

# POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE POLICE AND CRIME PANEL

Report Of	<b>POLICE AND CRIME COMMISSIONER</b>
Subject	<b>END OF YEAR PERFORMANCE REPORT 1<sup>ST</sup> APRIL 2018 – 31<sup>ST</sup> MARCH 2019</b>
Date	<b>MONDAY 22<sup>ND</sup> JULY 2019, 14:00PM</b>
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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 April 2018 to 31 March 2019.

## **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 Performance Manager has recently been involved in creating a new force performance framework with Leicestershire Police. It is expected that the structure and content of this report will significantly change over the course of the next financial year in line with changes to the Forces performance framework, including development of presentation style with use of new analytical software.
6. 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.
7. 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

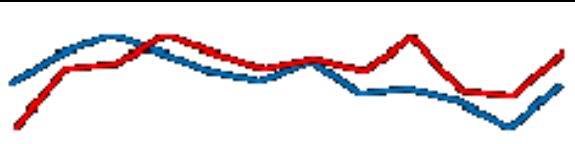
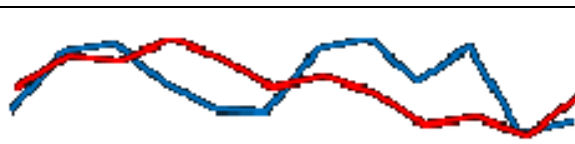
Prevention | Partnership | Protection

# **FORCE PERFORMANCE REPORT**

## **End of Year - 2018/19**

(April 2018 – March 2019)

**Appendix 1:**

Leicestershire Police Performance Report					
1. Calls					
KPI	Performance				
	Performance 18/19	Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
1.1 Number of 999 Calls	150,536	138,893	+11,643	+8%	
1.2 Number of 101 Calls	383,000	501,342	-118,342	-24%	

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**1. Calls**

1.1 The Contact Management Department (CMD) has dealt with an increase in 999 calls in excess of over of 11,000 calls throughout the 18/19 financial year compared to the 17/18 year. The average time to answer a 999 call for the 18/19 financial year is 5 seconds with an average call length lasting 8 minutes 54 seconds.


1.2 Over the past financial year CMD has retained a monthly abandonment rate of less than 0.6% of 999 calls answered within 10 seconds. The equates to less than only 368 calls not answered within this time limit (0.2%). This is despite a large increase in the total volume of 999 calls.

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- 1.3 Non-Emergency telephone demand (101) has reduced by over 100,000 calls when compared to the previous year. The average time to answer a 101 call for the 18/19 financial year was 1 minute 14 seconds with the average call duration lasting 8 minutes 50 seconds.
- 1.4 The abandonment rate for 101 calls has varied on a monthly basis from approximately 6% to 15% of 101 calls not being answered in 30 seconds. The total number of 101 calls not answered within 30 seconds for the 18/19 financial year was just over 42,000 calls. This represents approximately 11% of all 101 calls received.
- 1.5 Throughout the 18/19 financial year the CMD received in excess of half a million calls (999 and 101) into the control room. Over the same period there was approximately a quarter of a million incidents created. An incident can range from issues including public safety and welfare, crime, anti-social behaviour and transport for example. A proxy conversion rate for this is around 45% of the calls received into the control room resulted in incidents being created.

## Leicestershire Police Performance Report

### 2. Incidents

KPI	Performance				
	Performance 18/19	Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
2.1 Number of Incidents	239,920	251,454	-11,534	-5%	

#### 2. Incidents

2.1 CMD created 11,534 fewer incidents in comparison to the previous year. The number of Grade 2 Emergency incidents (those requiring attendance within two hours) have reduced by 2% (-1,043 incidents). The number of Grade 1 Priority incidents (those requiring a police attendance within 15 minutes) have increased by 0.3% (98 incidents) when compared with the previous financial year.

2.2 Grade 3 (negotiated response) and Grade 4 (telephone) incidents have decreased by 4,041 (-9%) and 6,546 (-7%) respectively when compared to the previous financial year.

2.3 The force dealt with a total of 6,565 domestic incidents throughout the last financial year and an additional 14,364 domestic incidents involving an associated reported crime. The volume of domestic incidents represents a decrease when compared to the 17/18 financial year (-7%, a reduction of 462 incidents), however the volume of domestic incidents involving an associated reported crime has increased by 3,205 incidents (+29%). The Domestic Abuse Investigation Unit (DAIU) has dealt with 138 Domestic Violence Prevention Orders (DVPO), an increase of 20% (+23 prevention orders) and 162 Clare's

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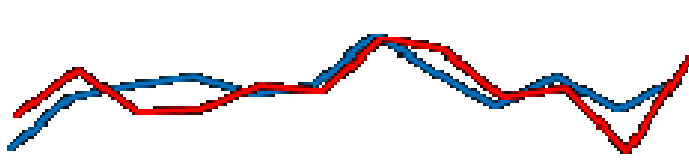
law applications. Further to this at any one time there are around 100-120 high risk Domestic Abuse cases being dealt with by the police.

2.4 The Missing Person Team (MPT) managed 5,198 missing person records involving 3,107 individual persons throughout the 18/19 financial year. In the same period of 17/18 there were 4,242 missing person records, this represents a +23% growth in missing person records. Although the year on year volume of missing person records is increasing, the volume of missing person records recorded in Quarter 3 and Quarter 4 of 18/19 is a reduction on the volumes recorded in the previous two quarters of the year.

2.5 The total number of ASB incidents in 18/19 was 14,321 this represents an 18% reduction (-3,080 incidents). The monthly average volume of ASB incidents is 1,193, which is over 250 incidents less per month on average than the last financial year. The last 5 months of the year, the monthly volumes were under 1,000 incidents and have been some of the lowest volumes of ASB incidents recorded in the last six years. 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				
	Performance 18/19	Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
3.1 All Crime	92,924	84,760	+8,164	+10%	

3. Crime

3.1 The force recorded an additional 8,164 crimes compared to the same quarter of the previous year, this represents a +9.6% increase driven in part by an improvement in crime data integrity, this appears to be in line with all forces in England and Wales. The latest released national data release suggests that 36 out of all 43 forces are recording increases in recorded crime, out of those Leicestershire is ranked 21<sup>st</sup> (where 1<sup>st</sup> is recording the largest percentage increase in recorded crime). Further to this Leicestershire, police are recording the smallest percentage increase in the region. When comparing recorded crime volumes it is important to note that not all forces have received a crime data integrity inspection by HMICFRS.

3.2 Violence with Injury offences have reduced by 501 offences (-7%) this financial year when compared with the previous year. The monthly volume of violence with injury offences has been falling since May 18, however in the last five months have stabilised. The volume of violence with injury offences for quarter 4 of 18/19 is 11% lower than the equivalent



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quarter of the previous year. 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.

3.3 Violence without Injury offences have however seen an increase of 5,590 offences (+37%) when comparing the 18/19 financial year with the previous year. Common assault offences make up a significant proportion of this crime category, Stalking and Harassment and Malicious Communications are also included in this category. Some of this increase could be attributed to a change in crime recording practices in April 2018 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 1,741 (+34%) in stalking and harassment offences, this represents about a third of the overall increase.

3.4 During the 18/19 financial year there were 2,521 knife crime offences recorded, this is an increase of 192 offences (+8%) when compared to the previous year. This includes those incidents where a knife or sharp object is seen, threatened or used. This represents an increase of around 15 offences per month. This could in part be explained by an increase in offensive weapon stop and searches which is showing a 114% increase from last year.

3.5 The Home Office have indicated that a number of forces would receive funding from the £100 million allocated to tackle Knife crime by the government. In May 2019 it was confirmed that £1.4 million would be available to Leicestershire Police force due to a recent surge in knife crime.

3.6 The PCC has made available £100k from reserves to run a small grants process, which is open to all organisations and agencies to tackle knife crime. We have received over 20 bids for the £100,000 knife crime fund covering Leicester, Leicestershire and Rutland. 10 projects were funded with the total expenditure of a little over £100,000 (£107,020.62).

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3.7 Rape offences have increased by 169 offences (+21%) when compared to the last financial year. Approximately 33% of the total rape offences recorded in 18/19 were historical offences (over 6 months ago). The proportion of historical rapes being reported to Leicestershire police force has remained stable over the two financial years. The overall volume of historical rape offences reported has increased by 50 offences (+18%) when comparing the two periods.

3.8 Hate crime offences have increased by 152 offences (+10%) when compared to the previous financial year. Racial related hate crime remains the largest category of hate crimes recorded, racially related hate crime accounted for 75% of all hate crime recorded in 2018/19. 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. There was a peak of hate crime offences in March 2019 with 163 offences recorded, this is the highest volume of offences recorded since May 2018. This follows the pattern of peaks following terrorist events, as an indication the New Zealand mass shooting was on the 15<sup>th</sup> March. 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.

3.9 Total Burglary offences have reduced by 953 offences (-10%) from the previous year. Burglary Residential has also reduced this year, there has been 421 less recorded Burglary Residential offences than the previous year (-7%). 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 returning to normal levels in Q4 this trend has been clearly identifiable in the 18/19 financial year. The peak seen in Burglary Residential offences in November 2018 was not a continued trend and the volumes have now returned to normal levels.

3.10 Drug offences have increased by 313 offences (+19%) when compared to the previous year. Throughout the last quarter, there have been a number of operations including Operation Lionheart. This operation has seen over 100


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individuals arrested and 3 organised crime groups significantly disrupted from being able to operate across Leicester, Leicestershire and Rutland. Much of the drug related crime is self-generated because of proactive enforcement by the police as opposed to crimes being reported.

3.11 Child Sexual Exploitation (CSE) offences have reduced by 91 offences (-30%) when compared to the previous year. The volume of offences reported for Q4 2018/19 represents a reduction of 61 offences when compared to Q4 of 17/18 (-62%).

## Leicestershire Police Performance Report

### 4 Outcomes

KPI	Performance				
	Performance 18/19	Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
4.1 Volume of Positive Outcomes	10,585	10,806	-221	-2%	

#### 4. Outcomes

4.1 The number of positive outcomes recorded over the 18/19 financial year represents a 2% decrease when compared to 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.

4.2 Public confidence is measured by the Crime Survey for England and Wales. For the period January 18 - December 18, the force is currently recording a confidence level of 72%. This places us 6<sup>th</sup> out of the 8 most similar forces comparison (the highest being 84% and the lowest being 68%). The public confidence level has reduced by -4.6 percentage points when compared to the Jan 17 – Dec 17 period this is regarded as a significant downward trend.

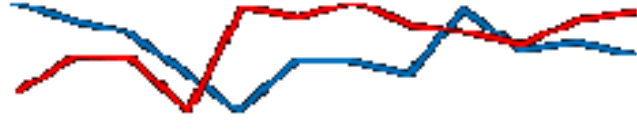
4.3 All user satisfaction levels appear to be stable at 75%. It should also be noted that more than 70% of victims remain satisfied with the Police handling of their crime. Follow up category remains consistently low across all crime categories and affects overall satisfaction. Contact and Treatment consistently achieve satisfaction rates in excess of 80%. User satisfaction is currently based on a 12 month rolling picture.

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4.4 ASB satisfaction has decreased to 70.2% as at the end of March 2018, this remains above the mean and 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 Prevention

KPI	Performance				
	Performance 18/19	Performance 17/18	Volume Change	% Change	Trend (Blue=17/18 and Red=18/19)
5.1 Number of Stop and Searches	3,716	2,032	+1,684	+83%	

5. Prevention

5.1 The period 2018/19 saw a continued increase in the use of stop and search. The monthly average levels carried out in 18/19 have increase by approximately 140 stop and searches every month, the average monthly volumes are now around 310<sup>2</sup> stop searches per month in comparison to historic monthly levels of circa 150 seen in 2017/18. The volume of stop and searches carried out in 2018/19 represents an 83% increase when compared to the previous year. Approximately 30% of the stop searches completed in 2018/19 resulted in a positive outcome, with 675 searches resulting in an arrest. Despite the increase in stop and search volumes the positive outcome rate has remain consistent over the two periods, 31% in 17/18 and 30% in 18/19.

5.2 One of the stop and search categories showing the largest significant increase is for controlled drugs with a total of 2,159 searches completed throughout 18/19. This represents a 220% increase (+1,484 searches) when compared to the previous year. Offensive weapon stop and searches is showing a 114% increase (+351 searches) when compared to the previous year.

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5.3 Integrated Offender Management Team (IOM), as at 31<sup>st</sup> March 2019, is actively managing 347 prolific and dangerous offenders. The police IOM team now includes 105 Organised Crime Group members; this was introduced in February 2019. This is leading to a greater flow of information between Leicestershire Police and Probation on these cases.

5.4 MOSOVO (Managing Sexual Offenders and Violent Offenders) has maintained control over 1,426 sexual offenders, 1,002 of them in our local communities. The growth in sex offenders has increased by approximately 12% each year as POLIT and Signal are more successful in identifying offenders. A new form of management of low risk offenders has been introduced, this enables the Force to divert resourcing into managing the high risk offenders of which there are 93.

5.5 POLIT (Paedophile Online Investigation Team) have conducted 135 enforcements, safeguarded in excess of 80 children and have prosecuted 85 offenders throughout the 18/19 financial year. There was a slight reduction in enforcements in Q4 of 18/19 due in part to Op Cloud which focussed resources with a view to reducing demand in POLIT, further to this there was a reduction in staffing and lack of availability of search teams due to significant operational demands in other areas.

5.6 The Prevent Team, part of the Counter Terrorism Policing network, handled 153 referrals in 18/19, which is an decrease on the previous year, which stood at 161 (-5%).

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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 forced 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. 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>