



POLICE & CRIME COMMISSIONER

for Leicester,

Leicestershire & Rutland

Your Communities - Your Commissioner

QUARTERLY FORCE PERFORMANCE REPORTING

AS SET OUT BY THE SPECIFIED
INFORMATION ORDER

Office of The Police &
Crime Commissioner
Leicester, Leicestershire & Rutland

Q1 2026/27

Specified Information Order

Police and Crime Commissioners (PCCs) are required to publish certain information to enable the public to hold them to account.

The information PCCs are required to publish is set out by the Elected Local Policing Bodies (Specified Information) Order 2011 ('the Order'). Guidance on the order is published on gov.uk - Guidelines for PCCs on publishing information - GOV.UK (www.gov.uk)

The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 ('the amending Order'), came into force on 31 May 2021 requires that information relating to the force's performance against the Government's national priorities for policing be published by the PCC.

The PCC has also requested for additional metrics that indicate Force performance to be included to aid transparency of the Force.

Each measure has been included in this pack, however not all Govt measures are available. The table on the next slide shows the mapping to local indicative measures.



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National Priorities for Policing

The six national priorities for policing are specified in the Police and Crime Measures:

- reduce murder and other homicide;
- reduce serious violence;
- disrupt drugs supply and county lines;
- reduce neighbourhood crime;
- tackle cyber-crime;
- and improve satisfaction among victims with a particular focus on victims of domestic abuse.



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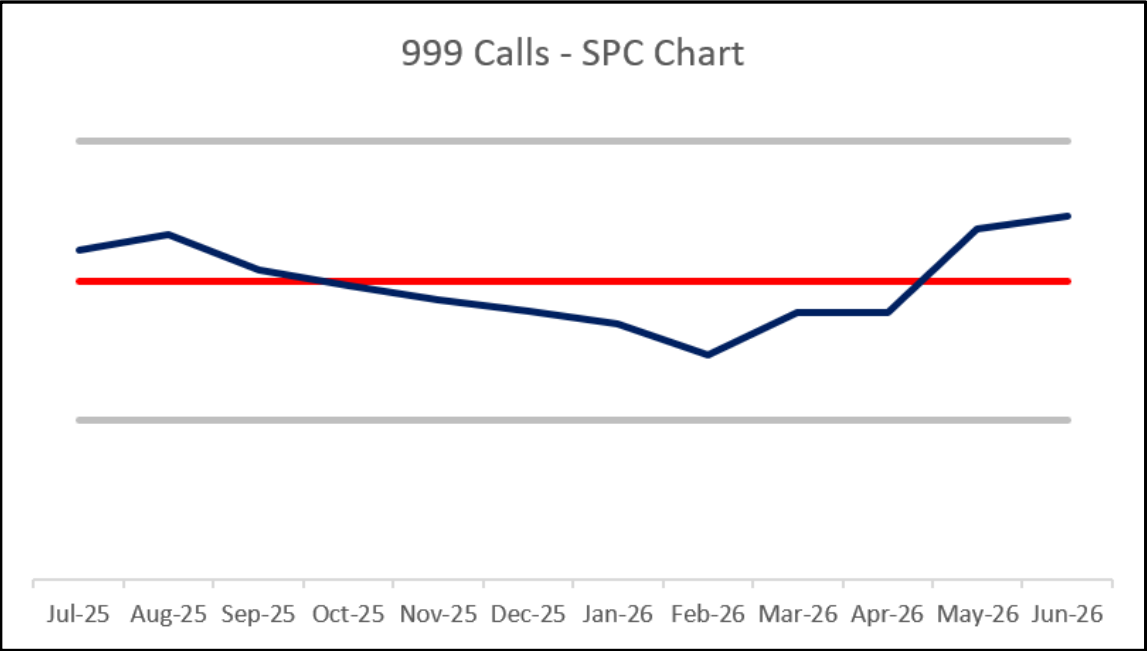
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Executive Summary (Q1 Apr-Jun 26)

- The percentage of calls answered within 10 seconds has remained relatively stable.
- Despite the number of Violent offences recorded by the force recording an increase compared to the previous quarter, there has been a -4.3% decrease compared to the previous year-to-date.
- Annual comparisons show a -4.9% decrease in total recorded crime compared to the previous year-to-date.
- Burglary offences have recorded a -8.6% decrease compared to the previous year-to-date.
- There number of 101 calls answered within 15 minutes has recorded a -9.7% decrease compared to the previous year-to-date.



CONTACT DEMAND – Monthly Volume of 999 Calls Received



Observations (OPCC):

999 Calls: Apr-Jun (Q1) of 2026/27 saw an average of 18,204 emergency calls, up from 15,542 in the previous quarter.

The number of calls 999 calls recorded by the force has increased above the mean average for the first time since Q2 2025/26.

The number of 999 calls recorded by the force has seen a 3.9% increase compared to the previous year-to-date.

Force Commentary/Planned action to drive response:

The force has seen rising demand, some of which is expected during the summer, though volumes are higher than in the previous two years. Yet, this is a similar trend that is being seen nationally.

Even so, performance for calls answered within 10 seconds has begun to fall below 90%. Ongoing efforts are focused on improving these service levels into the upcoming quarter.

National Ranking

22

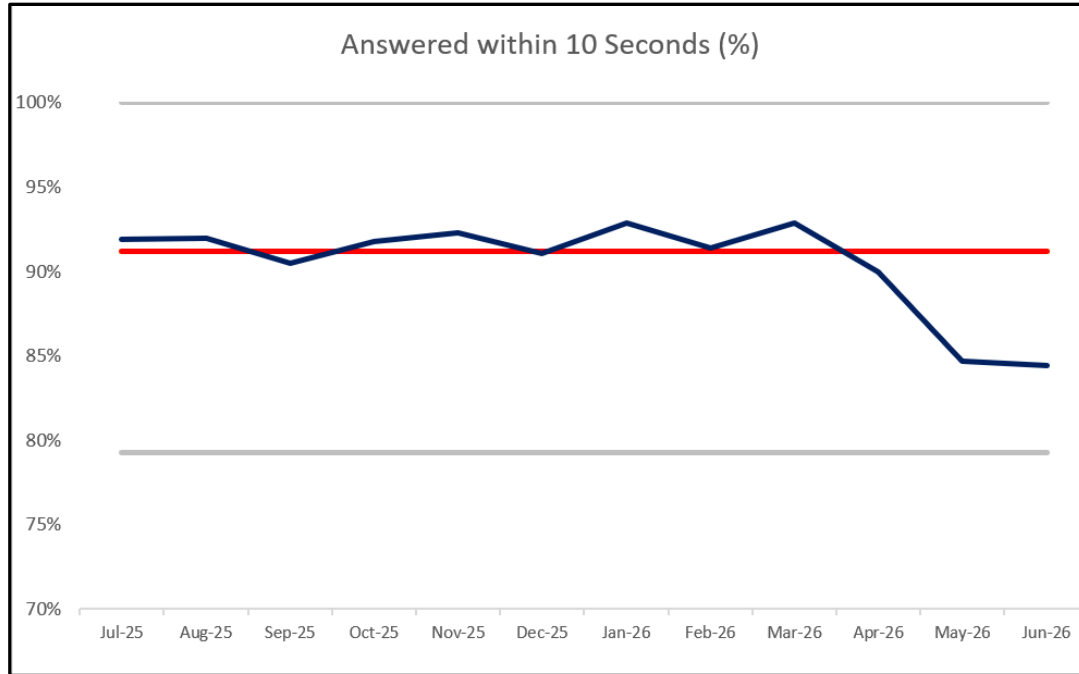
Annual comparison

+3.9%

Direction of Travel



CONTACT DEMAND – Percentage of Calls Answered Within 10 Seconds



Annual comparison

-3.7%

Direction of Travel



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Observations (OPCC):

Answered within 10s: Apr-Jun (Q1) of 2026/27 saw an average of 86.4% g99 calls answered within 10 seconds (90%, 84.7%, 84.4% respectively for the quarter).

Performance over the last 12 months has remained relatively stable, with a decrease seen in the most recent quarter.

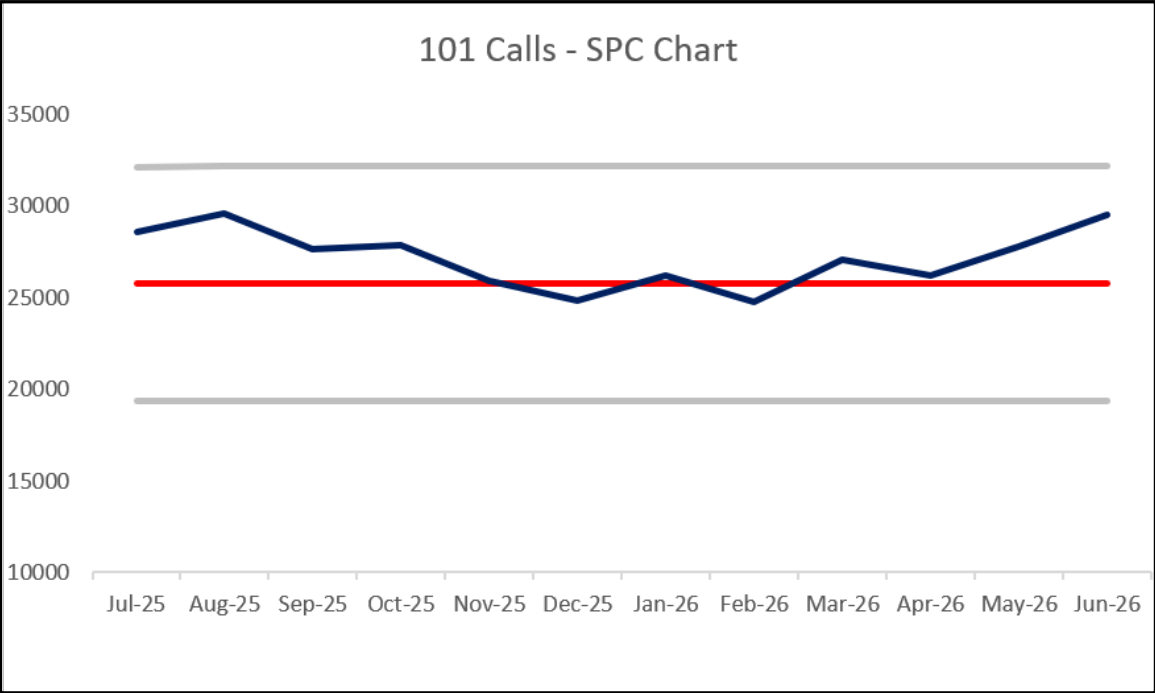
Despite the consistent performance, annual comparison shows a -3.7% decrease in calls answered within 10 seconds compared to the previous year-to-date.

Force Commentary/Planned action to drive response:

The force experienced the anticipated seasonal increase in g99 calls during this timeframe but the response rate within 90% of calls answered within 10 seconds has started to decrease over this time period which is in line with national reporting.

TREND/OUTLOOK: DECREASING

CONTACT DEMAND: Monthly Volume of 101 Calls Received



Annual comparison

+7.5%

Direction of Travel



Observations (OPCC):

Volume 101 calls: Apr-Jun (Q1) of 2026/27 saw an average of 27,838 non-emergency calls for the period (26,223, 27,798 and 29,494) respectively.

Annual comparison shows that there has been an 7.5% increase in the number of 101 calls recorded by the force compared to the previous year to date.

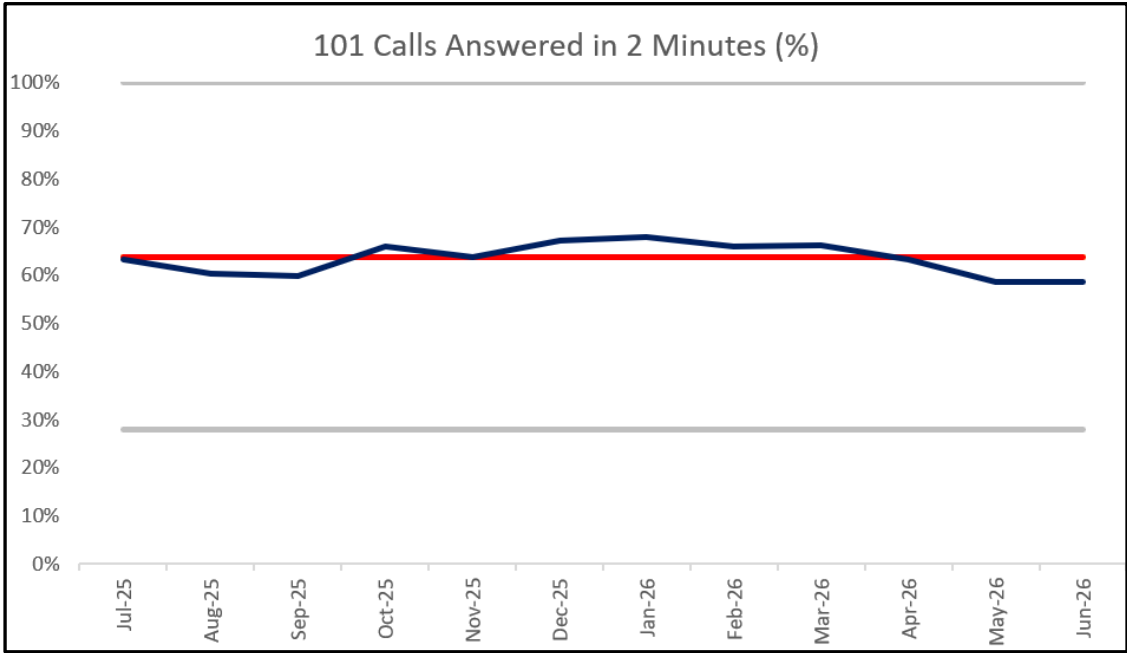
Force Commentary/Planned action to drive response:

he Q1 2026/27 101 call volumes reveals an 7.5% year-on-year increase, indicating a growing demand for non-emergency services.

In response to this trend, we are implementing several measures to effectively manage the rising call volume. These include enhancing staff training and expanding recruitment efforts, upgrading technology to improve call handling, and conducting public awareness campaigns to guide appropriate service use.



CONTACT DEMAND – Percentage of 101 Calls Answered Within 2 Minutes



Observations (OPCC):

Answered within 2 mins: Apr-Jun (Q1) of 2026/27 saw an average percentage of 60.1% of 101 calls answered within 2 minutes. The monthly breakdown of this compliance was (63.2%, 58.7%, 58.5%) respectively for the quarter.

The percentage of calls answered has remained consistent throughout the entirety of the last 12 months.

When looking at an annual comparison, the percentage of 101 calls answered within 15 minutes has recorded a -9.7% decrease compared to the previous year-to-date.

Force Commentary/Planned action to drive response:

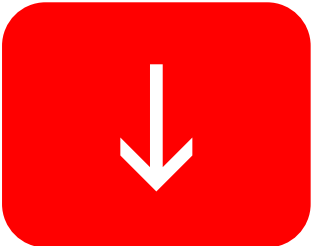
The recent decline in answering performance is reflective of the increase in call volume. We are implementing measures to manage this higher demand effectively and improve answering times moving forward.

Planned actions include reviewing call handling procedures, enhancing staff training and resources, and exploring technological improvements. Leicestershire are trial force for 101Natural Language Processing, which is a national programme designed to take-out non-police related demand at source

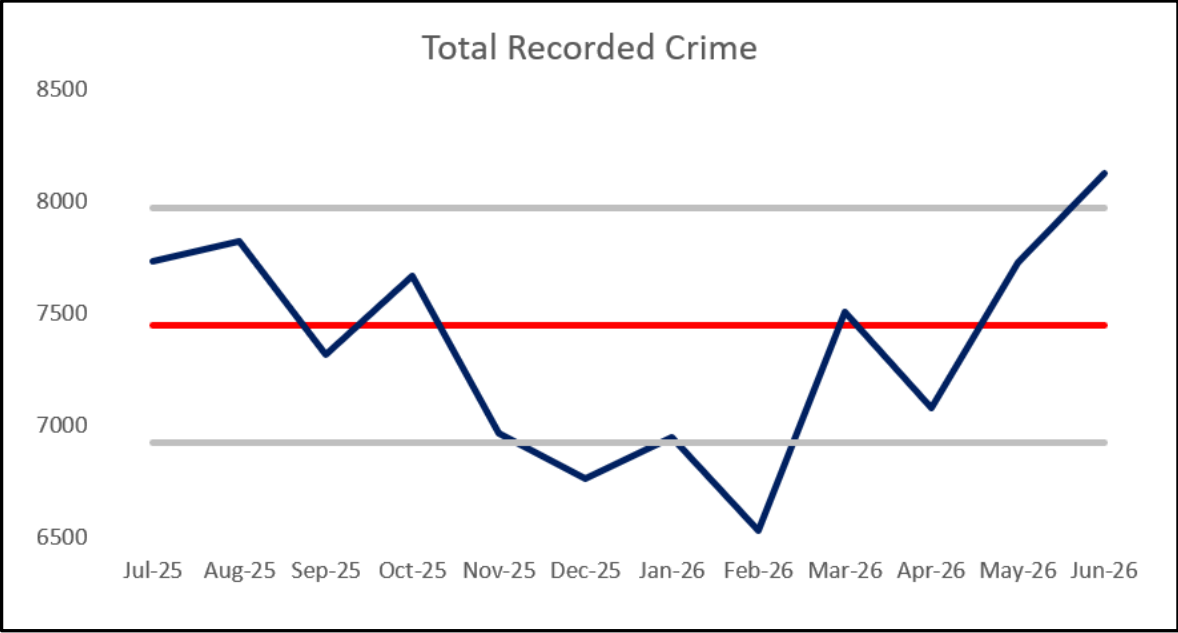
Annual comparison



Direction of Travel



CRIME – Total Recorded Crime



Observations (OPCC):

Total Recorded Offences: Apr-Jun (Q1) saw a +9.2% increase in the number of total recorded offences compared to the previous quarter.

The total number of recorded offences showed a sustained downward trend from May 2025 to February 2026, followed by a subsequent increase.

Over the course of the last 12 months, the force recorded a -4.9% decrease in the number of crimes recorded compared to the previous year.

Force Commentary/Planned action to drive response:

Q1 saw a seasonal rise in reported crime, as expected. However, the comparable period last year recorded fewer offences than the current quarter.

The lower volume of recorded crime remains positive, indicating continued joint work by the force, OPCC and partners to prevent crime before it occurs.

National Ranking

19

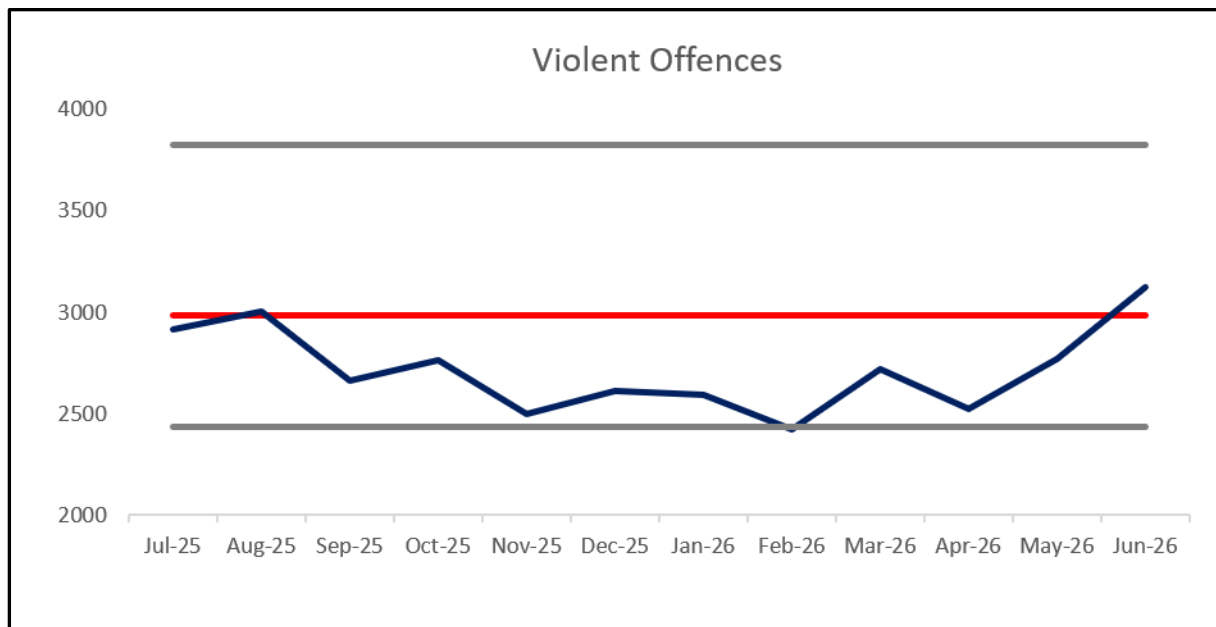
Annual comparison

-4.9%

Direction of Travel



CRIME – Monthly Volume of Violent Offences



Observations (OPCC):

Violent Offences: Apr-Jun (Q1) saw an average of 2805 violent offences (2524, 2767 and 3125) respectively.

Annual comparison shows that there has been a -4.3% decrease in violent offences compared to the previous year-to-date.

Force Commentary/Planned action to drive response:

Violent crime increased in Q1 in line with seasonal patterns, although the same period last year recorded fewer offences than this quarter.

Work to reduce violence offences is continuing, supported by specialist resources focused on hotspot areas. Reported volumes have fallen through this approach, and resource deployment remains aligned with known hotspot locations.

National Ranking

22

Annual comparison

-4.3%

Direction of Travel



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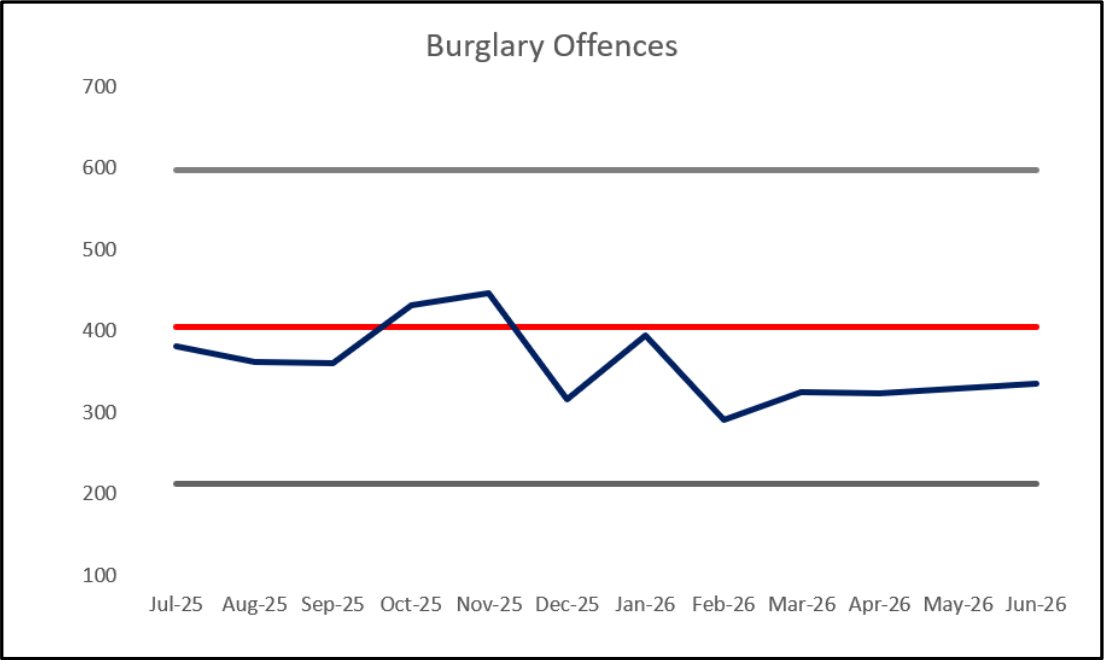
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TREND/OUTLOOK: DECREASING

CRIME - Monthly Volume of Burglary Offences



Observations (OPCC):

Burglary: Apr-Jun (Q1) saw an average of 329 burglary offences (323, 329 and 335 respectively).

Recorded burglary offences have decreased gradually across the past two years.

Annual comparisons show an -8.6% decrease in burglary offences compared to the previous year-to-date.

Force Commentary/Planned action to drive response:

Residential burglary offences have also followed a downward trend, although Q1 shows a small rise compared with the same period last year (538 to 553).

The force continues to treat residential burglary as a priority, as it remains within the control strategy,

National Ranking

14

Annual comparison

-8.6%

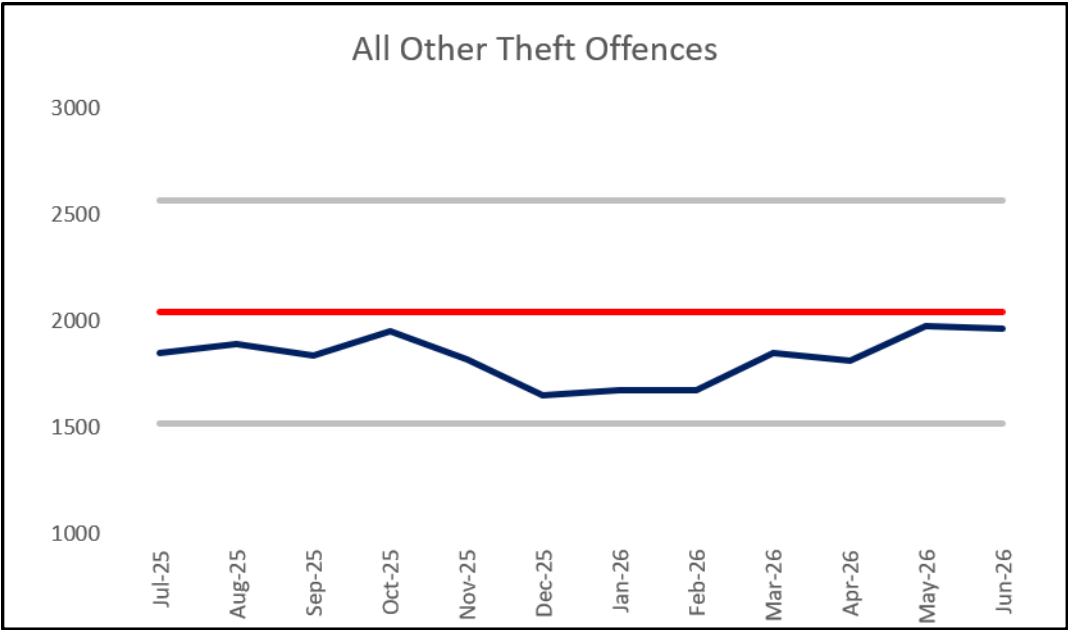
Direction of Travel



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TREND/OUTLOOK: DECREASING

CRIME – Monthly Volume of All Other Theft Offences (EXCLUDING BURGLARY)



Observations (OPCC):

All other theft offences: Apr-Jun (Q1) saw an average of 1919 all other theft offences (1816, 1976 and 1966) respectively.

The number of offences recorded by the force over the last 12 months have recorded a steady decrease.

Annual comparisons show a -12.2% decrease of all other theft offences compared to the previous financial year.

Force Commentary/Planned action to drive response:

The force notes a positive change in reported theft offences, in all areas and continues work to prevent offences, target repeat offenders and secure criminal justice outcomes. Multi-agency work also continues to tackle underlying drivers of offending.

National Ranking

18

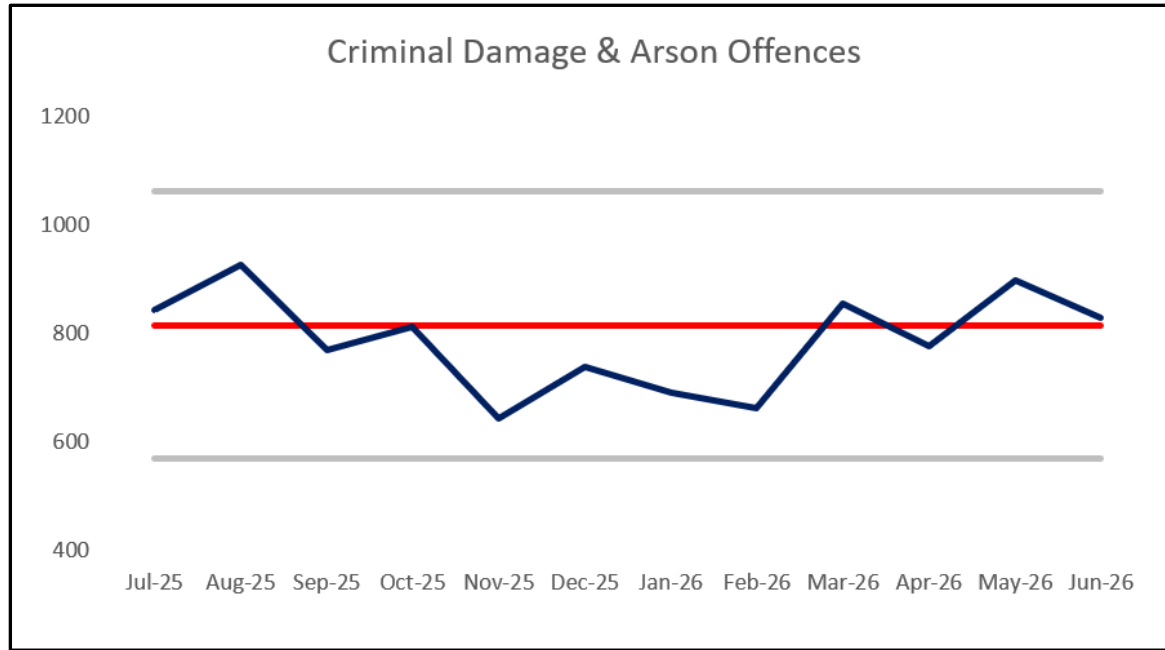
Annual comparison

-12.2%

Direction of Travel



CRIME – Monthly Volume of Criminal Damage & Arson Offences



National Ranking

18

Annual comparison

+3%

Direction of Travel



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Observations (OPCC):

Criminal Damage and Arson: Apr-Jun (Q1) saw an average of 834 criminal damage and arson offences (777, 898 and 829) respectively.

The volume of offences increased above the mean figure for the first time since Q2 2025/26.

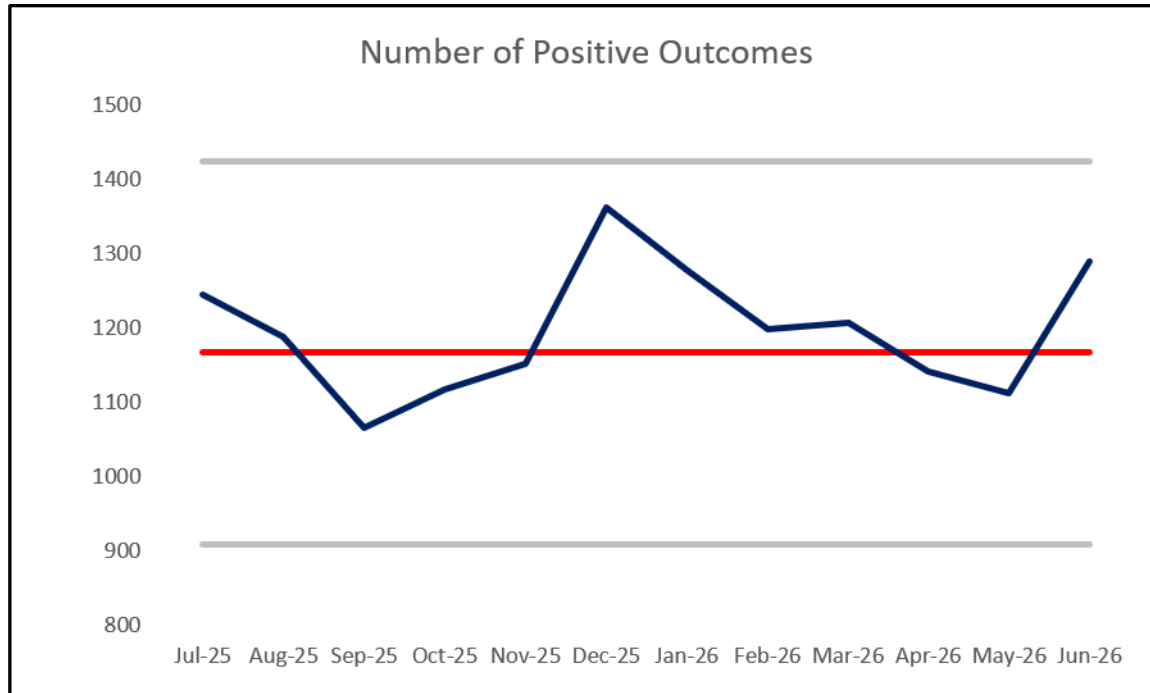
Annual comparisons show that there has been an +3% increase in criminal damage and arson offences compared to the previous year-to-date.

Force Commentary/Planned action to drive response:

Reported crime rose in Q1 in line with expected seasonal patterns, but criminal damage offences increased as opposed to arson. The force will continue to monitor and investigate these offences to seek positive outcomes for victims.

TREND/OUTLOOK: STABLE

OUTCOMES – Monthly Volume of Positive Outcomes Recorded



Annual comparison

+4%

Direction of Travel



Observations (OPCC):

Number positive outcomes: Apr-Jun (Q1) saw an average of 1181 positive outcomes (1141, 1112 and 1290) respectively.

Annual comparison shows a 4% increase in the number of positive outcomes recorded by the force compared to the previous year-to-date.

Force Commentary/Planned action to drive response:

The continued increase in positive outcomes indicates ongoing work to deliver justice and support victims. Investigative practice will continue to be strengthened through regular training and targeted strategies to sustain and improve performance.

In Q1, the positive outcome rate was 16.5%, compared with 15.5% during the same period last year.



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TREND/OUTLOOK: INCREASING

- Data Source; [Crime in England and Wales: Police Force Area data tables - Office for National Statistics](#)
- **** National rankings are calculated using data from the Crime Survey for England and Wales (CSEW) and are based on performance for the year ending in each quarter.****
- **** National rankings are ranked by volume, 1st (highest volume) to 42nd (lowest volume) per quarter.****



GLOSSARY

Slide No	Metric	Definition
5	Monthly Volume of 999 Calls Received	<i>The monthly volume of 999 calls received by the force</i>
6	Percentage of calls answered within 10s	<i>The monthly percentage of 999 calls answered within 10 seconds</i>
7	Monthly Volume of 101 Calls Received	<i>The monthly volume of 101 calls received by the force</i>
8	Percentage of 101 Calls Answered within 2 minutes	<i>The monthly percentage of 101 calls answered within 2 minutes</i>
9	Total recorded crime	<i>The total number of crimes recorded by the force per calendar month</i>
10	Monthly Volume of Violent Offences	<i>The total number of violent offences recorded by the force per calendar month (Violence with Injury/ Violence without Injury)</i>
11	Monthly Number of Burglary Offences	<i>The total number of Burglary Offences recorded by the force per calendar month (Burglary - Residential, Burglary Unconnected Building & Burglary - Business/Community)</i>
12	Monthly Volume of All Other Theft Offences (excluding Burglary)	<i>The total number of All Other Theft Offences recorded by the force per calendar month excluding Burglary Offences (Vehicle Crime, Bicycle Theft, Shoplifting, Theft from the Person, All Other Theft Offences)</i>
13	Monthly Volume of Criminal Damage & Arson Offences	<i>The total number of Criminal Damage & Arson Offences recorded by the force per calendar month</i>
14	Monthly Volume of Positive Outcomes Recorded	<i>The total number of positive outcomes recorded by the force per calendar month</i>





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