



**Lincolnshire**  
**POLICE & CRIME COMMISSIONER**  

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**SAFER TOGETHER**

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**Marc Jones**

***The Police and Crime Commissioner for Lincolnshire***

## **Quarterly Force Performance Update – July 2017**

(April 2017 to June 2017)

### **Introduction**

A key aspect of my role as your Police and Crime Commissioner is to hold the Chief Constable to account. I am committed to reporting results back to you, and I publish information about how well the Force is performing on a quarterly basis through my website, at: <https://lincolnshire-pcc.gov.uk/transparency/what-our-priorities-are-and-how-we-are-doing/quarterly-performance-reports/>

My Community Safety, Policing and Criminal Justice Plan for Lincolnshire April 2017 – March 2021 takes a fresh look at measuring performance across the range of activities and services that impact on how we can be “safer together”. The plan is broad based across policing, community safety, and crime and contains a performance framework and indicators I have selected to reflect areas of concern that are important to the public, for example, speeding, road safety, burglary, anti-social behaviour, how we treat vulnerable victims of crime and those with mental health issues, and our effectiveness in managing firearms licensing.

The indicators and narrative that form this quarterly report, when considered together aim to provide insight into key areas I have categorised as Demand, Interventions, Outcomes and Satisfaction, thereby providing a more complete and balanced view of performance. It is important to remember that the indicators in this report are exactly that – indicators – and do not represent targets. Recent history has shown that a narrow target focused approach does not always deliver the best outcomes for the public.

The top level indicators in this performance framework represent the “tip of the iceberg” and may change over the life of my plan in order to reflect particular issues or concerns that arise but that does not mean that we will take our “eye off the ball”. Performance in these key areas will continue to be monitored and challenged through a detailed and continuous dialogue with the Force and key partners about performance improvement.

You can find further information about local crime rates and trends via the crime mapper website available at [www.police.uk](http://www.police.uk) .

Marc Jones  
Police and Crime Commissioner for Lincolnshire

**PLEASE READ THIS QUARTERLY PERFORMANCE UPDATE REPORT WITH THE DATA PACK THAT ACCOMPANIES IT AND IN CONJUNCTION WITH THE GUIDANCE DOCUMENT WHICH HELPS TO EXPLAIN THEIR CONTENTS.**

## DEMAND

In the rolling 12 months to the end of June 2017 **all recorded crime** showed a 7.7% increase across the previous 12 months. This is below the 10% rise in national police recorded crime figures. It is reassuring to note that the latest data shows that Lincolnshire Police is ranked as having the 3<sup>rd</sup> lowest overall crime rate of all 43 forces in England and Wales. During this same period there has been a 1.8% increase in the number of **calls for service** experienced by the Force with a total of 166,037 being received. The Force is currently conducting analysis of this rise in demand to better understand the sources of the increase.

As part of a commitment to finding innovative new ways to communicate with the public and better deal with demand, on the 3<sup>rd</sup> April the Force introduced **online crime reporting** as a means of reporting non-emergency incidents. In addition, it plans to introduce “**Track my crime**” early in the second quarter of the year. “Track my crime” provides an online service for victims of crime which allows them to track the investigation of their crime as it happens. It won’t replace speaking to a police officer in person, but will provide victims with more choice about how and when they get information from the Force.

In response to **urgent rural calls** received in the preceding 12 months 74.8 % were responded to by officers within 20 minutes, and 80.5% of **urgent urban calls** within 15 minutes. This represents a slight decline in performance for rural and urban response times. Both response times are calculated to be within the expected variation in performance levels. In total there were 36,546 urgent incidents responded to in the 12 months to May 2017. This performance continues to be monitored as part of the performance governance meeting schedule.

In April the Home Office changed the way in which the crime of **Burglary** is recorded by all forces nationally. It introduced new categories of burglary depending on the circumstances of the incident. This means that no comparison with previous performance for this crime type can be made. However, I can report that in the month of May 2017 there were 316 Burglaries recorded under the new category of “Residential burglary”. As time progresses comparative analysis will become possible to better understand and compare Force performance in this area.

**Anti-social behaviour (ASB)** has seen a slight increase of 0.61 % with 20,394 incidents recorded in total over the preceding 12 months, it remains encouraging that there is an overall improving trend for ASB. The Force continues to work with partners to introduce a new improved ASB case management system to replace the outgoing Sentinel system.

Of concern to me is the growth in **sexual offences** of 9.7% over the preceding 12 months and in particular the 36.1% rise in the number of rapes recorded. As a result I have asked the Force to conduct further analysis to better understand this increase which represents a negative trend above the statistical variation we might expect to see. However Lincolnshire continues to have the 2<sup>nd</sup> lowest rate of sexual offences nationally and the 4<sup>th</sup> lowest number of reported rapes.

**Violence against the person** (with injury) has seen a 6.1% increase over the previous 12 months, although this is in line with an increase being experienced by all force areas, notably Lincolnshire are ranked as having 2<sup>nd</sup> lowest rate of this crime type nationally. The Force continues to combat this type of offending through Operation NOVA (No to Violence and Abuse).

There have been 5,495 incidents of **arson and criminal damage** in the previous 12 months this represents a 3% rise compared to the preceding 12 month period and Lincolnshire is currently ranked as having the 6<sup>th</sup> lowest rate of this crime type nationally.

In the rolling 12 month period to the end of June the Force recorded 420 incidents of **hate crime** with 46 of these occurring in June this represents a 34.6% rise compared to the previous 12 month period, and an increasing trend which is above the calculated tolerance we might expect to see. For this reason I have asked the Force to provide further analysis and information on the most prevalent types of hate crime and any particular emerging patterns in offending.

The indicator for **fraud / cybercrime** is based on the nationally published “Action Fraud” statistics. These relate to the number of referrals made to the Force by the national Action Fraud agency for potential further investigation. There has been a 6.7% increase over the previous 12 months with 2752 incidents referred to the Force with 276 of these being in May 2017. Prevention of this type of crime is a primary focus for the Force with the regional procurement of ‘Get Safe Online’ (GSO) having been completed. GSO are a not for profit organisation that provide support to many forces across the country through public events, business events, training and maintenance of a bespoke internet page with up to date guidance for the public and small businesses to access. This presents information on how to avoid becoming a victim of fraud / cybercrime.

## INTERVENTION

The performance measures for **crime file quality** are still being developed, as this is a very complex area of activity and selecting appropriate indicators of improvement is important. I will continue to monitor progress through the performance governance meetings. I have encouraged the Force to improve in this area, and they have recently implemented an improvement plan aligned with areas requiring improvement highlighted by HMIC. Improvement in this area will help deliver a better service to victims and have a positive impact on delivering swifter justice, reducing delays and costs across the criminal justice system for the police and key partners.

The number of ‘**Dash**’ forms submitted for incidents of domestic abuse has seen a slight rise of 0.38% year on year with a total of 10145 being submitted in the last 12 months. The number of incidents assessed as being **high risk** has also risen slightly by 0.5% in the same period. I have wholeheartedly endorsed a joint bid made in conjunction with other forces for Police Transformation Funding to pilot a ground breaking approach to improve the end-to-end support provided to both the victims and perpetrators of domestic abuse. I hope to hear the outcome of the bid in the 2<sup>nd</sup> quarter of the year.

The number of **crime scenes attended** by forensic officers has seen a reduction of 1.3%, in the last 12 months however the number of **forensic detections** achieved as a result has risen by 0.5% over the same period which continues a positive 3 year trend.

The number of persons detained in police cells under **Section 136 of the Mental Health Act** has seen a significant 35.8% fall in the last 12 months compared to the previous 12, with only 109 persons being detained in the period. This is a result of a concerted effort by the Force and dedicated partnership working supported by my office. I have funded a mental health crisis nurse in the Force control room to advise frontline staff and divert potential detainees away from the criminal justice system in to more appropriate care pathways. In addition, there is now a secure Section 136 suite provided by the NHS foundation trust which is designated as a place of safety for those in mental health crisis as an alternative to police detention. There is still much to do to in this area and my office is working with key partner agencies to develop a mental health strategy. I believe these performance measures indicate a large step in the right direction. This progress will reduce the demand on frontline staff, improve the treatment received by those in crisis and better serve the people of Lincolnshire.

The proportion of **out of court disposals** as a percentage of all disposals has seen a slight reduction by 0.57% to 4.88% in the last 12 months although this is within the tolerance we might expect to see I continue to monitor this performance as out of court disposals are a useful tool in providing a positive crime outcome without the need to bring cases to court for what are relatively low-level offences.

## OUTCOMES

The performance of **Firearms Licensing** and the service delivered has concerned me for some time and had reached an unacceptable level. For this reason in March 2017 I took the decision to make a significant investment both in additional resources to bolster current capacity and in a digitised system to transform the service provided and reduce the level of potential risk. Since March 2017 much work has been conducted to accurately measure performance and the capability of existing processes to establish a baseline from which to monitor future performance improvements. I can report that following this initial analysis, in June 2017 the proportion of **Shotgun licences renewed** within 8 weeks of an application being submitted is 54.2% and that the proportion of **new shotgun licenses granted** within 8 weeks following receipt of the application is 18.7 %. These figures indicate poor levels of service. I have placed Firearms Licensing under close scrutiny and my office is receiving weekly update reports on progress. Once the additional resources are fully operational and with the introduction of the digitised system planned for implementation in the Autumn I look forward to seeing sustained and significant improvement in these performance indicators and ultimately the level of service delivered to the public.

The overall proportion of **crimes that have had a positive outcome recorded** against them (i.e. crimes that have been 'solved') in the previous 12 months is 25.74% this represents a 3.2% reduction compared year on year and a downward negative 3 year trend.

I recognise that road safety is of concern to the people of Lincolnshire in particular enforcement of the **"Fatal 4" driving related offences**. A year on year comparison reveals that there has been a reduction in enforcement activity (tickets issued and arrests made). The percentage reductions are: – Speeding 26.76%, seatbelts 37%, mobile phone 46.39%, drink / drug driving 2.73% and dangerous driving 25.69% and these form part of a negative 3 year trend. In the last 12 months there have been 48 **people killed** on Lincolnshire's roads and 441 **seriously injured**. Comparing this with the previous 12 months reveals there has been a 4.35% rise in the number of people killed and a 44.59% increase in those seriously injured. Police enforcement is only one aspect of improving safety and how this fits into a broader strategy for road safety is a key consideration. I therefore plan to hold a road safety summit in November 2017 in conjunction with the Lincolnshire Road Safety Partnership. I shall be inviting government representatives, leading partners, motoring and transport organisations and road safety experts to discuss the latest thinking and potential approaches to improving the safety of the roads in Lincolnshire.

Measuring performance across a broader spectrum of activity is a primary focus of my "Safer Together" performance framework and I have therefore selected performance indicators from the wider criminal justice system including the courts. In March 2017 the proportion of **1<sup>st</sup> time guilty pleas** at **magistrates court** was 67% and at **Crown court** 38%. These represent a measure of how effective and efficient the prosecution process is at delivering justice. I am also monitoring the proportion of cases that end in a successful prosecution – in March 2017 the **conviction rate** at the **Magistrates court** was 85% and 88% at the **Crown Court**.

Compliance with the Victims Code of Practice (VCoP) and in particular the appropriate use of **"Victims Statements"** is important to me. In May 2017 the proportion of casefiles meeting the victims statement requirements was 66.7%. I will continue to monitor this level of performance as part of my overall drive to improve the service delivered to victims of crime.

**The Independent Custody Visiting Scheme (ICVS)** is a vital tool in ensuring we remain compliant with our statutory responsibilities to provide effective independent scrutiny of detainees treatment and the conditions in which they are held. There is a requirement to visit each 24 hour custody suite in Lincolnshire once per week. I can confirm we are meeting that requirement with **48 site visits** successfully conducted in the 1<sup>st</sup> quarter of 2017-18. During those site visits 144 detainees were offered a visit / interview with an independent custody visitor (Lay volunteer) of those 135 accepted, this represents a **94% acceptance rate**. I value the work of the dedicated volunteers who deliver this service and I want to promote greater awareness of the scheme. I have therefore agreed to publish further key performance data on my website in conjunction with regional ICVS partners. Details of the ICVS can be found on my website here: <https://lincolnshire-pcc.gov.uk/get-involved/independent-custody-visiting/>

## SATISFACTION

The **victim satisfaction** survey identifies the proportion of victims who were satisfied with the overall service they received from the Force. The average proportion satisfied over the last 12 months was 81.47% which represents a 1.25% increase on the previous 12 months and reflects a positive increasing 3 year trend. The proportion of victims who were satisfied with the way in which **the Force kept them informed** was 71.92% when compared to the previous 12 months this represents a slight reduction of 0.53% although there remains a positive improving 3 year trend. With the introduction of online crime reporting planned introduction of “Track my Crime” an online means for victims of crime to track the investigation of their crime as it happens and to choose how and when they get information from the Force – I look forward to reporting a continuing improvement in these satisfaction figures.

The National Crime Survey of England and Wales (**NCSEW**) **confidence measure** has over the last 12 months averaged 78.62 this equates to a 5.32% increase in comparison to the previous 12 months with the most recent month (December 2016) achieving a 78.8% result.

The satisfaction of participants in **restorative justice activities** is being measured as an indicator of the overall satisfaction with the outcome from the users perspective. The proportion of victims satisfied with the outcome of their **restorative justice conference** (criminal cases), in the last 12 months is 100%, this represents 14 cases involving 26 victims. In the same period the proportion of participants satisfied with the outcome of their involvement in **restorative mediation** (neighbourhood disputes) is 94% this refers to 8 cases involving 19 participants. I am pleased with the high levels of satisfaction expressed by the participants in these restorative justice activities which can have very beneficial impact on both victims and offenders.

I closely monitor the number and types of **complaints received by the Force** and the way in which they are dealt with by the Professional Standards Department (PSD). I have a Professional Standards governance meeting in place for just this purpose. I expect the highest standards of professionalism and ethical behavior as this is vital in maintaining the Forces legitimacy. In the last 12 months there have been a total of 543 complaints by the public made against Lincolnshire officers, 31 of which were in June 2017. I am pleased to report this represents a 4.74% reduction compared to the previous 12 months and reflects a reducing 3 year trend. Further complaints performance data and comparative data provided by the Independent Police Complaints Commission (IPCC) is published on the Force website here: <https://www.lincs.police.uk/resource-library/what-our-priorities-are-and-how-we-are-doing/complaints/>

The next quarterly performance update will be issued in October 2017, covering the period from July – September 2017.

**Note:**

Section 11 of the Police Reform and Social Responsibility Act requires a local policing body to publish the information which the body considers to be necessary to enable the persons who live in the body's area to assess:

- (a) the performance of the body in exercising the body's functions; and
- (b) the performance of the relevant chief officer of police in exercising the chief officer's functions.

Such information will be published on the Commissioner's website at the end of each quarter.

<http://www.legislation.gov.uk/ukpga/2011/13/enacted>

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