no signs of increasing.

Month	Number of reports recorded	Number categorised as crime	Number categorised as Incident	Number with no Categorisation
Apr-17	154	89	11	54
May-17	196	88	12	96
Jun-17	152	73	11	68
Jul-17	185	94	22	69
Aug-17	162	115	15	47
Sep-17	162	94	11	57
<b>TOTAL</b>	<b>1011</b>	<b>553</b>	<b>82</b>	<b>391</b>

The table above shows that 553 (55%) of online reports during this period have since been categorised as a crime by the force. 391 occurrences have not been categorised as either crime or incident which is around 39%. Most of these do not fit the criteria for either crime or incident and remain as information only. Such reports included perceived motor offences, suspicious activity, domestic disputes and ASB.

#### **PCP 35 Ensure the views of the public continue to be sought and reflected in the development of these new services. (Visible Policing)**

The table below shows the number of Consultations and Engagements recorded on Kinect between April and September 2017. Officers are able to record Consultations and

Engagements on Kinect (Key Individual Network Engagement and Consultation Tool). Consultations are encounters with the Public that are not pre-planned, for example, when an Officer is approached on the Street.

Engagements are scheduled meetings or events.

NPA	Con	Eng	% Engagements where attendance rated as good	Most Frequently raised issue(s)
NC Central Leicester	213	113	88%	ASB, Drugs and Alcohol
NE East Leicester	340	354	84%	ASB, Traffic Matters
NH Hinckley & Blaby	1083	155	77%	ASB, Traffic Matters
NL Charnwood	163	160	36%	ASB, Drugs and Alcohol
NN North West Leics	67	87	66%	ASB, Traffic Matters
NR Eastern Counties	1073	387	66%	ASB, Traffic Matters
NS South Leicester	76	291	62%	ASB, Traffic Matters
NW West Leicester	306	184	77%	ASB, Traffic Matters
<b>TOTAL</b>	<b>3321</b>	<b>1731</b>	<b>70%</b>	ASB, Traffic Matters

Usually the total number recorded each month is between 800 – 1200.

The most frequently raised issues across the force were ASB and Traffic Matters. Most Engagements were held in the Eastern Counties (387) and East Leicester (354). Fewest Engagements occurred in North West Leicestershire at 87. Attendance at Engagements was poorest in Charnwood where only 36% of Engagements were recorded as having had a 'Good' attendance.

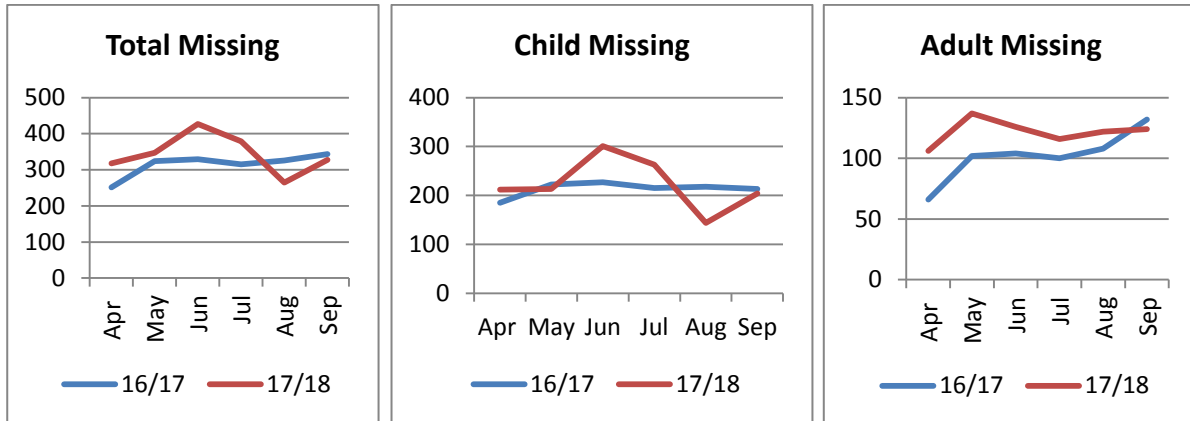
### Missing Persons

		Total Missing	Adult	% of Total	Child	% of Total
Q1 16/17	Apr	251	66	26.3%	185	73.7%
	May	324	102	31.5%	222	68.5%
	Jun	329	104	31.6%	227	69.0%
Q2 16/17	Jul	315	100	31.7%	215	68.3%
	Aug	326	108	33.1%	218	66.9%
	Sep	344	132	38.4%	213	61.9%
<b>Total</b>		<b>1889</b>	<b>612</b>	<b>32.4%</b>	<b>1280</b>	<b>67.8%</b>
Q1 17/18	Apr	318	106	33.3%	212	66.7%
	May	347	137	39.5%	213	61.4%
	Jun	427	126	29.5%	301	70.5%
Q2 17/18	Jul	379	116	30.6%	263	69.4%
	Aug	265	122	46.0%	144	54.3%
	Sep	328	124	37.8%	204	62.2%
<b>Total</b>		<b>2064</b>	<b>731</b>	<b>35.4%</b>	<b>1337</b>	<b>64.8%</b>

Total Missing incidents for the Quarter 1 2017 showed an increase of 188 incidents compared to the same period in 16/17. Quarter 2 2017 showed a decrease of 13 incidents compared to the same period in 16/17.

Overall the total figure for 2017/18 showed an increase of 175 incidents for the comparable period in 2016/17.

Children count for two thirds of the total incidents over the two comparable periods with an average of 66.1%



**Total Missing**

	Q1		Q2		Total Missing Reports	Total Missing People
	No Reports	No of People	No Reports	No of People		
16/17	904	516	985	582	1889	1098
17/18	1092	611	972	584	2064	1195
				<b>Increase</b>	<b>8.48%</b>	

Missing reports in 2017/18 have increased by 175 incidents and an increase of 97 people for the same period in 2016/17.

**Total Missing 10 or more repeat episodes**

	Q1				Q2				Total Missing Reports	Total Missing People	Average No of Repeats	Total Min to Max
	No Reports	No of People	Average No of Repeats	Min to Max Repeats	No Reports	No of People	Average No of Repeats	Min to Max Repeats				
16/17	189	11	17.2	10 to 29	188	10	18.8	10 to 36	377	21	17.9	1 to 60
17/18	249	15	16.6	10 to 38	178	9	19.8	10 to 37	427	24	17.8	1 to 75
									<b>Increase</b>	<b>11.71%</b>		

Although we have an increase in missing reports and people over the comparable period, for the number of missing people with 10 or more episodes, the average number of repeats has maintained at nearly 18 incidents per person. Children are accountable for all of the 10 or more missing episodes.

## Adults Missing

	Q1				Q2				Total Missing Reports	Total Missing People
	No Reports	No of People	Average No of Repeats	Min to Max Repeats	No Reports	No of People	Average No of Repeats	Min to Max Repeats		
16/17	272	243	1.12	1 to 5	340	298	1.14	1 to 7	612	541
17/18	369	314	1.18	1 to 5	362	325	1.11	1 to 6	731	639

## Children Missing

	Q1				Q2				Total Missing Reports	Total Missing People
	No Reports	No of People	Average No of Repeats	Min to Max Repeats	No Reports	No of People	Average No of Repeats	Min to Max Repeats		
16/17	634	274	2.31	1 to 29	726	299	2.43	1 to 36	1360	573
17/18	646	285	2.27	1 to 38	611	260	2.35	1 to 37	1257	545

## Night Time Economy

\*\*The data included relates to Violent Crime (incl Common Assault, ABH and GBH) and Public order offences occurring on Beats: City Centre & Cultural Quarter, Melton Town, Hinckley Town and Loughborough Town.

The data does not include recorded crime marked as occurring in a dwelling\*\*

### April 2016 – September 2016 compared with April 2017 – September 2017

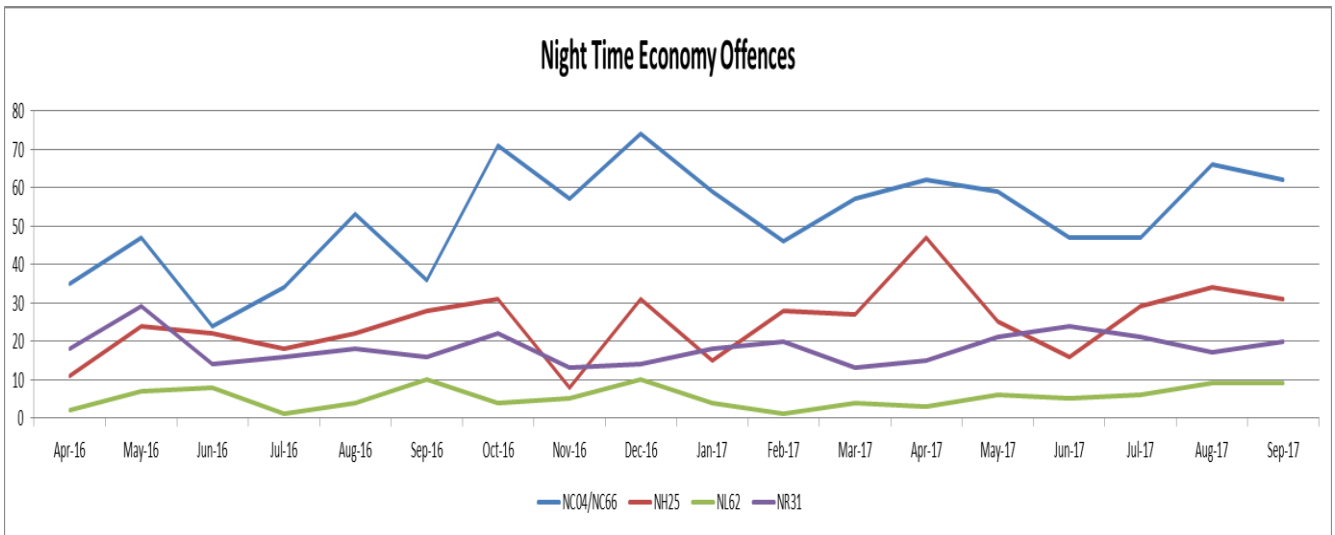
	April to September 2016	April to September 2017
<b>City</b>	354	525
<b>Hinckley</b>	32	38
<b>Loughborough</b>	111	118
<b>Melton</b>	46	44
<b>Total</b>	543	725

The level of occurrences has increased by 33.5 percentage points, comparing April to September 2017 to the same time period the previous year.

A high proportion of the cases that occurred were located within the City beats. The majority of the offences during both periods relate to ABH and Common Assault.

In relation to specific locations within the areas there are certain streets that have more crime reported in their vicinity.

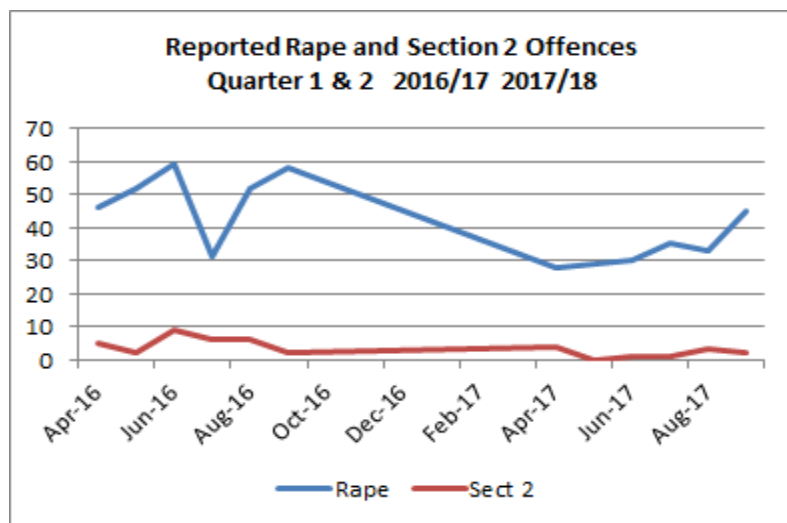
City	Hinckley	Loughborough	Melton
Gravel Street	Regent Street	Market Place	Nottingham Street
Church Gate		The Rushes	St Marys Way
Belvoir Street		Baxter Gate	



Examining the trend information from all four areas there are similar trends in recorded offences between areas. NC04 & NC66 (City) show much higher levels of recorded crime, but the area also include more hospitality and leisure establishment than in other areas.

**PCP 25 Develop appropriate services to deliver an improvement in the investigation in the field of sexual violence investigation. (Vulnerability Protection).**

Force Total	Rape	Sect 2
Apr-16	46	5
May-16	52	2
Jun-16	59	9
Jul-16	31	6
Aug-16	52	6
Sep-16	58	2
Apr-17	28	4
May-17	29	0
Jun-17	30	1
Jul-17	35	1
Aug-17	33	3
Sep-17	45	2
	Rape	Sec 2
<b>16/17</b>	298	30
<b>17/18</b>	200	11



Reported offences of Rape have risen over recent months, reversing the reducing trend that had been evident over preceding months. Domestic rapes and those where the offender is known or is an acquaintance of the victim make up a significant proportion of these offences.

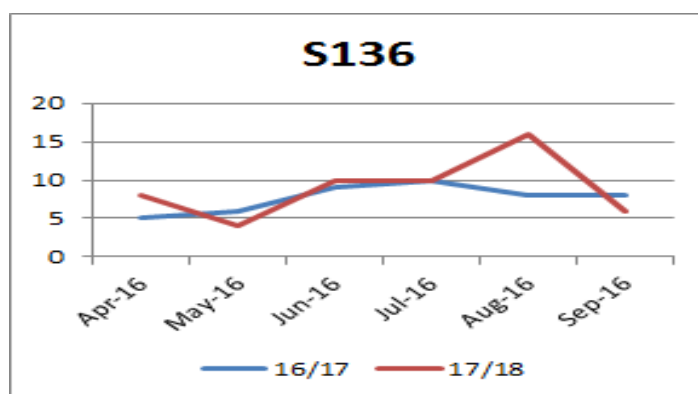
The proportion of offences where there are evidential difficulties or the victim withdraws their support for the investigation exceeds 60%. These areas will clearly be where interventions will need to be focussed in order to have the greatest influence on the overall positive outcomes rate which currently stands at 14%.

### **PCP 24 Actively adopt approaches to prevent the mentally unwell from being in a custody environment. (Vulnerability Protection).**

The levels of S136 detentions during the year to date have remained in line with the equivalent figures from 2016-17, with the exception of an unexplained increase in August 2017.

All of these detentions for both periods were to a place of safety, with the exception of one instance during 2016-17 where the individual was taken to custody.

	16/17	17/18
Apr-16	5	8
May-16	6	4
Jun-16	9	10
Jul-16	10	10
Aug-16	8	16
Sep-16	8	6



### **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**

Appendix 1 Financial position paper



**Appendix 1**

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Total Grant Funding (ie. Excluding precept and legacy grants)</b>	£134.2m	£126.7m	£117.0m	£116.8m	£111.3m	£105.6m	£105.0m	£103.5m	£101.9m	£100.4m	£98.9m	£97.4m
<b>Reduction in Grant Funding (Cumulative)</b>		5.6%	12.8%	13.0%	17.1%	21.3%	21.8%	22.9%	24.1%	25.2%	26.3%	27.4%
<b>Savings achieved</b>	£6.1m	£12.3m	£6.8m	£6.7m	£8.3m	£12.5m	£10.4m	£6.9m	£4.4m	£5.6m	£8.0m	£10.4m
<b>Band D Council Tax</b>	£169.63	£169.63	£173.88	£173.88	£176.48	£180.00	£183.58	£187.23	£190.96	£194.76	£198.63	£202.58
<b>Council Tax Increase on Previous Year</b>	2.68%	0.00%	2.50%	0.00%	1.50%	1.99%	1.99%	1.99%	1.99%	1.99%	1.99%	1.99%
<b>Population of Leicester, Leicestershire &amp; Rutland (000's)</b>	994	1,018	1,025	1,033	1,044	1,056	1,070	1,070	1,079	1,087	1,095	1,102
<b>£ per head of population</b>	£0.14	£0.12	£0.11	£0.11	£0.11	£0.10	£0.10	£0.10	£0.09	£0.09	£0.09	£0.09
<b>Officer numbers</b>	2303	2198	2126	2074	2028	1943	1785	1794	1782	1755	1668	1610

\*\*\*Highlighted figures are the forecasted required savings & officer numbers\*\*\*

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