

# POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

## POLICE AND CRIME PANEL

Report Of	POLICE AND CRIME COMMISSIONER
Subject	QUARTER 3 PERFORMANCE REPORT 1 <sup>ST</sup> OCTOBER 2018 – 31 <sup>ST</sup> DECEMBER 2018
Date	MONDAY 18 MARCH 2019 – 1:00 p.m.
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### **Purpose of Report**

1. To provide the Police and Crime Panel with an update of the performance of Leicestershire Police for the period 1 October 2018 to 31 December 2018 (Quarter 3).

### **Recommendation**

2. The Panel is recommended to discuss and note the contents of the report.

### **Background**

3. Previously the performance report to the Panel was drafted by Leicestershire Police, in consultation with the Police and Crime Commissioner. With a Performance Manager now in post in the Commissioner's office this report will in future, be produced by his office.
4. The report is a work in progress and will be developed further by the Performance Manager, in consultation with Leicestershire Police. Comments and feedback from members would be welcomed to aid the future development and format of the report.
5. The measures of performance in this report should be considered in the context of the significant changes to the policing landscape over the last five years.
6. The performance report itself is attached at Appendix A. the glossary that accompanies the report is attached at Appendix B.

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**POLICE & CRIME**  
**COMMISSIONER**  
for Leicestershire

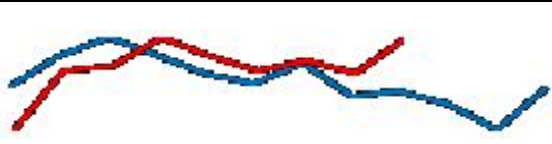
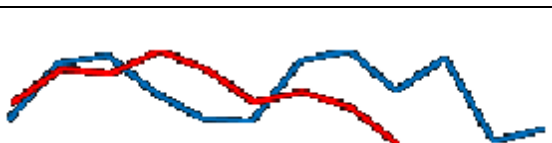
Prevention | Partnership | Protection

# **FORCE PERFORMANCE REPORT**

## **Q3 2018/19**

(October 2018 – December 2018)

**Appendix 1:**

Leicestershire Police Performance Report					
1. Calls					
KPI	Performance				
	Q3 Performance 18/19	Q3 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
1.1 Number of 999 Calls	38,654	34,291	+4,363	+13%	
1.2 Number of 101 Calls	91,399	132,884	-41,485	+31%	

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**1. Calls**


1.1 The Contact Management Department (CMD) has dealt with an increase of 4,363, 999 calls in Quarter 3 18/19 compared to the same quarter of 17/18. The quarter three performance has broadly followed the expected seasonal trends with 999 calls dipping in the winter months with December being the only exception. This was an exceptionally busy month for the Contact Management Department, with New Year’s Eve creating an unprecedented amount of demand. On New Year’s Eve, the CMD received 671, emergency calls being the busiest day on record. Of these, 349 were received between midnight and 0400hrs, this equates to at least a days’ worth of demand in 4 hours. The average time to answer a 999 call is 3 seconds with an average call length lasting approximately 9 minutes (8 minutes 56 seconds.)

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1.2 Non-Emergency telephone demand (101) has reduced by approximately 41,485 calls when compared to the same quarter of the previous year. The average time to answer a 101 call is currently 1 minute 30 seconds with the average call duration lasting approximately 10 minutes (10 minutes 13 seconds).

## Leicestershire Police Performance Report

### 2. Incidents

KPI	Performance				
	Q3 Performance 18/19	Q3 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
2.1 Number of Incidents	58,557	62,163	-3,606	-6%	

#### 2. Incidents

2.1 CMD created 3,606 fewer incidents in comparison to the same quarter of the previous year. This reduction has been observed throughout all incident grades including the number of incidents requiring a police attendance (Grade 1 Priority and Grade 2 Emergency Incidents). Grade 1 Priority incidents have decreased by 935 incidents (-11%) when compared to the same quarter of the previous year and Grade 2 emergency incidents have decreased by 1,156 incidents (-6%) when compared to the same quarter of the previous year.

2.2 Grade 3 (negotiated response) and Grade 4 (telephone) incidents have decreased by 1,342 (-12%) and 173 (-1%) respectively when compared to the same quarter of the previous year.


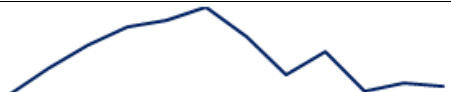

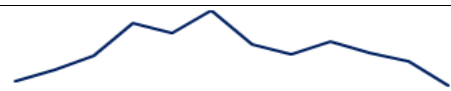
2.3 The force dealt with 1,591 reported domestic incidents and an additional 3,659 domestic incidents involving an associated reported crime. The Domestic Abuse Investigation Unit (DAIU) has dealt with 171 high risk DA cases and has issued 40 Domestic Violence Prevention Orders (DVPO) and 44 Clare's law applications.

2.4 The Missing Person Team (MPT) managed 1184 missing person records involving 696 individual persons. In the same period of 17/18 there were 1030 missing person records involving 588 people. This represents a +15% growth in missing

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person records and a +18% increase in the number of missing people. Although the year on year volume of missing person records and individuals is increasing, the volume of missing person records and people recorded in Quarter 3 18/19 is a reduction on the volumes recorded in Q2 18/19. The reasons for this are being investigated.


A further breakdown of the demographics of missing persons is shown below, no data prior to February 2018 is available so comparisons to previous years is not possible. Further to this there are also a number of records excluded from the below to remove any identifiable data. The data suggests that there has been a slightly larger reduction in missing persons aged 17 and under, (-13%) than over 18's (-12%). The reduction in male missing persons (-15%) is also slightly higher than the reduction in females (-12%) when comparing the two periods.

Missing Persons Demographic Breakdown					
KPI	Performance				
	Q3 Performance 18/19	Q2 Performance 18/19	Volume Change	% Change	Trend – since Feb '18
Age					
0-17	775	888	-113	-13%	
Over 18	491	556	-65	-12%	
Gender					
Male	658	771	-113	-15%	
Female	508	578	-70	-12%	

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

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2.4 The levels of ASB incidents exhibit a general seasonal pattern of an increase in the summer months with a dip over the autumn and winter. During quarter 3 of 18/19 there were 2,854 reported incidents of ASB. This represents a reduction of -938 incidents (-25%) on the same quarter of the previous year. The reason for this vast reduction of ASB when compared to the previous year is not fully understood, however this trend is also being observed nationally.

Leicestershire Police Performance Report					
3. Crime					
KPI	Performance				
	Q3 Performance 18/19	Q3 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
3.1 All Crime	24,027	21,971	+2,056	+9%	

**3. Crime**

3.1 The force recorded an additional 2,056 crimes compared to the same quarter of the previous year, this represents a +9% increase driven in part by an improvement in crime data integrity. Financial year to date (to the end of December 18) the force has recorded 70,070 crimes, this is an increase of 6,506 crimes (+10%) when compared to the same period of the previous year, this appears to be in line with all forces in England and Wales.

3.2 Violence with Injury offences have reduced by 360 offences (-18%) this quarter when compared with the same quarter of the previous year. The monthly volume of violence with injury offences has been falling since May 18. Leicestershire Police is currently ranked 1<sup>st</sup> in the most similar forces comparison for the Violence with Injury category. This indicates that when compared with similar forces, Leicestershire Police is currently recording the least amount of offences in this category.



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3.3 Violence without Injury offences have however seen an increase of 1,259 offences (+31%) when comparing quarter 3 18/19 with the same quarter of the previous year. Common assault offences make up a significant proportion of this crime category, Stalking and Harassment and Malicious Communications are included in this category. Some of this increase could be attributed to a change in crime recording practices in April 2018 in which if there is a stalking and harassment element associated to a crime this now needs to be recorded as a separate stalking and harassment crime as well as a crime for the most notifiable offence. Previously only one crime would have been recorded for the most serious notifiable offence. This is evidenced in an increase of 252 (+17%) in stalking and harassment offences.

3.4 During the course of quarter 3 18/19 there were 630 knife crime offences recorded, this is an increase of 46 offences (+8%) when compared to the same quarter of the previous year. This includes those incidents where a knife or sharp object is seen, threatened or used.

3.5 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. We are currently in the process of evaluating the bids and expect to be able to announce successful providers in early March.

3.6 Additionally in response to the increase in violent and knife crime offences and the severity of the injuries of victims the PCC has funded catastrophic haemorrhage packs (trauma packs) to be available in all police front line vehicles. This will enable front line officers to implement lifesaving treatment whilst the ambulance is en route. This initiative is in partnership with East Midlands Ambulance Service who will replace each pack once used. Early indications suggest that officer safety training will start from April with the packs live in use on the streets in May 2019.

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3.7 Rape offences have increased by 26 offences (+12%) when compared to the same quarter of last year. October 2018 was an exceptionally high recording month for rape offences with 91 offences being recorded (this is an increase of 15 offences from October 2017). Approximately 30% of the total rape offences recorded in Q3 18/19 were historical offences (over 6 months ago). The proportion of historical rapes being reported to Leicestershire police force has decreased by 3 percentage points. (33% in Q3 17/18 and 30% in Q3 18/19). The overall volume of historical rape offences reported has increased by 1 offence (+1%) when comparing the two periods. It appears that December 18 was a particularly low month for the number of historical offences being disclosed with 14 rape offences classed as historical offences. This is a reduction of 5 offences when compared to December 2017 and a reduction of 10 offences when compared to the average number disclosed throughout the 18/19 financial year (April 18 – November 18).

3.8 Hate crime offences have increased by 78 offences (+25%) when compared to the same quarter of the previous year. The volume of hate crime offences recorded has seen a slight peak in October 18 with 144 offences recorded, the volumes have now returned to normal levels. Racial related hate crime remains the largest category of hate crimes recorded, racially related hate crime accounted for 77% of all hate crime in Q3 2018/19. This figure is comparable to 81% in the same quarter of the previous year. Religiously related hate crime is recording an increase of 5 offences (+15%) and Sexually orientated hate crime is recording an increase of 13 offences (+46%). The hate crime category showing the largest increase between the two years is 'Other Hate Crime'. This is currently recording an increase of 4 offences (+200%). However because of the low numbers recorded each year, both under 10 crimes recorded, the percentages appear to be skewed. There is a strong link between the number of hate crime offences, terrorist events and national and international media reporting i.e. Brexit and the Trump election in America. Currently the force is anticipating an increase in hate crime offences due to the ongoing Brexit programme, however a Gold Group has been established to assess and prepare for the potential impact of Brexit. This group is attended by the Commissioner.

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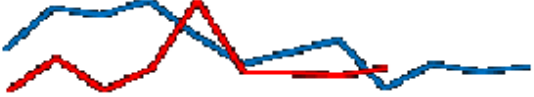
3.9 Total Burglary offences have reduced by 177 offences (-7%) from the same quarter of the previous year. Burglary Residential has also slightly reduced this quarter when compared to the previous year. There have been 3 less recorded Burglary Residential offences than the same quarter of the previous year (0%). Burglary residential figures now also include shed and garage offences. There is a seasonal pattern to burglary offences with recorded volumes increasing over the winter months and this trend has been identifiable in Q3. November 2018 has seen the highest number of Burglary Residential offences recorded since Oct 17 (667 offences).

3.10 Drug offences have increased by 166 offences (+43%) when compared to the same quarter of the previous year. Throughout the quarter there have been a number of operations including; Op Counter following on from Op Radar, an investigation into the drugs market of Market Harborough. This operation resulted in a positive outcome of a male being arrested with a large quantity of drugs and weapons. The male has since pleaded guilty. Much of the drug related crime is self-generated as a result of proactive enforcement by the police as opposed to crimes being reported.

3.11 Child Sexual Exploitation (CSE) offences have reduced by 27 offences (-54%) when compared to the same quarter of the previous year. The volume of offences reported for Q3 also represents a reduction of 11 offences when compared to Q2 of 18/19 (-18%).

## Leicestershire Police Performance Report

### 4 Outcomes

KPI	Performance				
	Q3 Performance 18/19	Q3 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
4.1 Volume of Positive Outcomes	2,710	2,550	+160	+6%	

#### 4. Outcomes

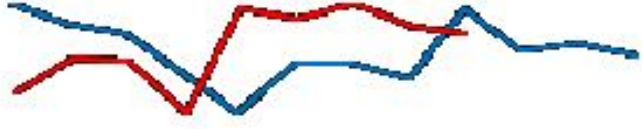
4.1 The number of positive outcomes recorded over Quarter 3 18/19 represents a 6% increase when compared to the same period of the previous year. Outcomes are important because they indicate that an effective response has been made to a criminal offence ranging from a warning to a full conviction. The number of positive outcomes recorded in December 2018 was the largest number of positive outcomes (910) recorded for the same period in three years. (2017 showed 791 positive outcomes and in 2016, there was 883 positive outcomes recorded).

4.2 Public confidence is measured by the Crime Survey for England and Wales. For the period Oct 17 - Sept 18, the force is currently recording a confidence level of 75% (the highest being 82% and the lowest being 68%). This places us 5<sup>th</sup> out of the 8 most similar forces. Although the public confidence level has reduced by -2.3 percentage points when compared to the Oct 16 – Sept 17 period this is not regarded as a significant change.

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4.3 All user satisfaction levels appear to be stable at 74%. It should also be noted that more than 70% of victims remain satisfied with the Police handling of their crime. User satisfaction is currently based on a 12 month rolling picture.

4.4 ASB satisfaction has decreased to 70.6% as at the end of December 2018, this remains within the expected control limits. There has been no statistically significant change in the satisfaction levels of ASB victims since 2015.

Leicestershire Police Performance Report					
5 Prevent					
KPI	Performance				
	Q3 Performance 18/19	Q3 Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
5.1 Number of Stop and Searches	1,026	508	+518	+102%	

**5. Prevent**

5.1 The period October – December 2018 saw a continued increase in the use of stop and search. The monthly levels carried out in October, November and December 2018 (369, 355 and 322 respectively) also continue to be much higher in comparison to historic monthly levels of circa 150. The volume of stop and searches carried out in Q3 2018/19 represents a 102% increase when compared to the same period of the previous year. This also represents a 13% increase (+120 stop searches) when compared to Q2 2017/18. Approximately 31% of the stop searches completed in Q3 2018/19 resulted in a positive outcome, with 186 searches resulting in an arrest. 95% of all stop searches completed for January 2019 were recorded on the new software PRONTO.

5.2 One of the stop and search categories showing the largest significant increase is for controlled drugs with a total of 653 searches completed throughout quarter 3 18/19, with 251, 209 and 193 searches recorded for October, November and December respectively. This represents a 120% increase (+356 searches) when compared to the same period of the previous

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year. Offensive weapon stop and searches is showing an 86% increase (+72 searches) when compared to the same period of the previous year with 41, 71 and 44 searches completed in October, November and December 2018 respectively.

5.3 Integrated Offender Management Team (IOM), as at 31<sup>st</sup> December 2018, is actively managing 357 prolific and dangerous offenders. The current re-offending reduction rate based upon the IOM cohort is -26.2% (based upon performance from April to December 2018) leading to a reduction of 107 victims of crime.

5.4 A priority Offender Management Premier Service is due to be implemented in February 2019, this will ensure a consistent level of service for High Risk offenders. As part of the service, the OCG Tier 1 and Tier 2 subjects are being adopted into IOM so the volume of prolific and dangerous offenders will be expected to increase by approximately 29%. In addition to this, Ministry of Justice GPS Court Imposed Bail tags were introduced in Leicestershire on the 30<sup>th</sup> November, with Leicestershire force being the only one nationally to adopt the scheme.

5.5 MOSOVO (Managing Sexual Offenders and Violent Offenders) has maintained control over 1,452 sexual and violent offenders, 1,005 of them in our communities. The growth in sex offenders has increased by approximately 12% each year as POLIT and Signal are more successful in identifying offenders.

5.6 POLIT (Paedophile Online Investigation Team) experienced a significant uplift in enforcements when compared to the previous quarter of 18/19. During the reporting quarter POLIT have conducted 49 enforcements, safeguarded 34 children and have prosecuted 18 offenders. This represents an increase of 48% in enforcements (16 enforcements). The increase in enforcements is as a direct result of the increase in CEOP's (Child Exploitation and Online Protection Command) referrals and reports from Paedophile Hunter Groups over the quarter.

5.7 The Prevent Team, part of the Counter Terrorism Policing network, handled 43 referrals, which is an increase on the same period for last year, which stood at 28 (+54%). There has also been a 54% increase when compared to Q2 of 2018/19.

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Appendix 2:

<b>Glossary:</b>	
<b>Contact Management Department (CMD)</b>	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.
<b>Domestic Abuse Investigation Unit (DAIU)</b>	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.
<b>Domestic Violence Prevention Orders (DVPO)</b>	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.
<b>Clare's Law</b>	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).
<b>Missing Persons Team (MPT)</b>	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.
<b>ASB</b>	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 take hold.
<b>Incident</b>	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.



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<b>Crime</b>	A crime is a deliberate act that causes physical or psychological harm, damage to or loss of property, and is against the law.
<b>County Lines</b>	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.
<b>Historical Offences</b>	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.
<b>Integrated Offender Management (IOM)</b>	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.
<b>Managing Sexual Offenders and Violent Offenders (MOSOVO)</b>	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).
<b>Paedophile Online Investigations Team (POLIT)</b>	A unit within the digital hub responsible for investigating intelligence and reports of indecent images of children.
<b>Signal</b>	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.
<b>Prevent Team</b>	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; <ul style="list-style-type: none"> <li>- Tackle the causes of radicalisation and respond to the ideological challenge of terrorism</li> <li>- Safeguard and support those most at risk of radicalisation</li> <li>- Enable those who have already engaged in terrorism to disengage and rehabilitate.</li> </ul>

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<b>Positive Outcome</b>	<p>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.</p> <p>A positive outcome can be one of the six sanctioned detection outcomes or a restorative justice outcome.</p>
<b>Pronto</b>	<p>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.</p>
<b>Most Similar Forces</b>	<p>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.</p> <p>The seven forces deemed most similar to Leicestershire are; Sussex, Hertfordshire, Essex, Bedfordshire, Hampshire, Nottinghamshire and Kent.</p> <p>The greater the ranking of the msf measure, the lower the position.</p>
<b>OCG</b>	<p>Organised Crime Group.</p> <p>Organised criminals working together for a particular criminal activity or activities.</p>
<b>Child Sexual Exploitation (CSE)</b>	<p>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</p>