



**POLICE & CRIME  
COMMISSIONER**  
for Leicestershire

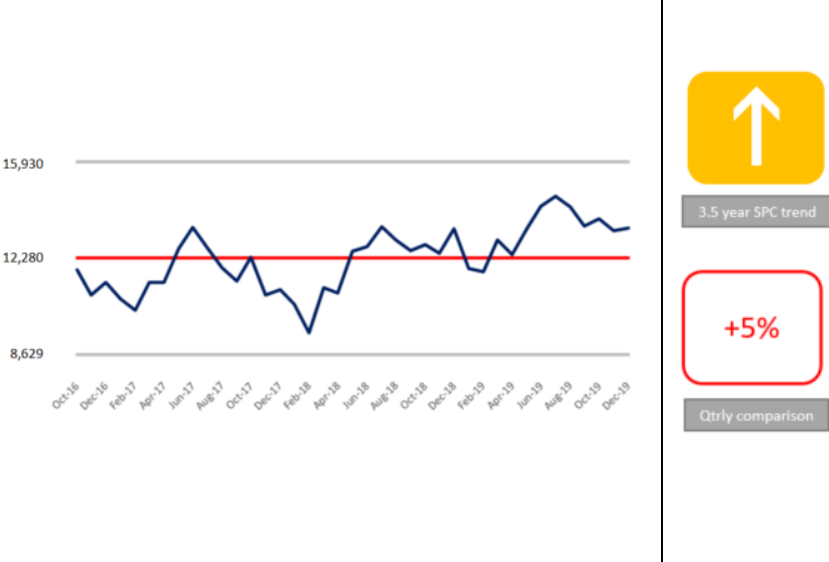
Prevention | Partnership | Protection

# **PERFORMANCE REPORT**

**Q3 2019/20**

# Leicestershire Police Performance Report

## 1. Calls

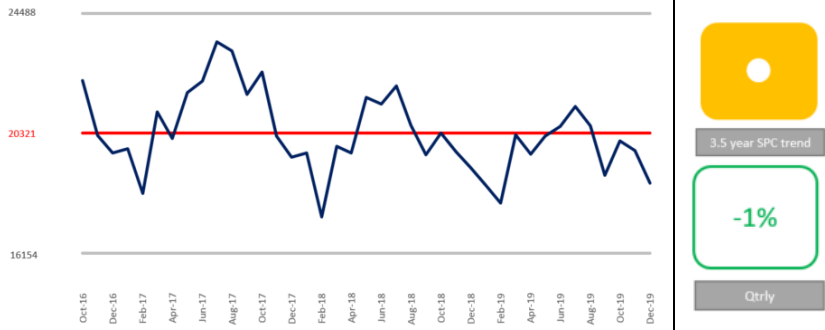
KPI	Performance	Commentary
1.1 Number of 999 Calls	 <p>The chart displays the monthly volume of 999 calls over a 48-month period. The y-axis represents the number of calls, with major ticks at 8,629, 12,280, and 15,930. The x-axis shows months from Oct-16 to Dec-19. A blue line represents the monthly data, showing a clear seasonal pattern with peaks in the summer months and troughs in the winter months. A horizontal red line at 12,280 represents the 3.5-year SPC trend. Two horizontal grey lines at 15,930 and 8,629 represent the upper and lower control limits. A yellow box with an upward arrow and a red box with '+5%' indicate the quarterly comparison.</p>	<p>The statistical process control chart indicates that the number of 999 calls is stable within the upper and lower control limits. There has been a series of points (10 months data) where the volume of 999 calls has been above the mean value, this suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset.</p> <p>A seasonal trend clearly exists in the chart, however for the past financial year this appears to be at a higher level.</p> <p>The quarterly comparison to the previous year suggests a +4.9% increase, which supports the above theory. The reduction typically seen over the winter months is more stable in the most recent quarter.</p>




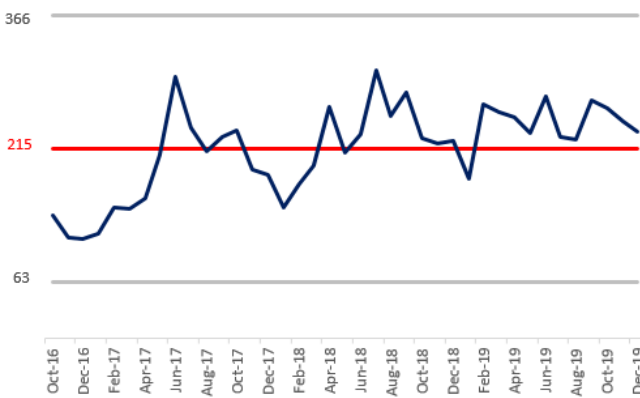





1.2	999 Calls answered within 10 seconds		<p>At the end of quarter 3, 97.8% of all 999 calls were answered within 10 seconds.</p> <p>Performance has improved throughout the quarter due to the introduction of a new software that enables call handlers to more easily switch between 999 and 101 calls. This has improved the performance for both 999 and 101 calls. This can be seen on the chart.</p>
1.3	999 Abandonment Rate		<p>The abandonment rate at the end of quarter three was 0.1%. The largest abandonment recorded over the second quarter was 0.2% in October 2019.</p> <p>The average time to answer a 999 call for quarter two was 1.6 seconds, which has reduced significantly from quarter two performance (3.6 seconds).</p>
1.4	Number of 101 Calls	<div style="display: flex; flex-direction: column; align-items: center; margin-top: 10px;"> <div style="background-color: #ffc107; padding: 5px; border-radius: 5px; text-align: center;">↓</div> <div style="background-color: #6c757d; padding: 2px 5px; font-size: 8px; margin: 2px;">3.5 year SPC trend</div> <div style="border: 2px solid #28a745; border-radius: 15px; padding: 10px; text-align: center; margin: 10px 0;">-11%</div> <div style="background-color: #6c757d; padding: 2px 5px; font-size: 8px; margin: 2px;">Qtrly comparison</div> </div>	<p>The statistical process control chart indicates that the number of 101 calls is stable within the upper and lower control limits. There has been a series of points (16 months data) where the volume of 101 calls has been below the mean value, this suggests some prolonged bias exists. This suggests that there has been a large, prolonged shift from the average, for better statistical monitoring it is recommended that the control limits are reset.</p> <p>The quarterly comparison to the previous year suggests a -10.8% decrease, which supports the above theory.</p>

1.5	101 Calls answered within 30 seconds		<p>At the end of quarter three, 76.1% of all 101 calls were answered within 30 seconds. This represents a significant improvement in performance when compared to the proportions earlier in the year.</p>
1.6	101 Abandonment Rate		<p>The abandonment rate at the end of quarter three was 7.0%. The largest abandonment recorded over the second quarter was 13.5% in October 2019. The abandonment rate has significantly reduced throughout the quarter due to the introduction of a new system enabling call handlers to easily switch between 999 and 101 calls.</p> <p>The average time to answer a 101 call for quarter three was 58 seconds.</p>
1.7	Number online crime reports	<div data-bbox="1160 901 1301 1002" style="background-color: #FFC000; color: white; padding: 5px; text-align: center;">↑</div> <div data-bbox="1160 1018 1301 1050" style="background-color: #808080; color: white; padding: 2px;">3.5 year SPC trend</div> <div data-bbox="1160 1061 1301 1166" style="border: 2px solid green; border-radius: 10px; padding: 5px; text-align: center; color: green; font-weight: bold;">+25%</div> <div data-bbox="1160 1182 1301 1214" style="background-color: #808080; color: white; padding: 2px;">Qtrly comparison</div>	<p>The statistical process chart for the number of online crime reports is stable within the control limits. There was a sustained increasing trend for the period Mar 18 – June 2019 however this has now started to fall and return to around the mean values.</p>

# Leicestershire Police Performance Report

## 2. Incidents

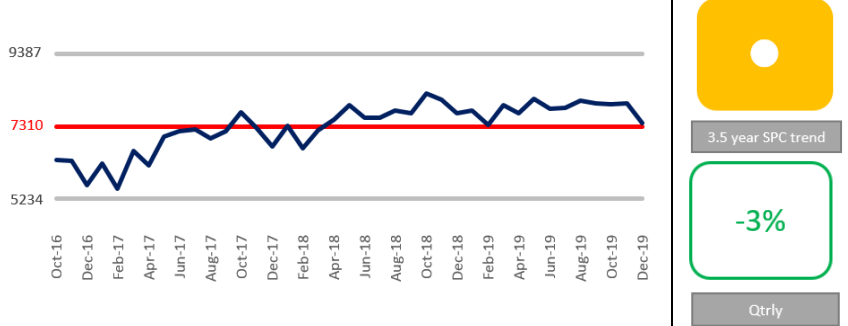

KPI	Performance	Commentary
2.1 Total number of Incidents	 <p>The chart displays the total number of incidents over time. The y-axis ranges from 16154 to 24488. The x-axis shows quarterly intervals from Oct-16 to Dec-19. A red horizontal line represents the 3.5 year SPC trend at 20321. A yellow box indicates a 3.5 year SPC trend, and a green box shows a -1% quarterly change.</p>	<p>The statistical process control chart indicates that the number of incidents recorded is extremely stable within the upper and lower control limits.</p> <p>There does appear to be a seasonal pattern with a peak in summer months to the number of incidents recorded, however the monthly variation seen in the most recent year is much smaller.</p> <p>The quarterly comparison represents a small reduction in incidents and supports the theory above.</p>

2.2	Response Time by grade	 <p style="text-align: center;">Grade 1</p>	 <p>3.5 year SPC trend</p>  <p>Qtrly</p>	<p>The statistical process control chart for Grade 1 response time indicates that the average time to respond to a grade 1 incident is extremely stable around the mean value of 24 minutes.</p> <p>The chart indicates a period considered 'out of control' throughout July and August 2018 where the average response time was 48 and 44 minutes respectively. These months represent special cause variation that indicate further analysis is required to understand the reasons behind the spike.</p>
		 <p style="text-align: center;">Grade 2</p>	 <p>3.5 year SPC trend</p>  <p>Qtrly</p>	<p>The statistical process control chart for Grade 2 response time indicates that the average time to respond to a grade 2 incident is stable at a level slightly above the mean.</p> <p>The chart suggests more monthly variation when compared to the response times for Grade 1 incidents. The chart does also display a slight seasonal pattern with an increase in average response times over the summer months, this correlates with the seasonal trend in the number of incidents recorded. However as the monthly variation in the number of incidents is reducing, this can explain the less obvious seasonal trend in the most recent financial year and also the increase reported in the quarterly comparison.</p>
2.3	Number of ASB Incidents		 <p>3.5 year SPC trend</p>  <p>Qtrly</p>	<p>The statistical process control chart for the number of ASB Incidents indicates that whilst the number recorded on a monthly basis is stable between the control limits, there also exists a shift from the mean.</p> <p>A seasonal trend clearly exists in the chart, however for the past financial year this appears to be at a lower level. This is supported by the reduction reported in the quarterly comparison.</p>

2.4	Number of Missing Person Incidents		<p>3.5 year SPC trend</p> <div style="border: 2px solid red; border-radius: 15px; padding: 5px; display: inline-block;">+5%</div> <p>Otrly</p>	<p>The statistical process control chart for missing person incidents is stable around the mean and within the control limits. There has been a significant decrease in the last month of the period.</p>
2.5	Number Domestic Incidents		<p>3.5 year SPC trend</p> <div style="border: 2px solid green; border-radius: 15px; padding: 5px; display: inline-block;">-17%</div> <p>Otrly</p>	<p>The statistical process control chart for the number of Domestic incidents indicates that whilst the number recorded on a monthly basis is stable between the control limits, there also exists a shift from the mean.</p> <p>There has been a series of points (15 months data) where the volume of domestic incidents has been below the mean value, this suggests some prolonged bias exists and for closer statistical monitoring of this trend it is recommended that the control limits are reset.</p>

# Leicestershire Police Performance Report

## 3. Crime

KPI		Performance	Commentary
3.1	All Crime	 <p>9387</p> <p>7310</p> <p>5234</p> <p>Oct-16 Dec-16 Feb-17 Apr-17 Jun-17 Aug-17 Oct-17 Dec-17 Feb-18 Apr-18 Jun-18 Aug-18 Oct-18 Dec-18 Feb-19 Apr-19 Jun-19 Aug-19 Oct-19 Dec-19</p> <p>3.5 year SPC trend</p> <p>-3%</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the total volume of recorded crime is extremely stable within the upper and lower control limits around the mean.</p> <p>There has been a relatively slight shift from the mean since April 2018, suggesting the control limits could be reset for the two distinct periods on the chart.</p>
3.2	Homicides	 <p>Q3 2019/20</p> <p>+1</p>	<p>In quarter three 2019/20 there was 3 homicides, this is an increase of 1 when compared to the same period of the previous year. This brings the total recorded in this financial year to 7 which is an increase of 1 compared to the same period (Apr- Dec) of the previous year.</p>



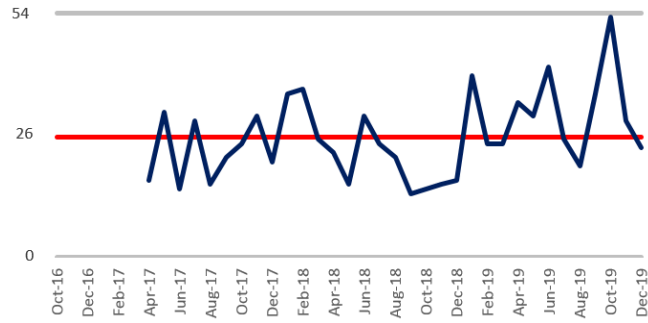
3.3	Violence with Injury offences		<p>3.5 year SPC trend</p> <div style="border: 2px solid red; border-radius: 15px; padding: 5px; display: inline-block;">+45%</div> <p>Qtrly</p>	<p>The statistical process control chart indicates that the number of violence with injury offences recorded has breached the 3 standard deviation control limit. This represents a special cause variation and suggests that there is external factors driving this variation.</p> <p>The past three points have been significantly higher than previous points in the chart suggesting there may be a prolonged increase. Further analysis is required to understand the reason for this increase.</p> <p>This increase is also apparent in the quarterly comparison which is significantly higher than the previous year.</p>
3.4	Violence without Injury offences		<p>3.5 year SPC trend</p> <div style="border: 2px solid green; border-radius: 15px; padding: 5px; display: inline-block;">-2%</div> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of violence without injury offences recorded is stable within the upper and lower control limits.</p> <p>There has been a number of points (since April 2018) where the volume of recorded violence without injury offences has been above the mean value, this suggests some prolonged bias exists and could indicate that the control limits could be reset for the two distinct periods on the chart. This can in part be explained by a rise in stalking and harassment offences which make up just over a third of the category.</p>
3.4.1	Stalking and Harassment Offences		<p>3.5 year SPC trend</p> <div style="border: 2px solid red; border-radius: 15px; padding: 5px; display: inline-block;">+9%</div> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of stalking and harassment offences recorded is stable within the upper and lower control limits.</p> <p>There has been a series of points (since April 2018) where the volume of stalking and harassment offences has been above the mean value, this suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset. However this can be explained by the change in</p>

				recording practices.
3.5	Knife offences		<p>3.5 year SPC trend</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of knife offences recorded is extremely stable around the mean and within the upper and lower control limits.</p> <p>The most recent two months have seen the number of offences recorded dip below the mean for the period, this is represented by the significant reduction in the quarterly comparison.</p>
3.6	Rape Offences		<p>3.5 year SPC trend</p> <p>Qtrly</p>	<p>Although some monthly variation can be identified the volume of rape offences is within the control limits and has returned to around the mean volume in most recent months.</p> <p>There is significantly less month on month variation witness in the previous financial year, this can in part explain the slight percentage increase in the quarterly comparison.</p>
3.6.1	Historical Rape offences		<p>3.5 year SPC trend</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of historical rape offences (365 days between start date and recorded date) recorded is stable within the upper and lower control limits.</p> <p>It can be seen on the chart that this measure experiences large fluctuations in recorded offences, particularly in the last financial year. This may explain the larger month on month variation in the overall number of rape offences recorded as the historical rape offences account for between 20-30% of this category.</p>

3.7	Hate Offences		<p>↑</p> <p>3.5 year SPC trend</p> <p><b>+26%</b></p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of hate offences recorded is stable within the upper and lower control limits.</p> <p>The first two financial years in the chart suggest a seasonal pattern with hate offences peaking in the summer months. The most recent financial year has seen a much more sporadic pattern to the number of offences. The monthly variation, particularly throughout the last 5 months has been significant.</p> <p>Due to the seasonal pattern previously exhibited the quarterly comparison indicates a significant increase, this seasonal trend however has not been exhibited in the most recent financial year.</p>
3.8	Burglary Offences		<p>○</p> <p>3.5 year SPC trend</p> <p><b>-21%</b></p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of residential burglary offences recorded is stable within the upper and lower control limits.</p> <p>There has been a series of points (since April 2019) where the volume of residential burglary offences has been below the mean value, this suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset.</p> <p>This is supported by the significant decrease in the quarterly comparison.</p>

3.9	Drug Offences		<p>3.5 year SPC trend</p> <p>+50%</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of residential drugs offences recorded is stable within the upper and lower control limits.</p> <p>There has been a period of 5 months where there has been a continual increase in the volume of drugs increase has increased monthly. This suggests an increasing trend is forming. Due to drug offences being largely self-generated and there also being a similar increase in stop and searches this will not be investigated further, however if this trend increases into quarter 4 further analysis will be completed.</p> <p>The chart shows a single point exception which breaches the 3 standard deviation control limit in May 2019, this can be attributed to the proactive activity undertaken throughout Op Lionheart.</p>
3.10	Domestic Abuse Crimes		<p>3.5 year SPC trend</p> <p>-17%</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of domestic abuse crimes recorded is stable within the upper and lower control limits and around the mean value.</p> <p>The quarterly comparison represents a significant decrease however values recorded throughout quarter three are still within normal variation.</p>

3.11 CSE Offences



3.5 year SPC trend

+123%

Qtrly

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

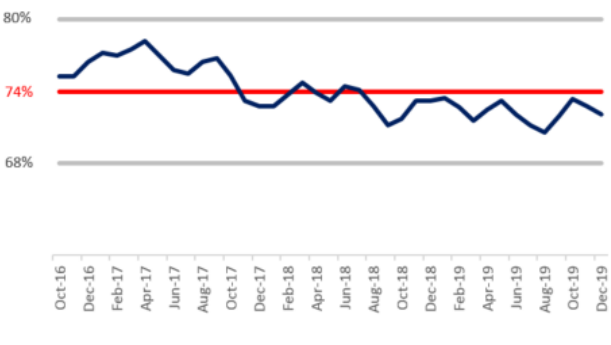
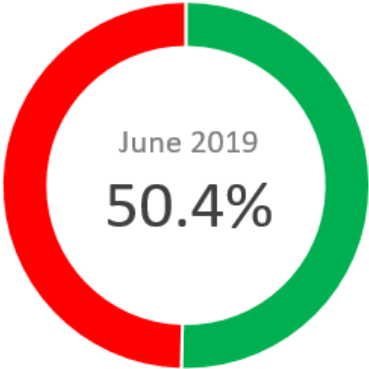
There is a single point exception in October 2019 where the monthly number of recorded offences is only one less than the 3 standard deviation control limit. It is recommended that this is investigated further.

# Leicestershire Police Performance Report

## 4. Outcomes

KPI	Performance	Commentary
<p>4.1</p> <p>Volume of positive outcomes</p>	<p>3.5 year SPC trend</p> <p>+7%</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the volume of positive outcomes recorded is stable within the upper and lower control limits.</p> <p>There is a single point exception breaching the 3 standard deviation control limits in May 2019, this could be attributed to the Op Lionheart activity.</p>
<p>4.2</p> <p>Outcomes 16: Victim declines support</p>	<p>3.5 year SPC trend</p> <p>+1%</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that the number of outcomes where the victim has declined support is stable within the upper and lower control limits.</p> <p>There has been a series of points (13 months data) where the volume of these outcomes has been above the mean value, this suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset.</p> <p>This is also supported by the slight increase in the quarterly comparison.</p>

4.3	Victim Satisfaction		<p>3.5 year SPC trend</p> <p>+0.02pp</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that victim satisfaction is stable within the upper and lower control limits.</p> <p>The satisfaction rate had dipped at the beginning of 2018, however has been increasing steadily since October 2018.</p>
4.4	ASB Satisfaction		<p>3.5 year SPC trend</p> <p>=</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that ASB satisfaction is stable within the upper and lower control limits.</p> <p>There has been a period of 3 months where the ASB victim satisfaction has increased month on month. This increasing trend will continue to be monitored.</p>
4.5	Hate Crime Satisfaction		<p>3.5 year SPC trend</p> <p>-0.04pp</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that Hate crime satisfaction is stable within the upper and lower control limits and around the mean value.</p>

4.6	Violent Crime Satisfaction		<p>The statistical process control chart indicates that Violent crime satisfaction is stable within the upper and lower control limits.</p> <p>There has been a series of points (17 months data) where the violent crime satisfaction has been below the mean value, this suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset.</p>
4.7	CSEW: Police doing good or excellent job		<p>The CSEW data is updated every quarter, the values are based on 12 month rolling figures. Approximately 700 persons are surveyed in a rolling year. Data is not available at any lower levels so further analysis is not possible.</p> <p>The latest data for the end of the rolling year to June 2019, 50.4% of people believed that Leicestershire Police do a good or excellent job. This is a decrease of 1.4 percentage points when compared to the previous period of March 19 (51.8%) and a decrease of 9.7 percentage points when compared with the figure at June 2018.</p> <p><b>Not Updated from last month.</b></p>



# Leicestershire Police Performance Report

## 5. Prevention

KPI	Performance		Commentary
5.1 Number Stop and Searches		<p>3.5 year SPC trend</p> <p>+33%</p> <p>Qtrly</p>	<p>The statistical process control chart indicates that although the number of stop searches is within the upper and lower control limits the most recent months have seen significant increases and are close to breaching the control limits.</p> <p>There has been a series of points (16 months data) where the volume of stop searches has been above the mean value, this suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset.</p>
5.2 Stop and Search Arrests		<p>3.5 year SPC trend</p> <p>+12%</p> <p>Qtrly</p>	<p>In line with the volume of stop and searches the volume of arrests there has been a step change since September 2018. This indicates that the volume of positive outcomes achieved has stayed proportionate to the volume of searches completed.</p>
5.3 Stop and Search Positive Outcomes		<p>3.5 year SPC trend</p>	

				
5.4	Deaths on Roads		 	<p>The statistical process chart for the fatal casualties on Leicestershire's road remains sporadic but within the control limits.</p> <p>The quarterly comparison represents a significant reduction when compared to the same quarter of the previous year.</p>
5.5	Fatal4 offences		 	<p>The statistical process chart for the Fatal4 offences recorded on Leicestershire's road remains sporadic but within the control limits.</p> <p>The number of offences recorded varies month on month due to the number of sites deployed to.</p> <p>The number of offences recorded in the most recent quarter is a significant increase on the number recorded in the same quarter of the previous year.</p>
5.6	DVPO			<p>The number of domestic violence prevention orders remains within the control limits, the monthly variation of violence prevention orders varies significantly.</p>

			<div data-bbox="1115 137 1279 268" style="border: 2px solid red; border-radius: 10px; padding: 5px; text-align: center;">+8%</div> <div data-bbox="1120 280 1283 323" style="background-color: #cccccc; padding: 2px; text-align: center;">Qtrly</div>	
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