

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE STRATEGIC ASSURANCE BOARD

PAPER MARKED

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Report Of	CHIEF CONSTABLE
Subject	PERFORMANCE REPORT
Date	TUESDAY 24 TH FEBRUARY 2015
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Purpose of Report

1. The purpose of this report is to inform the Strategic Assurance Board (SAB) of Leicestershire Police performance against the priorities as documented in the Police and Crime Plan (PCP).

Scope of Report

2. This report concentrates on performance to quarter three of the 2014/15 year, also utilising data up to the end of January 2015.

Background

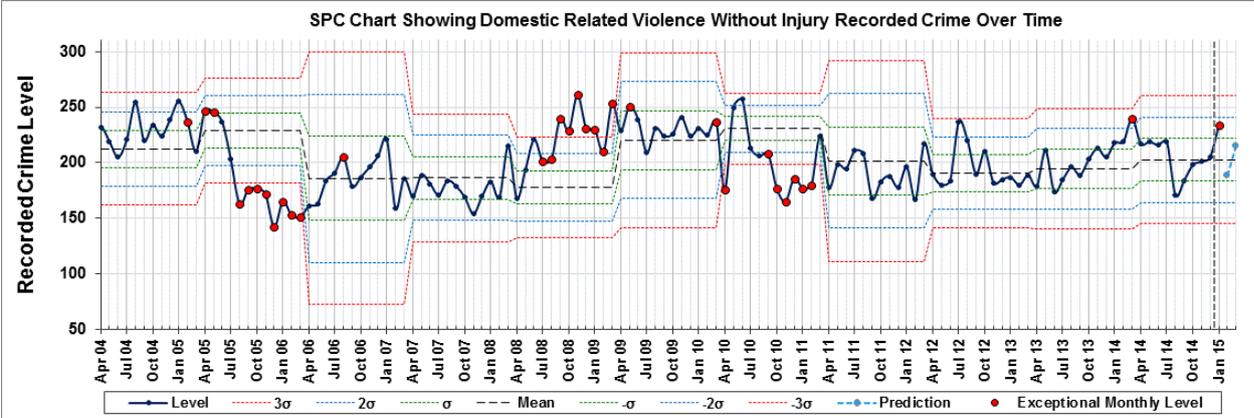
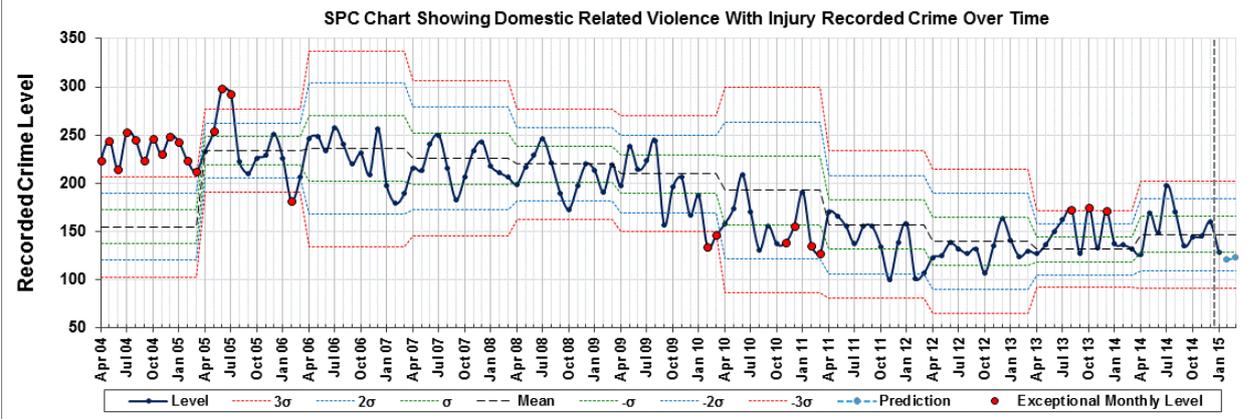
3. At the SAB meeting on the 8th May 2014, it was agreed that performance reporting to the Strategic Assurance Board is provided on a quarterly basis. This report, based on the PCP, looks at recorded crime levels in the context of long term trends. This puts the levels of crime being recorded at present into context and also indicates where levels are significantly high, or low, using statistical process control (SPC) methodology.

Reducing Offending and Reoffending

Priorities 1 to 4 are reported separately by partnership agencies.

Supporting Victims and Witnesses

Priority 5. To increase reporting of domestic abuse and ensure a positive outcome for victims and witnesses of domestic abuse



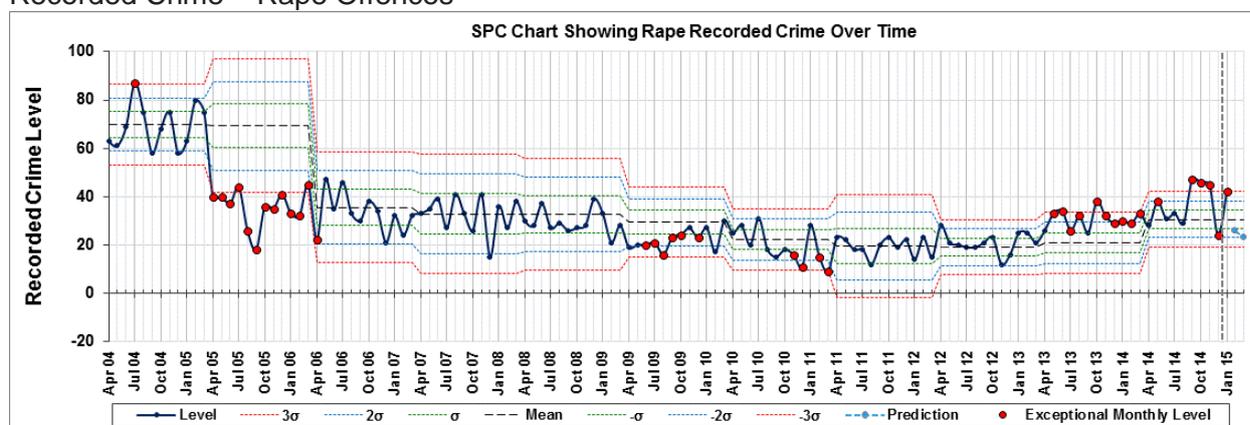
4. Currently the level of reports of domestic abuse are within expected levels and there are no statistical indications that levels of the more serious, With Injury, offences are changing (i.e. they are neither reducing nor increasing to any significant degree). The levels of Without Injury offences are generally increasing, and the latest month is a significantly higher level than recently seen.
5. The increased level of Without Injury offences, together with the stable levels of the more serious, With Injury offences, is regarded as indicative of positive action encouraging greater and earlier reporting, and the successful intervention work preventing the escalation into more serious offences. However, it is acknowledged that this remains an area of under reporting and the Police and partners are working together to encourage more victims of this type of crime to feel confident to report.
6. Monthly calls to helplines in Leicester City and Leicestershire have continued to increase and provide further evidence of the under reporting to Police as the volumes of calls significantly exceed the level of Police reports. The extent of overlapping data with callers to helplines also making reports to the Police is unclear and further ongoing work should provide a better understanding of the underlying levels of domestic abuse across Leicester, Leicestershire and Rutland.
7. Domestic Violence Protection Orders (DVPOs) are civil orders which can effectively ban a domestic violence suspect from returning to a property where he/she is likely to cause further domestic violence. There are early indications that the use of these orders is having a positive impact, although further results analysis should take place to

confirm that the orders have prevented further incidents and that there are not further incidents that have not been reported. This work will be conducted and discussed at the Force Performance Delivery Group (PDG) in April.

8. There has been positive feedback from the Courts regarding the completion and subsequent granting of DVPOs from Leicestershire Officers which is apparently not the case in other areas.
9. The Force continues to engage with the victims of domestic abuse in order to gain a better understanding of their experience when reporting incidents to the Police. Surveys were carried out during 2014 with 148 victims of domestic abuse and there is a 90.5% satisfaction with the overall experience.

Priority 6. To increase reporting of serious sexual offences and ensure a positive outcome for victims and witnesses of serious sexual offences

Recorded Crime – Rape Offences

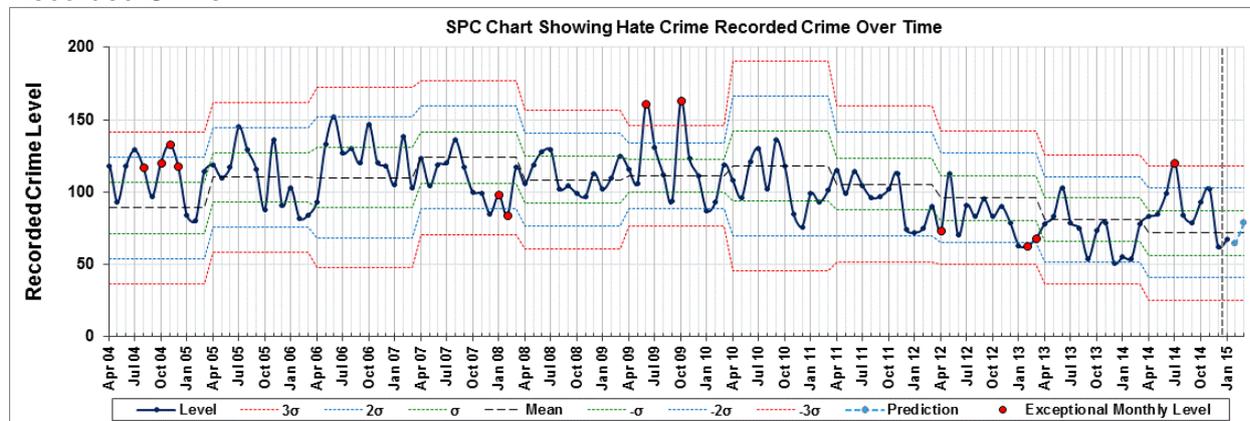


10. The level of reported Rape offences was significantly high in four of the last five months. This follows a particularly high level of reporting in 2013/14. It is felt that an increased level of reporting in this area is reassuring as it is a sign that there is confidence from the victim that they have confidence in a thorough Police investigation.
11. There has been an increase in the reporting of rape offences to Juniper Lodge with an apparent gap of approximately 28% when compared with reports to the Police. There is ongoing work to gain a better understanding of the underlying reasons for this. Although there has been a significant increase in reporting to the Police there is clearly a significant level of under reporting which does mean that these victims are not having their cases investigated and receiving a justice outcome, they are receiving the benefits of partner agencies who support them.
12. More than 40% of recorded Rape offences are reported within 7 days of the offence. Very few reports are made between 7 and 28 days of the offence, with more than 25% between 28 and 365 days of the offence, and 33% over one year after the offence date.
13. The later reporting of many offences does create evidential difficulties which can hamper the investigation and limit the opportunities for a positive outcome to the investigation in terms of the resolution of the crime. The large proportion of reports that are over a year old are at least in part due to the increased media coverage of several high profile court cases regarding rape and sexual assault offences.
14. There is a potential risk to the Force that the present gap which exists between reported offences and positive outcomes which results from the active recording policy could lead to

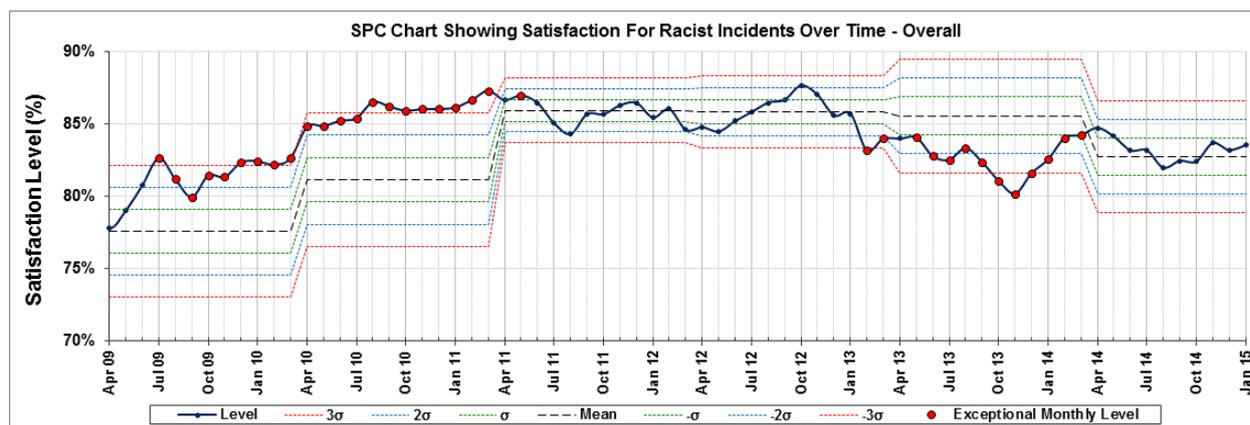
adverse media comment. There is no suggestion that the current victim focussed policy should change, but this potential risk area should be noted and understood.

Priority 7. To increase reporting of hate crimes and ensure a positive outcome for victims and witnesses of hate crime offences

Recorded Crime

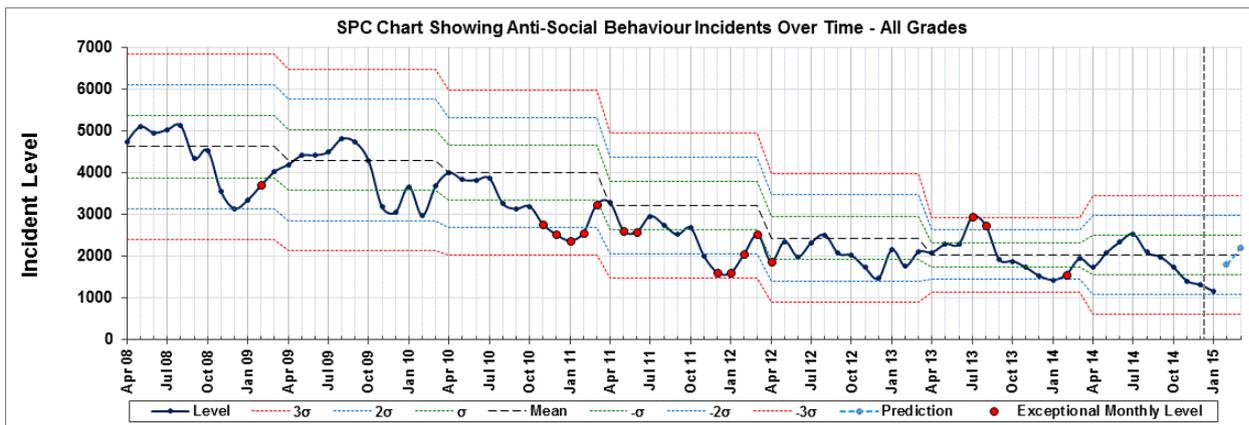


Satisfaction – Racist Incidents

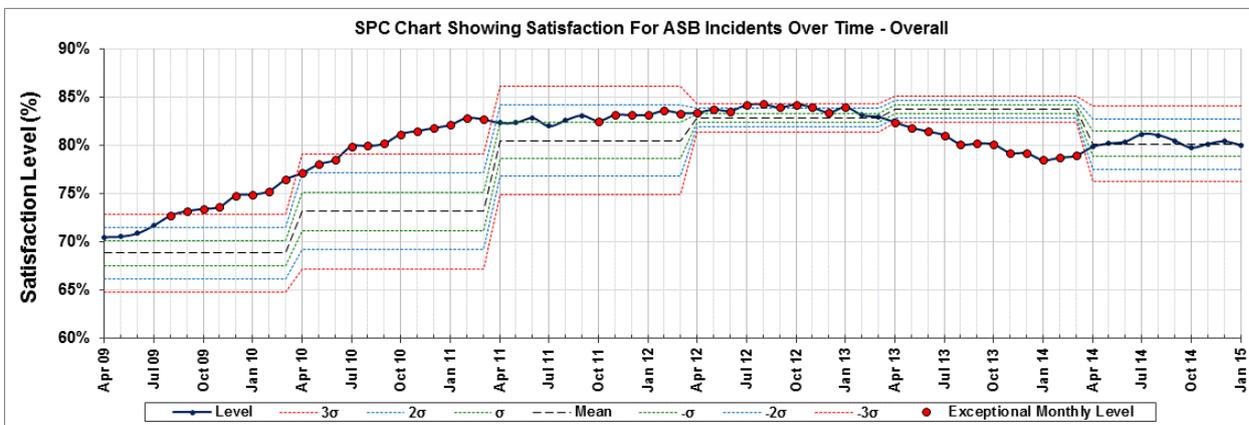


15. The levels of both recorded crime and satisfaction are within expected levels. There has been a general reduction in the levels of reports since the significantly high levels reported in July 2014, and it is noted that there is a seasonal low point in reporting around November – December annually.
16. Despite this reduction the levels of monthly reports are higher than seen during the previous two years and this is seen as a positive, with more victims feeling confident that their crime will be dealt with effectively.
17. The overall level of satisfaction amongst surveyed victims of Racist Incidents has shown some signs of slight improvement over recent months. This is the result of considerable efforts over time to investigate and manage these reports appropriately, and to manage the expectations of the victims where a positive outcome may not prove possible.
18. There is a strategic group in place to ensure consistent engagement with a diverse group. Threats relating to hate crime and incidents on Niche will be managed via the Corporate Services audit team.
19. It should be noted that all Hate Crime types will feature in the User Satisfaction surveys from April 2015.

Priority 8. To prevent ASB and to continuously improve the quality of service and response to victims of anti-social behaviour

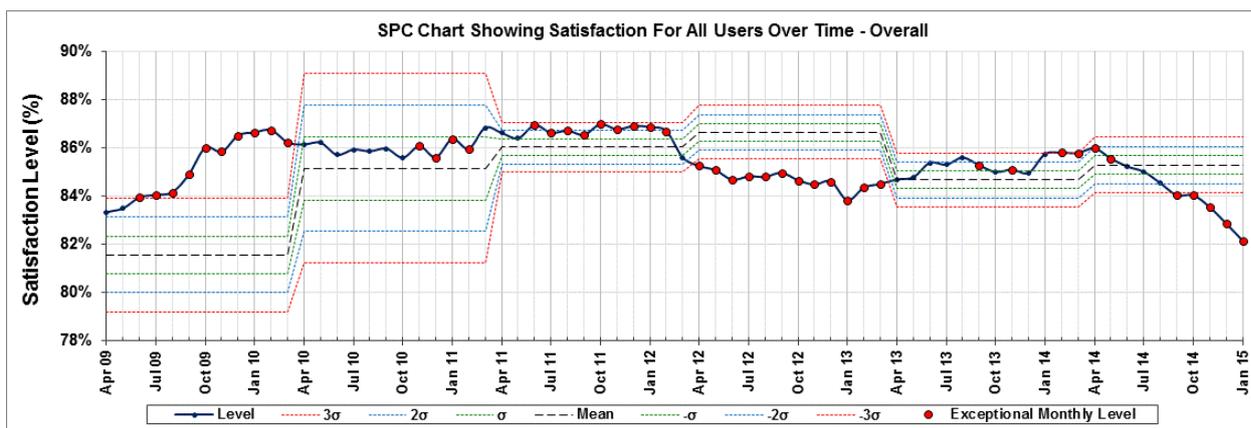


Satisfaction



- 20. The number of reported ASB incidents has been generally reducing for a number of years, and there have been 6 successive months of reduction since July 2014. It is noted that there is a seasonal fall in reported incidents around December – January annually and there is therefore the expectation that reported incidents will increase over the coming months.
- 21. Satisfaction levels have stabilised around 80% and currently show no signs of any significant change.
- 22. The changes to Force structure and to the activities and responsibilities of the Neighbourhood Officers will not be reflected in survey results until April / May and several months of reported data will be required before it will be possible to properly assess the implications of these changes on the perceptions of victims of crime and anti-social behaviour.

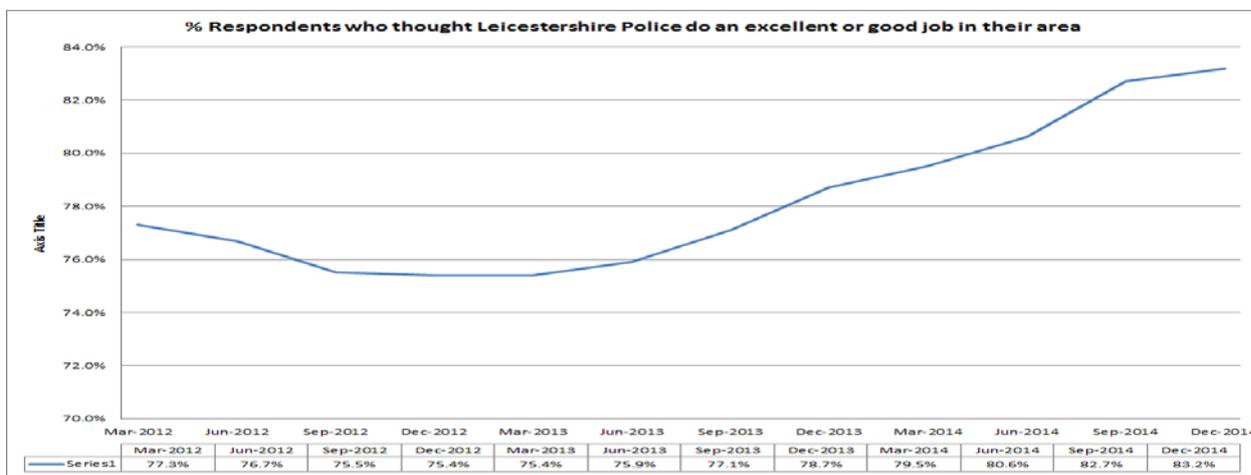
Priority 9. To continually improve the quality of service and response to victims of crime



- 23. All User satisfaction constitutes satisfaction levels from a sample of burglary, vehicle and violent crime victims. The period since April 2014 has seen successive months of reducing levels of satisfaction with 5 successive months of significantly low levels.
- 24. It should be noted that these reductions amount to a 3% point fall, however the current satisfaction rate remains at 82% and has consistently been within a range of 82% - 87% over the last six years.
- 25. There is a general underlying reduction in satisfaction levels across the component offences that make up All User satisfaction, with violent crime satisfaction continuing to report a lower level than burglary and vehicle crime. There is also a deterioration evident across the four areas of contact, action, follow-up and treatment.
- 26. The service improvement steering group, chaired by the ACC continues to monitor satisfaction levels Force wide and looks to improve the service to victims based on feedback received. Considerable work has been undertaken over time and Supt. McLernon will be leading on a satisfaction action plan to address the current position.

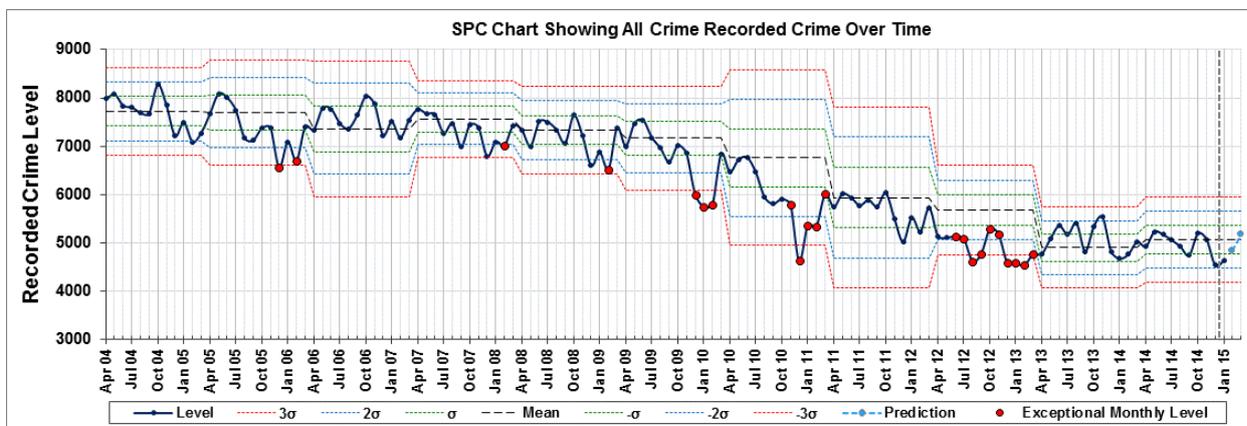
Making Communities and Neighbourhoods Safer

Priority 10. To continuously improve the police service to the communities of Leicester, Leicestershire and Rutland



27. The latest Community Based Survey (CBS) results show that confidence in Leicestershire Police continues to rise. This is extremely good news and is a strong indicator that the Force continues to address local concerns in an effective way.

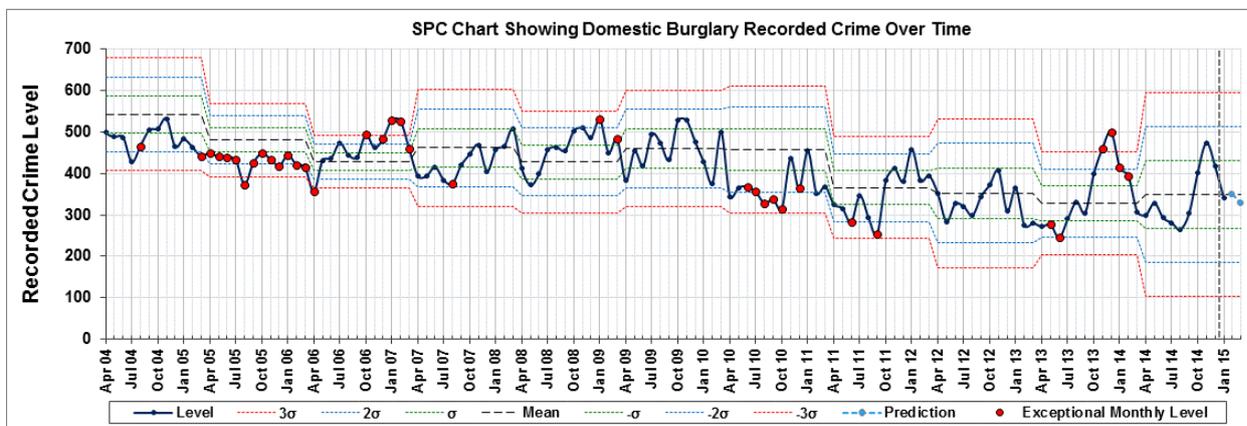
Priority 11. To reduce all crime



28. The above chart shows the overall recorded crime level for the Force. A general reducing trend is apparent over the longer-term, and the current levels have stabilised at a generally lower level than seen in the previous year, although they have not changed to any significant degree. It is anticipated that these levels will continue to be achieved in the coming months.

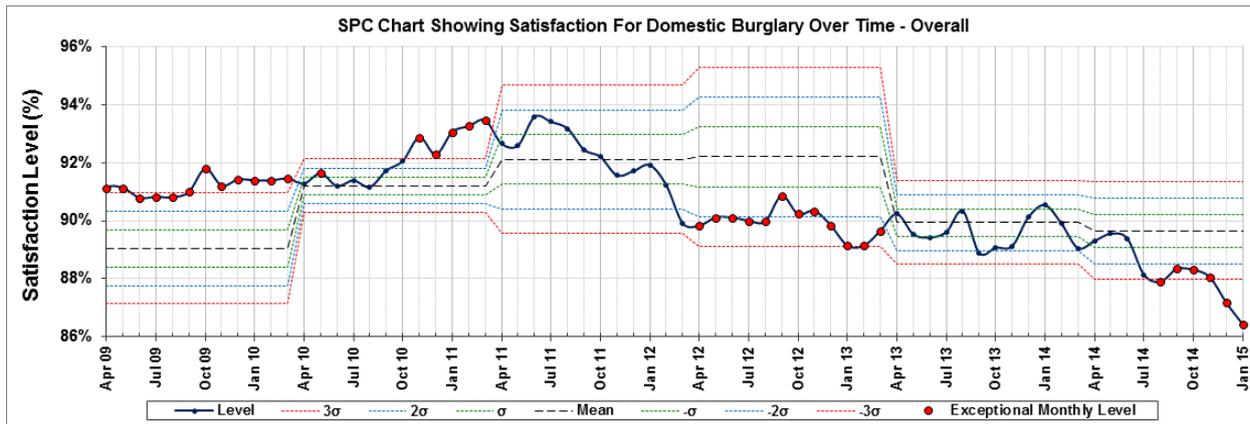
Priority 12. To reduce domestic burglary and ensure a positive outcome for victims of burglary offences

Recorded Crime



29. Domestic Burglary offences have matched the seasonal pattern seen last year, albeit at a lower level than previously seen. There is a seasonal reduction in reported offences during the early months of the calendar year and there is therefore the expectation that reported levels will continue to fall over the coming months. The Force will continue to keep this type of criminality as one of its priorities and deploying extra resources where appropriate.

Satisfaction

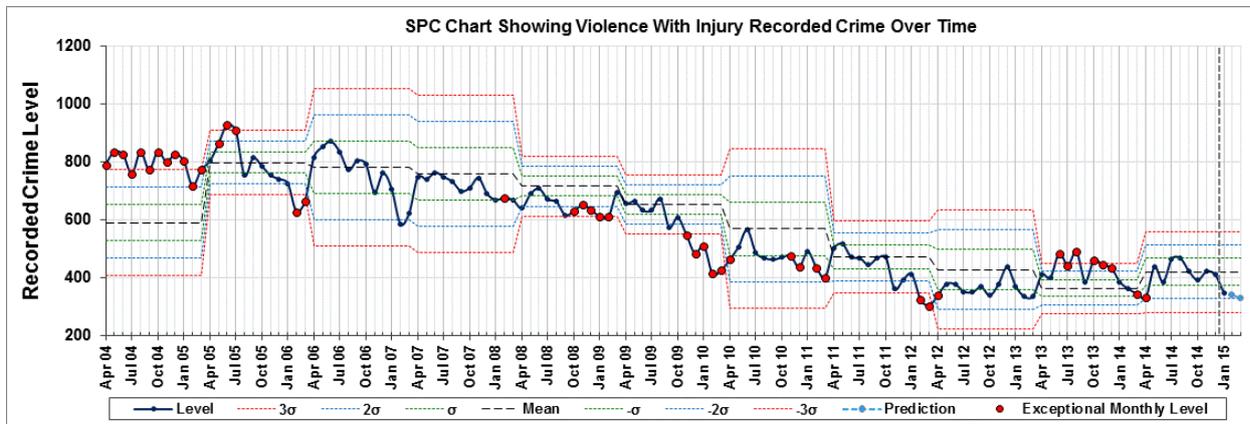


30. Although there have been six successive months of significantly lower levels of satisfaction it must be noted that satisfaction levels are still in excess of 86%.

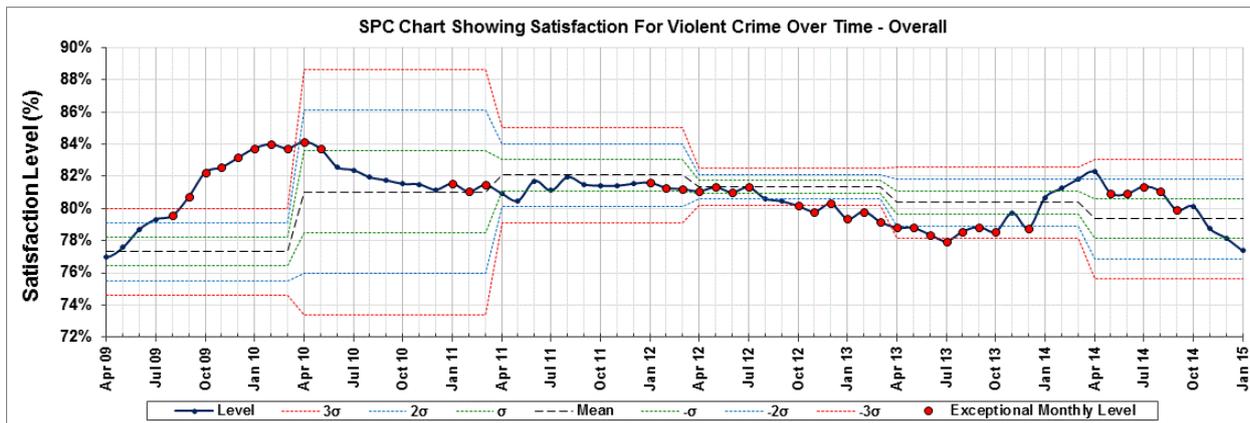
31. The service improvement steering group will continue to focus on this area, and it will form part of the service improvement action plan under the leadership of Supt. McLernon.

Priority 13. To reduce violence against the person – with injury and ensure a positive outcome for victims of violent crime – with injury offences

Recorded Crime



Satisfaction

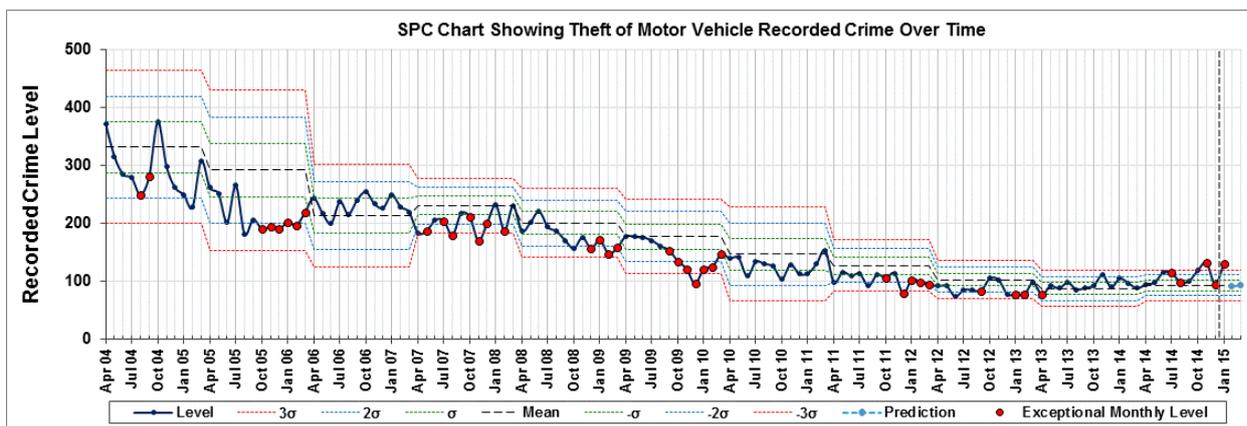


- 32. Violence against the person with injury includes offences such as actual bodily harm, and grievous bodily harm. Current reported levels of this type of offence are generally lower than reported during the previous year and continue to fluctuate within expected bounds whilst showing no signs of any significant change.
- 33. There has been significant work relating to these types of offences, and this remains one of the Forces priorities in 2014/15. This type of criminality has a large link with the night time economy, and the violent crime group also focuses on this.
- 34. The service improvement steering group has focused on violent crime as it was the crime type which had the lowest satisfaction rate of the three all user constituent parts. This will now feature as part of the service improvement action plan.

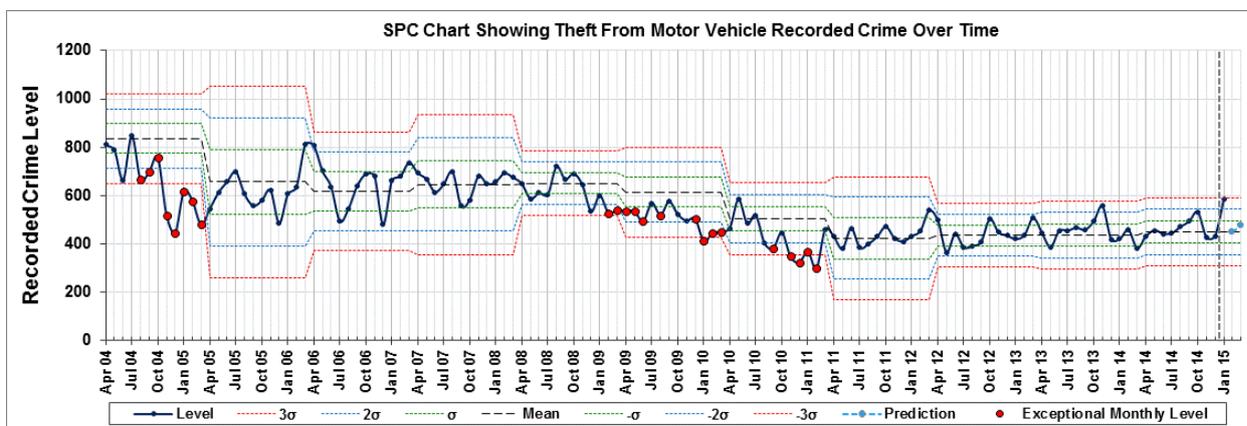
Priority 14. To reduce vehicle crime and ensure a positive outcome for victims

Recorded Crime

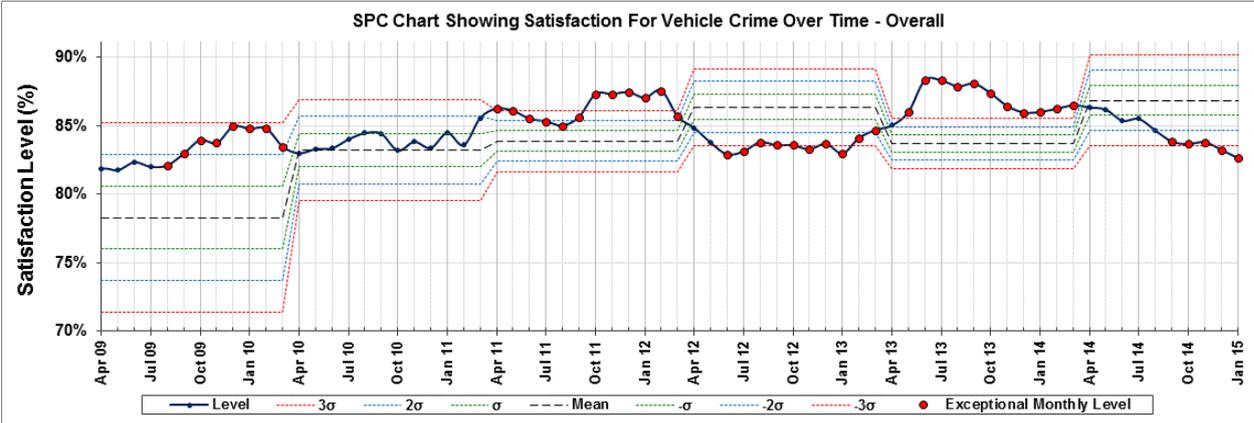
Theft of Motor Vehicle



Theft from Motor Vehicle



Satisfaction

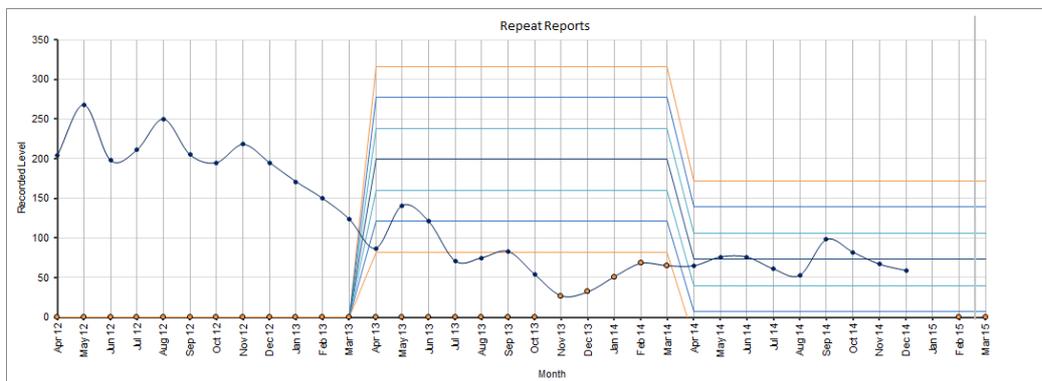
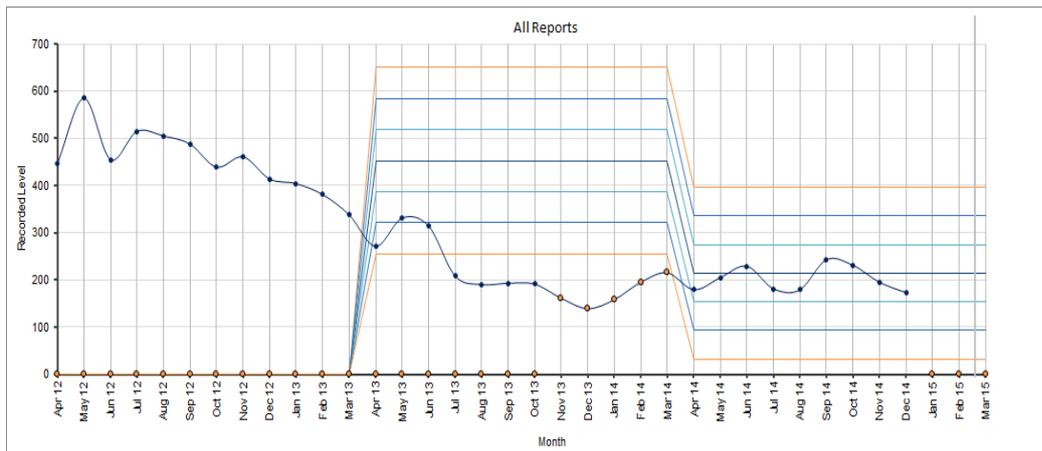


- 35. The level of theft of Motor Vehicle has remained controlled over a number of months, with only minor fluctuations month on month. This has seen a progressive narrowing of the expected bounds which does mean that the recently increased levels of offences are significantly higher than expected although numerically the changes are relatively modest.
- 36. Much of the increase continues to be due to a localised issue of theft of motorbikes/mopeds being stolen, particularly from around the Hinckley Road area of the City Centre.
- 37. Various tactical options are being employed in the investigation and prevention of offences. A problem profile is to be commissioned in order to understand and address this issue.
- 38. The level of theft from motor vehicles has remained controlled, with fluctuations within expected bounds and no significant changes identified. The latest month reports a sharp increase to the upper expected bound. There are some identified issues with travelling criminals and three arrests have been made of individuals active across several of the East Midlands counties. An intelligence collection plan is in place to further understand this area of criminality.
- 39. Satisfaction levels have reduced over recent months in common with other measures of satisfaction. This will be considered as part of the user satisfaction action plan, and will continue to be monitored by the service improvement steering group.

Protecting the Vulnerable

Priorities 15 and 16 are reported separately by partnership agencies.

Priority 17. To reduce the number of repeat missing person reports



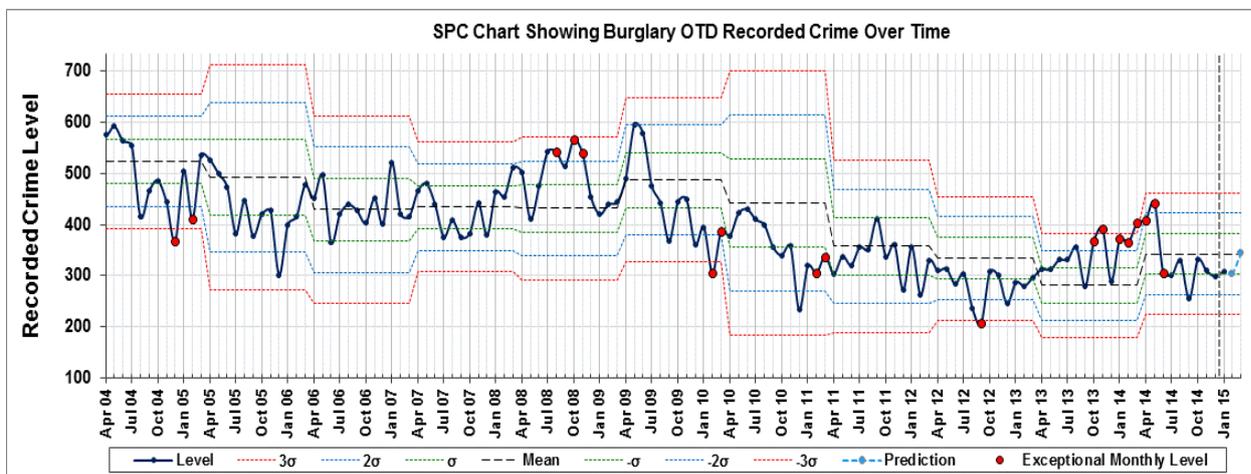
40. In the first three quarters of 2014/15 there was a total of 1815 reports of missing people. The current levels of reports are fluctuating within expected bounds around the mean and are not showing any signs of significant change. 63% of reports relate to young persons.

41. There were 637 repeat reports during the first three quarters of 2014/15. There is no evidence of any significant change and levels fluctuate within expected bounds around the mean.

Threats Outside of the Police & Crime Plan Priorities

Non Domestic Burglary

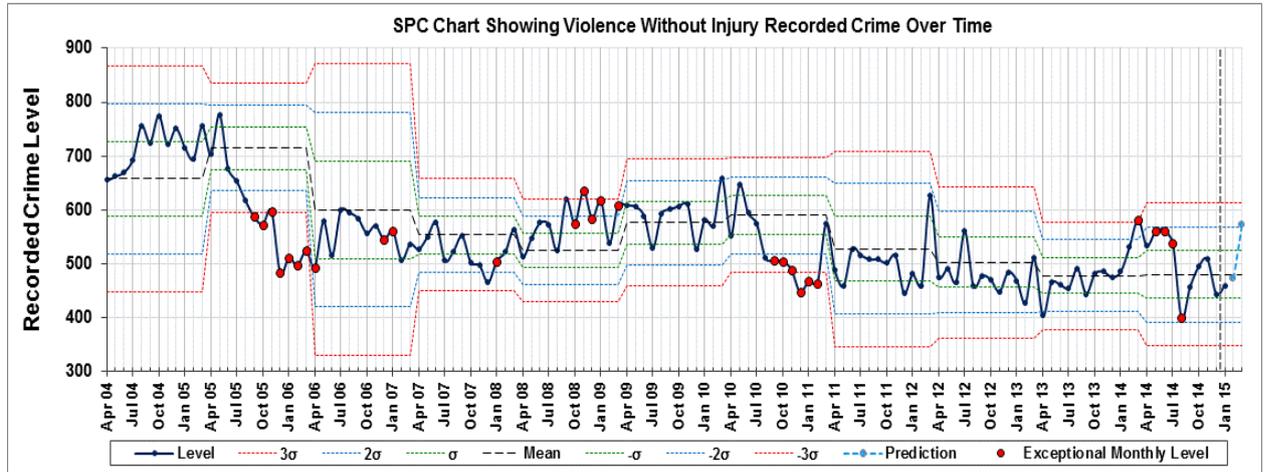
Previously Included as a threat outside of the core priorities



42. This is included for completeness to evidence a mitigated threat that was previously reported. Reported levels have fallen from the significantly high levels reported to April 2014 and monthly reports are currently fluctuating within expected bounds, generally below the mean level. There is no evidence of any significant change.

Violence against the Person without Injury

Previously Included as a threat outside of the core priorities



43. This is included for completeness to evidence a mitigated threat that was previously reported. Reported levels have fallen from the significantly high levels reported to July 2014 and monthly reports are currently fluctuating within expected bounds, around the mean level. There is no evidence of any significant change.

Summary Performance Assessment – Project Edison

Included as a current issue outside of the core priorities

44. The volume of incidents created from calls received is in line with the anticipated levels, and the proportions of emergency and non-emergency calls answered within 10 and 30 seconds respectively are above 85%.

45. The grading profile of incidents created is in line with the expected levels.

46. The Managed Appointment Unit appointment utilisation levels are approximately 60% for home appointments and 20% for station appointments. There is a variance of -60 from the target 132 appointments on a daily basis.

47. Patrol and Resolution Team average attendance times for Grade 1 have been within 15 minutes with the exception of 18th February. The Grade 2 average attendance times have been consistently within 50 minutes.

48. Crime under investigation by the Patrol and Resolution Team and by Neighbourhood officers is reducing. The analysts are working with HR to ensure a definitive list is held which identifies all those officers who comprise these teams, as this may be distorting the true levels of crime they have under investigation.

49. Dedicated Neighbourhood Teams are showing increased levels of directed patrol and community engagement which will be enhancing the visible presence of officers across the Neighbourhood areas.

50. The Investigation Management Unit (IMU) is assessing a high proportion of recorded crime. The proportion that is NFA (no further action) is settling at around 49% which is the desired level. 15% of all reported crime is passed to the IMU enquiry team and 22% to the Force Investigation Unit (FIU).

51. The open crime per FIU hub is continuing to increase daily, and has yet to settle at the “normal” level. Currently each of the three hubs has approximately 110 open crimes.

52. Legacy crime is gradually reducing as these are finalised, the current total is 4119.

53. A range of metrics are reported daily and presented in the form of a summary power-point document together with a more comprehensive dashboard workbook.

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 A – Statistical Process Control (SPC) Overview
- Appendix B – Areas assessed for threat using SPC methodology

Background Papers

Performance Monitoring Paper B presented at Strategic Assurance Board May 2014.

Appendix A – Threat Assessment Methodology

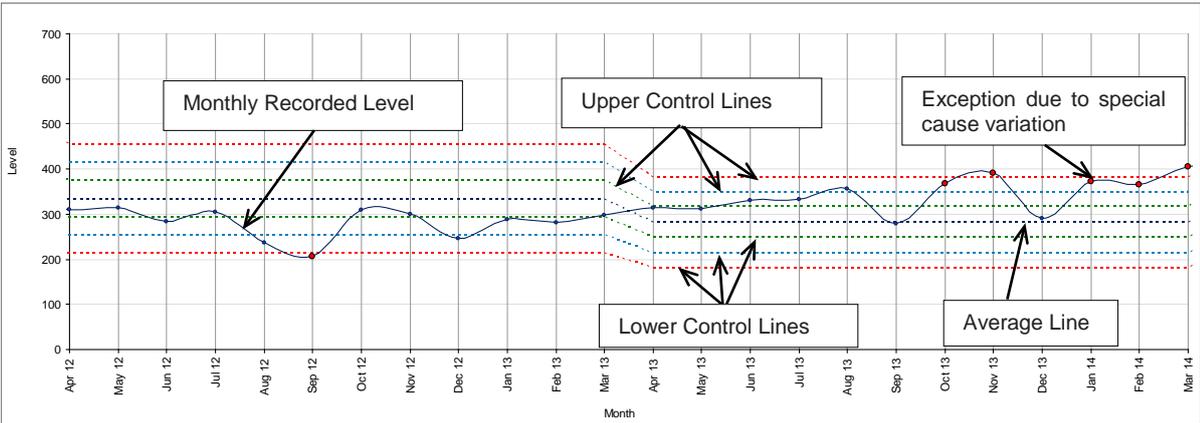
Statistical Process Control (SPC) Overview

SPC is a method to analyse variation in a given entity over time. It can be expected that the results of any process (in this case, recorded crimes) will vary over time. What needs to be understood is to what extent it will vary normally. When this is understood, any point which is out of the ordinary can be identified. This will be seen as a result of something known as special cause variation, i.e. the level being experienced is outside of normal, expected variation levels. SPC identifies any special cause variation points (which can be associated with either good or bad performance) but does not give an answer as to ‘why’ this has happened. This is where targeted analysis is utilised to build the picture and help inform decision making.

An SPC chart contains a number of control lines which are calculated from the previous year’s monthly data. These are based on average and standard deviation of these monthly levels. It is these lines used in conjunction with a set of rules which govern whether a point is significant.

If the control lines get closer together then the system is more controlled, meaning that monthly levels are not expected to vary much. Therefore when they do rise or fall away from this expected level, it is said to be due to a special cause.

Below is an example of a simple SPC chart:



The set of rules governing if a point is classified as being exceptional are as follows:

- Any single point above the upper/lower control line (dashed red line)
- Any 2 out of 3 consecutive points above 2nd control line and on same side of average (dashed light blue line)
- Any 4 out of 5 consecutive points above 1st control line and on same side of average (dashed green blue line)
- Any 8 consecutive points same side of average line (dashed navy line)
- Any 5 consecutively higher or lower points

Appendix B – Areas assessed for threat using SPC methodology

- All Crime
- Anti-Social Behaviour Incidents
- Arson & Criminal damage
- Hate Crime
- Burglary in a dwelling
- Burglary in a building other than a dwelling
- Commercial Burglary
- Homicide
- Violence with injury
- Violence without injury
- Domestic Related Violence with injury
- Domestic Related Violence without injury
- Rape
- Other sexual offences
- Robbery of business property
- Robbery of personal property
- Theft of Motor Vehicle
- Theft from a Motor Vehicle
- Theft from the person
- Bicycle theft
- Shoplifting
- All other theft offences
- Public order offences
- Possession of drugs
- Trafficking in drugs
- Possession of weapons offences
- Miscellaneous crimes against society

Satisfaction Levels

- All users
- Burglary
- Vehicle Crime
- Violent Crime
- ASB

For the purposes of this document, threats are assessed at a Force level