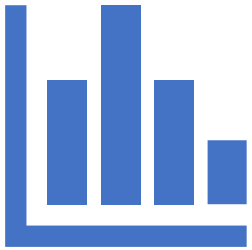
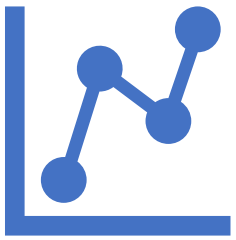
Public Assurance Meeting
Performance Report

5th December 2022





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Key
Areas of Focus

Introduction

This performance pack is to be used to support the Performance Review Meeting and inform the Office of Police & Crime Commissioner as to the performance of the force in relation to the Chief Constable's strategy of making Lincolnshire the safest place to live, work and visit.

The pack is based on the last three force performance boards, where issues of note will be tabled at the Public Assurance Meeting.

The data within this pack covers the **12 months to September 2022** with comparisons to the previous 12 months and pre-covid (where applicable)

The Statistical Process Charts (SPC) are graphs used to study how a process changes over time. The main aims of using SPC charts are to understand what is 'different' and what is 'normal'.

SPC charts require a minimum of 10 data points in order to create a valid chart, although there is increased reliability when using 20 or more data points. Data should also be plotted chronologically in date or process order, usually shown as distinct data points. The following are then calculated:
1) Average (mean) based on the previous rolling 36 months to end of the current / most recent reporting month. Any data sets that do not have a full 36 months, use the entire available data set, until a full 3 years are available.
2) Standard Deviations used to determine how far a value is from the mean. The SPC charts are set to two standard deviations.
3) Linear trends have been calculated on a rolling 36 months previous from the current measured value. Like the mean, if a full 36 months is unavailable, then the entire available data set is used, until a full 3 years are available.
4) Seasonal averages are based on the same month for the last 3 years, including the most recent year. For example, the seasonal average for December 2021 is calculated from the average of December 2019, December 2020 and December 2021.

Narrative/Insight for each section is provided in the blue shaded boxes where relevant

Note the tolerance levels have been re-set as the level of offending has returned to pre-covid levels

MAKING LINCOLNSHIRE SAFE
COMMUNITIES
PEOPLE
PARTNERS
CULTURE
CAPABILITY
STOP CRIME AND ASB
PROTECT FROM HARM
HELP THOSE IN NEED
WORKING TOGETHER TO MAKE LINCOLNSHIRE THE SAFEST PLACE TO LIVE, WORK AND VISIT

Performance Overview

Those shaded in Blue form part of the Beating Crime Plan	Current 12 months (to Sep 22) compared against: Pre-Covid Baseline Jul 18-Jun 19	Last 12 months	3 Year Trend	Tolerance		National Average (12 months to Aug)	MSG Average (12 months to Aug)
RESPONDING TO THE PUBLIC							
All Calls Received	-9%	-2%					
999 Calls Volume	19%	19%					
Call handling 999 answered in (10 seconds)	-3%	-2%					
Call handling 999 abandoned	0%	0%					
101 Calls Volume	-22%	-13%					
Call handling 101 answered in (3 minutes)		-20%					
Call handling 101 abandoned	9%	9%					
Single Online Home							
Urgent Response Times - Urban *last updated August*	-8%	-6%					
Urgent Response Times - Rural *last updated August*	-4%	-3%					
CRIME & INCIDENTS							
Calls for Service (Incidents)	-8%	-5%					
All Recorded Crime	5%	16%				13%	14%
NEIGHBOURHOOD CRIME							
Personal Robbery	10%	23%				14%	18%
Burglary - Residential	-26%	7%				3%	5%
Vehicle Crime	-16%	20%				12%	14%
Theft from Person	-45%	25%				60%	54%
ASB *last updated August*	-8%	-34%					
Rural Crime							
VIOLENCE & SERIOUS HARM							
Homicide	-29%	-17%				5%	-1%
Violence with Injury	14%	25%				17%	19%
Violence Without Injury	23%	21%				15%	16%
Killed & Seriously Injured	-10%	-1%					
VAWG							
Domestic Abuse Incidents (DASH)	8%	4%					
Sexual Offences - Rapes (Total)	51%	15%				15%	18%
Sexual Offences - Rapes (Non-Recent)	31%	-2%					
Stalking & Harassment	35%	6%				6%	7%

Performance Overview

Those shaded in Blue form part of the Beating Crime Plan	Current 12 months (to Sep 22) compared against: Pre-Covid Baseline Jul 18-Jun 19	Current 12 months (to Sep 22) compared against: Last 12 months	3 Year Trend	Tolerance		National Average (12 months to Aug)	MSG Average (12 months to Aug)
VULNERABILITY							
Repeat Victims							
Child Sexual Exploitation	-24%	-19%					
Missing Persons	-21%	14%					
Hate Crimes	17%	12%					
Mental Health Incidents *last updated August*	77%	34%					
Mental Health S.136	52%	4%					
SERIOUS & ORGANISED CRIME							
Drug Offences	-28%	-14%				-9%	-13%
Firearms Offences (to June 2022)		126%				2%	
Knife Crime (to June 2022)		23%				8%	
Modern Slavery & Human Trafficking							
MANAGING OFFENDERS							
Suspects Outstanding							
Suspects Wanted on Arrest							
Arrests							
BAIL	78%	-4%					
RUI	-19%	-3%					
Re-Offending							
Ancillary Orders							
INVESTIGATIONS							
Forensics							
Outcomes - Positive	-6%	11% (-2%)				12%	14%
Outcomes - Out of Court Disposals	-1%	2% (-1%)				3%	3%
Criminal Justice							
VICTIM SATISFACTION & CONFIDENCE							
VCOP							
User Satisfaction - Kept Informed	-1%	2%					
User Satisfaction - Overall	-6%	-1%					
User Satisfaction - Confidence							

We will have sustained success in reducing overall crime and anti-social behaviour over the next 5 years

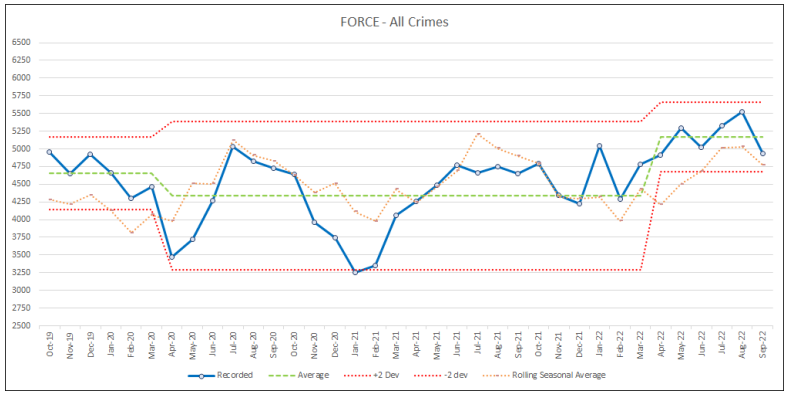
We will see sustained reductions in offending

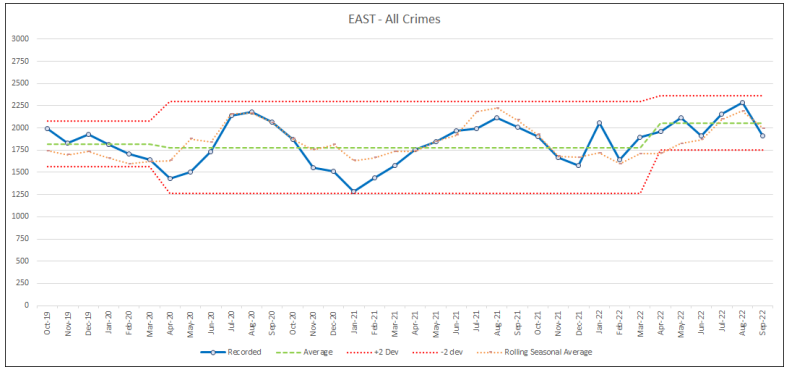
Crime & ASB Summary

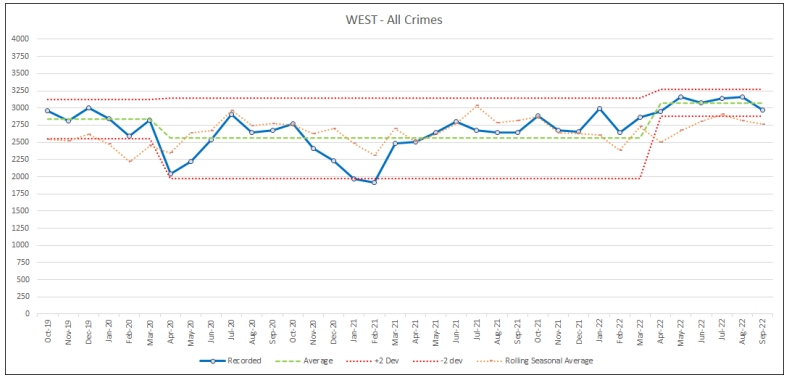
KEY CRIME & ASB INDICATORS					Sep-2022
Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 months	Trend	Tolerance
All Crimes	58488	4.82%	15.58%	↑	✓
VATP	23952		16.94%	↑	✓
Homicide	10	-28.57%	-16.67%	↑	✓
VATP with Injury	6874	14.03%	25.26%	↑	✓
VATP Without Injury	7552	22.80%	21.09%	↑	✓
Stalking & Harassment	7778	35.51%	6.27%	↑	✓
Sexual Offences	2568		24.24%	↑	✓
Rape	957		15.44%	↑	✓
Other Sexual Offences	1611		30.13%	↑	✓
Burglary	3308		12.29%	↓	✓
Burglary - Residential	2178	-26.04%	6.66%	↓	✓
Burglary - Business	1130		25.00%	↓	✓
Robbery	374		25.50%	↑	✓
Personal Robbery	331	9.60%	23.51%	↑	✓
Business Robbery	43		43.33%	↓	✓

KEY CRIME & ASB INDICATORS					Sep-2022
Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 months	Trend	Tolerance
Theft (exc Vehicles)	10457		21.37%	↑	✓
Theft from Person	167	-44.70%	24.63%	→	✓
Bicycle Theft	930		14.67%	↑	✓
Shoplifting	4784		24.91%	↑	✓
Other Theft	4576		19.14%	↑	✓
Vehicle Crimes	2576	-16.17%	20.26%	↓	✓
Theft of Vehicle	816		17.24%	↑	✓
Theft from Vehicle	1351		28.79%	↓	✓
Drugs Offences	1378	-28.08%	-13.88%	↓	✓
Drugs Trafficking	319		-32.56%	↓	✓
Drugs Possession	1059		-6.03%	↓	✓
Arson & Criminal Damage	6763		13.28%	↑	✓
Public Order	5211		9.71%	↑	✓
Possession of Weapons	534		8.54%	↓	✓
Crimes Against Society	1368		10.41%	↑	✓

Stop Crime & ASB – Overall Recorded Crime







All Crime

Local Policing Team Area	Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
EAST	23318	23071	-247	-1.07%	23071	20914	2157	10.31%	↑	✓
WEST	32350	35183	2833	8.05%	35183	29707	5476	18.43%	↑	✓
FORCE	55668	58488	2820	4.82%	58488	50603	7885	15.58%	↑	✓

All Recorded Crime

Force

58,488 crimes recorded in current 12 month period
+5% increase on the pre Covid level
+15.5% increase on previous 12 months

East

23,017 crimes recorded in current 12 month period
-1% decrease on the pre Covid level
+10% Increase on previous 12 months

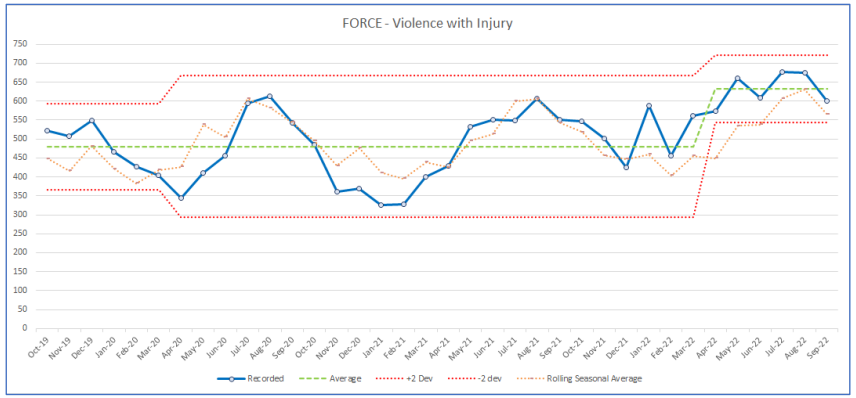
West

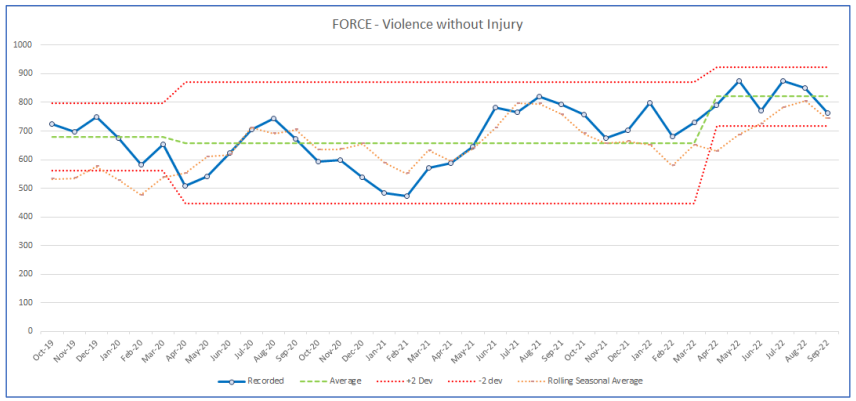
35,183 crimes recorded in current 12 month period
+8% increase on the pre Covid level
+18% increase on previous 12 months

All Recorded Crime

As expected, the summer peak in crime demand has reduced and we are now slightly above where we were pre-covid. Lincolnshire is following the National trend of returning to pre-covid levels of offences, but it is not an accepted position, and we look towards prevention of crime and disorder rather than a purely reactive response.

Stop Crime & ASB – Violence





Violence with Injury

Local Policing Team Area	Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
EAST	2741	2966	225	8.21%	2966	2559	407	15.90%	↑	✓
WEST	3287	3880	593	18.04%	3880	2929	951	32.47%	↑	✓
FORCE	6028	6874	846	14.03%	6874	5488	1386	25.26%	↑	✓

Violence without Injury

Local Policing Team Area	Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
EAST	3342	3948	606	18.13%	3948	3479	469	13.48%	↑	✓
WEST	4210	5302	1092	25.94%	5302	4180	1122	26.84%	↑	✓
FORCE	7552	9274	1722	22.80%	9274	7659	1615	21.09%	↑	✓

Violence - Analysis

Analysis suggests that increases are driven by the high-volume categories of Common Assault and AOABH. 2022 is the first year without any COVID restrictions, and since March 2021 (when restrictions were first eased) the totals of assaults occurring in town centres, public spaces and hospitality venues (particularly in Lincoln & Skegness) at weekends and later at night, have increased.

As we enter the Christmas period, we have violence reduction plans in place in hotspot areas, and we continue to work with our partners, including licensing, to target problem locations/premises.

Violence

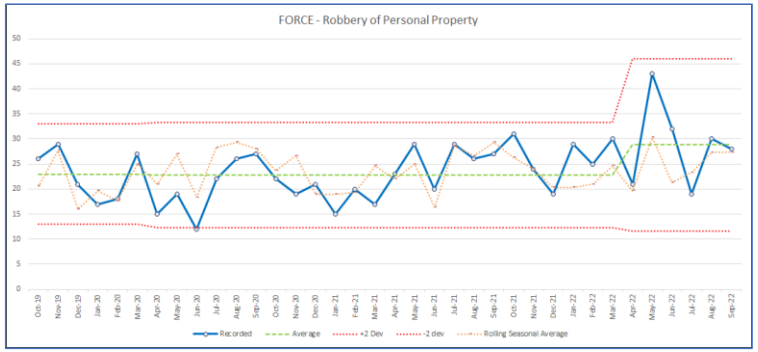
Violence with Injury

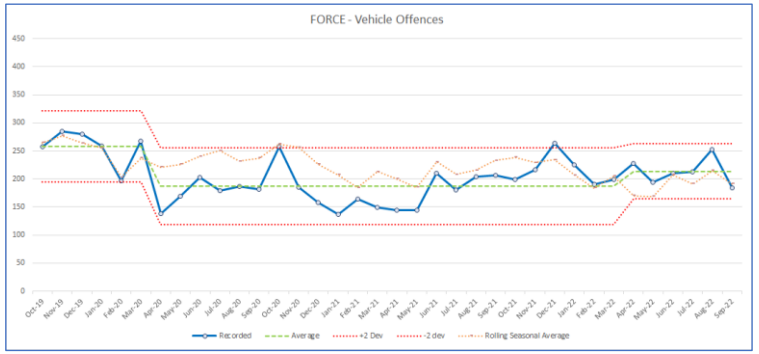
6874 crimes recorded in current 12 month period
+14% increase on the pre Covid level
+25% increase on previous 12 months

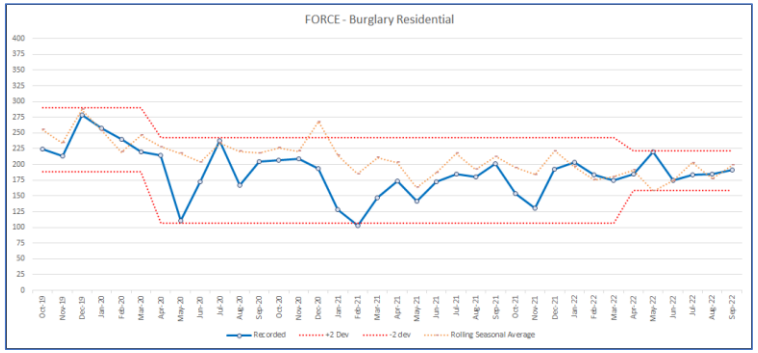
Violence Without Injury

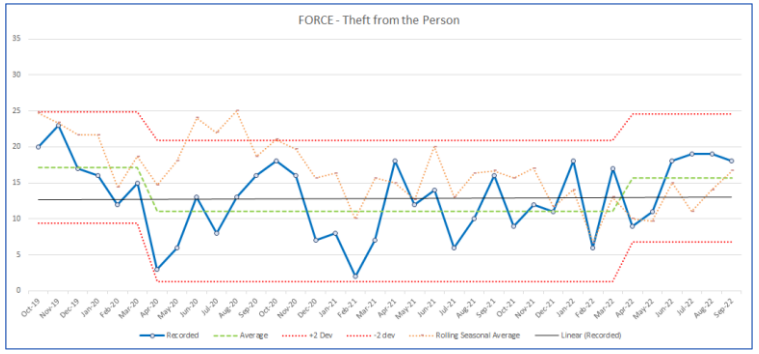
9274 crimes recorded in current 12 month period
+23% decrease on the pre Covid level
+21% increase on previous 12 months

Stop Crime & ASB – Neighbourhood Crime









Robbery of Personal Property

Local Policing Team Area	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	302	331	29	9.60%	331	268	63	23.51%	↑	✓

Burglary Residential

Local Policing Team Area	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	2945	2178	-767	-26.04%	2178	2042	136	6.66%	↓	✓

Vehicle Offences

Local Policing Team Area	Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	3073	2576	-497	-16.17%	2576	2142	434	20.26%	↓	✓

Theft from the Person

Local Policing Team Area	Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	302	167	-135	-44.70%	167	134	33	24.63%	↑	✓

Neighbourhood Crime

Robbery of Personal Property

331 crimes recorded in current 12 month period
+10% increase on the pre Covid level
+23% increase on previous 12 months

Residential Burglary

2178 crimes recorded in current 12 month period
-26% decrease on the pre Covid level
+7% increase on previous 12 months

Neighbourhood Crime

Vehicle Offences

2576 crimes recorded in current 12 month period
-16% decrease on the pre Covid level
+20% increase on previous 12 months

Theft from the Person

167 crimes recorded in current 12 month period
-45% decrease on the pre Covid level
+25% increase on previous 12 months

Neighbourhood Crime

(As determined by the Governments Beating Crime Plan: Residential Burglary, Vehicle Crime, Personal Robbery, Theft from Person)

Robbery of Personal Property is showing a 10% increase compared to pre-covid levels. Spike in May in Lincoln (20 offences)

Apart from Theft from the Person, our offences are increasing at a higher rate than our most similar forces.

We continue to target vulnerable locations, identify hotspots and promote crime prevention through target hardening advice and inform the public regarding crime prevention support

Stop Crime & ASB – Crime - National Ranking – 12 months to June 2022

	% increase / decrease 12 months to Jun 22 (compared to prev. 12 mths)		Lincs Ranking Offences per 1000 pop. (Low is good)	Change from last Qtr
	ENGLAND & WALES	Lincolnshire		
Total recorded Crime Excluding Fraud	+13	+9	12th (was 12th)	→
Violence against the person	+13	+13	15th (was 14th)	↓
Homicide	+13	(numbers too small)	-	
Violence with injury	+17	+18	14th (was 13th)	↓
Violence without injury	+16	+22	16th (was 15th)	↓
Stalking and harassment	+7	+1	15th (was 14th)	↓
Death or serious injury - unlawful driving	-1	(numbers too small)	-	
Sexual offences	+20	+28	21st (was 20th)	↓
Robbery	+10	+29	16th (was 15th)	↓
Theft offences	+17	+9	17th (was 17th)	→
Burglary	+4	+7	28th (was 26th)	↓
Domestic burglary	-	+3	23rd (was 21st)	↓
Non-domestic burglary	+13	+18	32nd (was 33rd)	↑
Vehicle offences	+10	+17	11th (was 11th)	→

	% increase / decrease 12 months to Jun 22 (compared to prev. 12 mths)		Lincs Ranking Offences per 1000 pop. (Low is good)	Change from last Qtr
	ENGLAND & WALES	Lincolnshire		
Theft from the person	+66	+1	1st (was 1st)	→
Bicycle theft	-1	-7	25th (was 25th)	→
Shoplifting	+18	+7	33rd (was 34th)	↑
All other theft offences	+27	+11	10th (was 12th)	↑
Criminal damage and arson	+8	+3	19th (was 19th)	→
Drug offences	-13	-22	9th (was 8th)	↓
Possession of weapons offences	+13	+2	19th (was 18th)	↓
Public order offences	+15	+3	9th (was 9th)	→
Miscellaneous crimes against society	-1	+6	21st (was 21st)	→
Knife Crime (37 forces using new methodology)	+8	+23	24th (was 23rd)	↓
Fraud & Computer Misuse offences referred by Action Fraud	-21	-24		
Firearms Offences	+2	-		

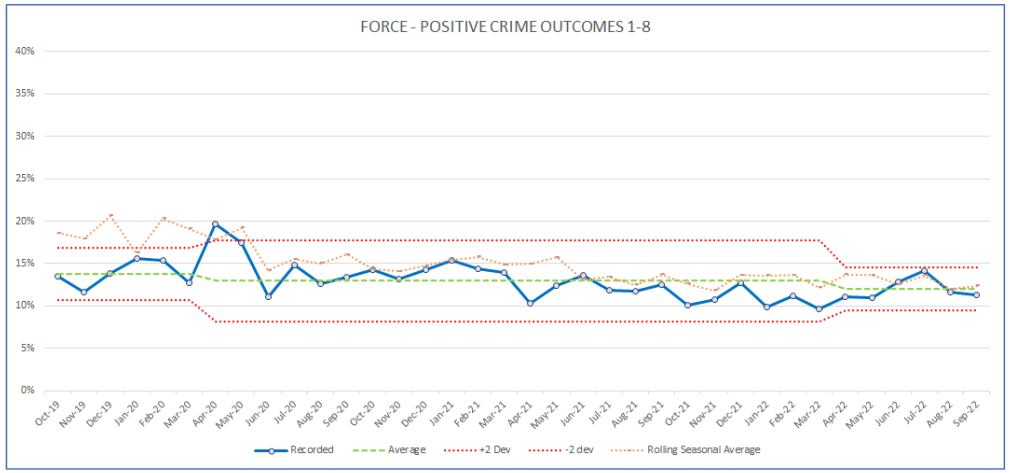
Source: Data is taken from the latest Office of National Statistics (ONS) crime publication – year ending March 2022 Crime in England and Wales: year ending June 2022 - Office for National Statistics (ons.gov.uk)

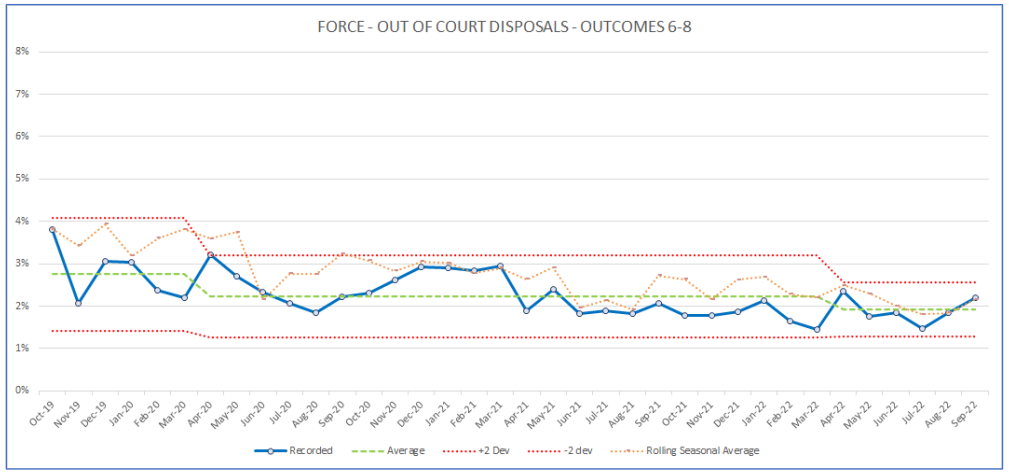
Ranking is based on the number of offences per 1000 population, except knife crime which is based on 100,000 population

Key: Ranking Quartile

1st	2nd	3rd	4th

Stop Crime & ASB – Positive Outcomes





Force - Outcomes

	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison		Comparison			Statistical	
		This Year	Change	This Year	Last Year	Change	Trend	Within Varience
Positive Outcomes	8832	6375	-27.82%	6375	6583	-3.16%		
	16.95%	11.37%	-5.58%	11.37%	13.15%	-1.78%	↓	✓
Out of Court Disposals	1736	1059	-39.00%	1059	1180	-10.25%		
	3.31%	1.85%	-1.46%	1.85%	2.37%	-0.52%	↓	✓

Positive Outcomes

1 = Charge, 2 = Youth Caution, 3 = Adult Caution, 4 = TIC
6 = Penalty Notice, 7 = Cannabis Warning , 8 = Community Resolution

6375 positive outcomes recorded in the last 12 months
-28% decrease on the pre Covid level
-3% decrease on previous 12 months

On average 11% of all outcomes recorded are positive outcomes (last 12 months)
-6% decrease on the pre Covid level
-2% decrease on previous 12 months

Out of Court Disposals

6 = Penalty Notice, 7 = Cannabis Warning , 8 = Community Resolution

1059 out of court disposals recorded in the last 12 months
-39% decrease on the pre Covid level
-10% decrease on previous 12 months

On average 2% of all outcomes recorded are out of court disposals (last 12 months)
-1% decrease on the pre Covid level
-1% decrease on previous 12 months

Stop Crime & ASB – Positive Outcomes - Breakdown

Offence Type	Positive Outcome Rate	E&W Average
VATP with Injury	10%	13%
VATP without Injury	7%	9%
Rape	4%	5%
Other Sexual Offences	5%	9%
Robbery – Personal	8%	8%
Robbery - Business	31%	20%
Burglary – Business / Community	7%	9%
Burglary Residential	3%	5%
Vehicle Crime	3%	2%
Theft from Person	2%	1%
Bicycle Theft	4%	2%
Shoplifting	19%	19%
All Other Theft	2%	2%
Arson & Criminal Damage	7%	8%
Drug Offences	57%	71%
Possession of Weapons	43%	41%

Outcomes

The table on the left shows the breakdown of positive outcome rate per offence type against the England & Wales average positive outcome rate (source: foresight 12 months to Aug 2022)

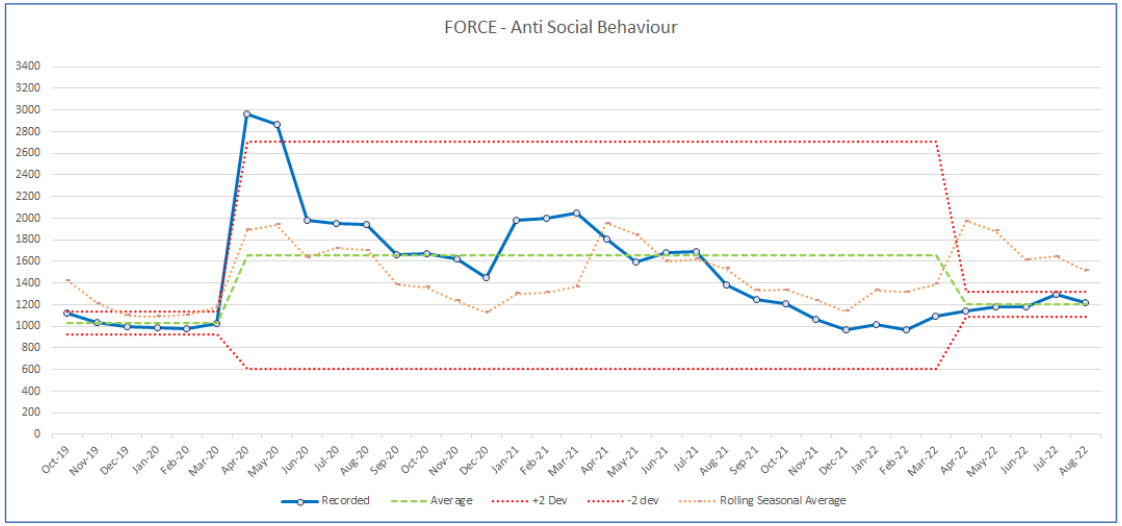
Outcome – Position

Our rates are in the main comparable with the England & Wales average except for:
Business Robbery – 11% higher
Drug Offences – 14% lower

We have established an outcomes improvement plan to ensure we obtain the best evidence possible and best result for the victim.

Stop Crime & ASB – Anti-Social Behaviour

Due to changes to Guardian – ASB data is unable to be extracted at this time - Data to end of August only



Anti Social Behaviour

Local Policing Team Area	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
EAST	5840	5017	-823	-14.09%	5017	8294	-3277	-39.51%	↓	✓
WEST	8956	8583	-373	-4.16%	8583	12283	-3700	-30.12%	↓	✓
FORCE	14796	13600	-1196	-8.08%	13600	20577	-6977	-33.91%	↓	✓

ASB

13,600 incidents recorded in current 12 month period
-8% decrease on the pre Covid level
-34% decrease on previous 12 months

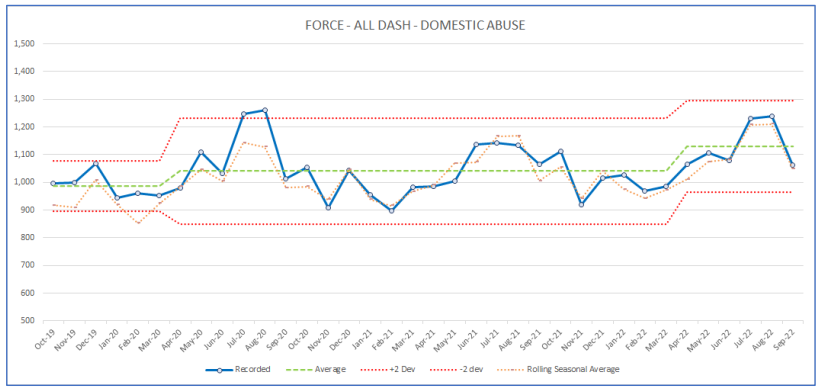
Incidents below expected levels and are below pre-covid volumes

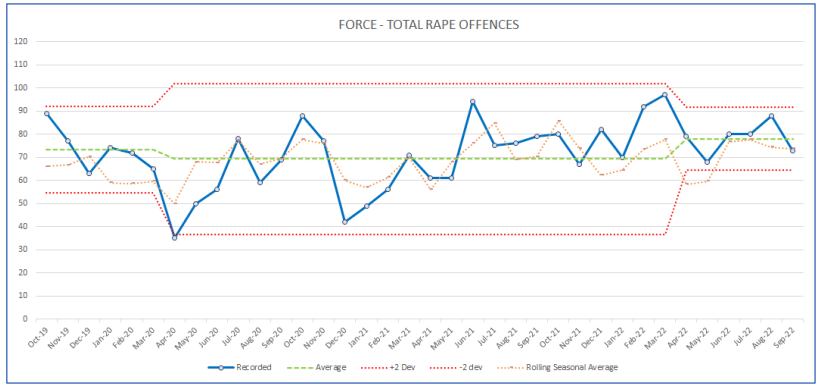
Protect from Harm

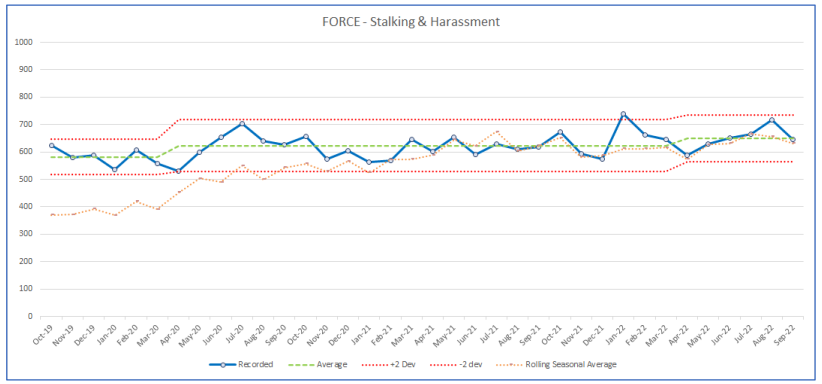
We will have communities who feel safe and protected from harm

We will have a sustained reduction in repeat victimisation, abuse and exploitation

Protect from Harm - Domestic Abuse / Rape / Stalking & Harassment







Domestic Abuse

	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
Number of DASH	11815	12809	994	8.41%	12809	12310	499	4.05%	↑	✓

Rape

	Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This year	Last Year	Volume Change	% Change	Trend	Within Variance
Total Rapes	632	956	324	51.27%	956	829	127	15.32%	↑	✓

Stalking & Harassment

Local Policing Team Area	Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	5740	7778	2038	35.51%	7778	7319	459	6.27%	↑	✓

DA Referrals

As a result of improvements to the police referral pathways over the last 2 years, police have made 71% of all referrals to specialist support services (last 12 months) – significantly more than any other agency.

Rape

956 rapes recorded in the last 12 months
93% against females and 7% against males
26% of rapes recorded were non-recent (365+ days between occurrence and reporting)

The NPA with the most rape occurrences are South Holland & West Lindsey. 65% of rapes occurred in a dwelling with 37% of rapes having a domestic flag and 22% having an alcohol flag.

29% of the rapes recorded in the last 12 months remain unresolved. Of those finalised, 27% are outcome 15 (named suspect, victim supports but evidential difficulties) and 21% are outcome 16 (victim declines/withdraws support – named suspect identified)

Violence Against Women & Girls

Domestic Abuse - DASH

12809 DASH recorded in current 12 month period
+8% increase on the pre Covid level
+4% increase on previous 12 months

Sexual Offences - Rape

956 Rapes recorded in current 12 month period
+51% increase on the pre Covid level
+15% increase on previous 12 months

Stalking & Harassment

7778 recorded in current 12 month period
+35% increase on the pre Covid level
+6% increase on previous 12 months

Protect from Harm – Violence Against Women & Girls

Criminal justice offences

The below list relates to Home Office recorded crimes which have been identified as being 'in scope' for VAWG.

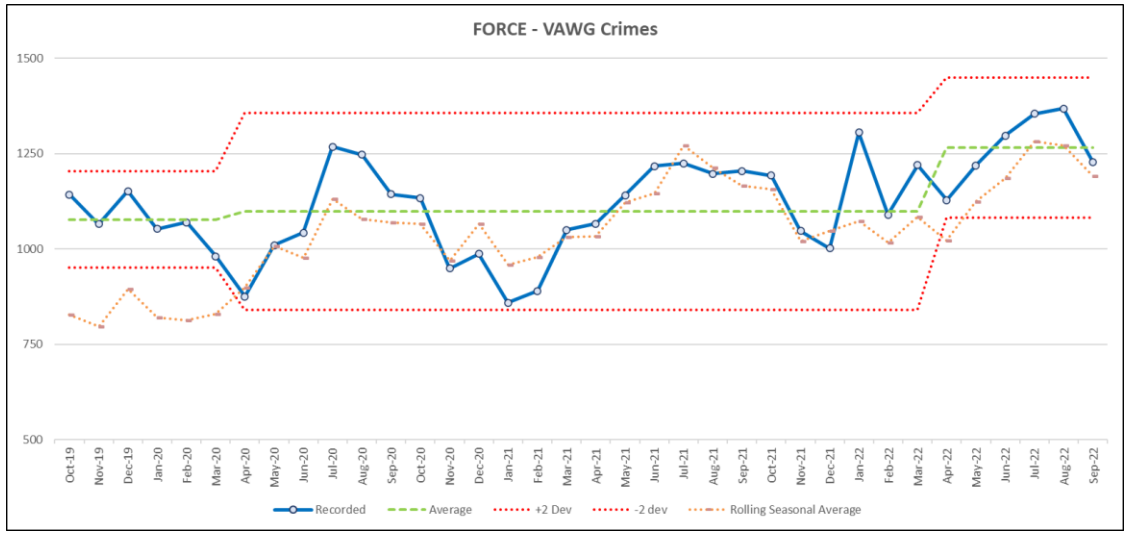
- All domestic violence / abuse
- Honour based abuse including Forced marriage and FGM
- Non domestic Homicide; Rape; Other sexual offences; Violence with injury, Public Order.
- Non domestic Exploitation of prostitution; Stalking and harassment; Public fear, alarm, distress; Modern slavery.

Principles

- At least one victim is female
- Victim (s) can be aged over 10 years with girls classed as under 18 (using UN definition of a child).
- Gender of perpetrator is not a determining factor of whether something is included as VAWG.
- In VAWG offences, perpetrator can be of any gender or age.
- Offences where gender of perpetrator is unknown should be included.

VAWG Crimes

Local Policing Team Area	Baseline (Jul 18 - Jun 19)	Baseline Comparison			12 Month Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
EAST	5164	6075	911	15.00%	6075	5538	537	9.70%	↑	✓
WEST	6758	8229	1471	17.88%	8229	7343	886	12.07%	↑	✓
FORCE	11922	14304	2382	16.65%	14304	12881	1423	11.05%	↑	✓



Top VAWG offences in the data period (Oct 21-Sep 22)

Stats Classification Desc	Sum:	% of VAWG
Assault - S47 - AOABH assault occasioning actual bodily harm	2388	17%
Assault - S39 - Common assault	1851	13%
Sending letters etc with intent to cause distress or anxiety (Malicious Comms Act)	1331	9%
S2 Harassment without violence	1208	8%
Engage in controlling / coercive behaviour in an intimate / family relationship	1155	8%

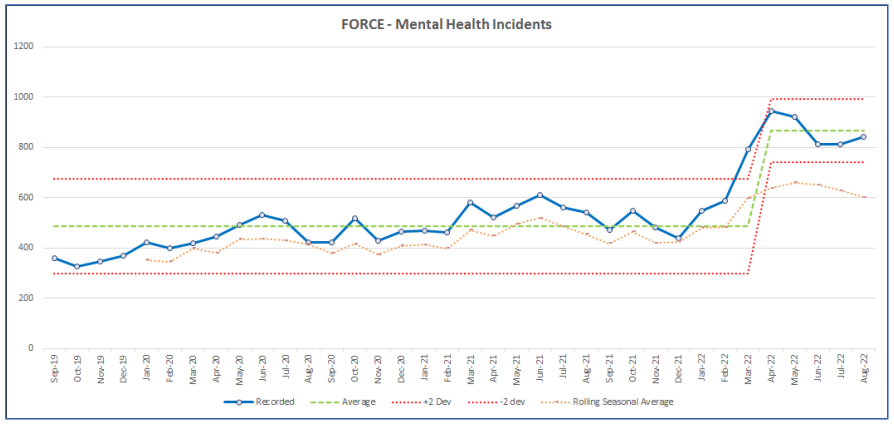
Violence Against Women & Girls

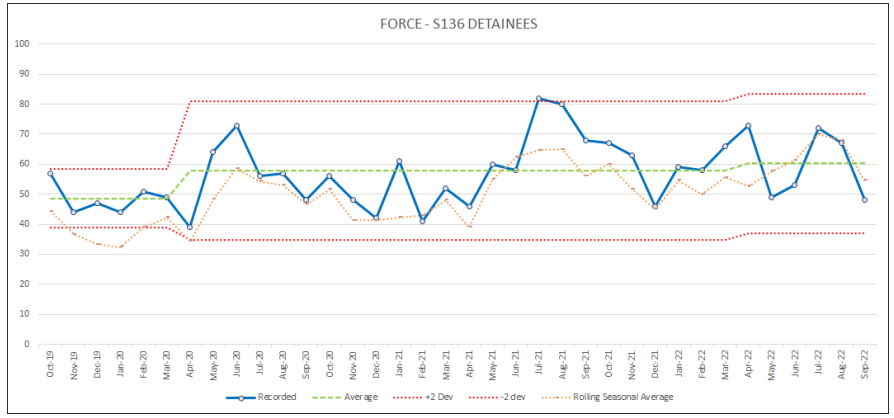
We continue to support the national VAWG strategy with good engagement from external partners. The local delivery plan working group was reviewed by the OPCC VAWG Assurance Panel on Monday 15th August.

'StreetSafe' reporting continues to be promoted across the county. This data is being shared and positive action taken, for example, our community told us they felt unsafe near a specific Lincolnshire building on five different dates due to the lack of lighting and Police teams have worked with the owner to improve the lighting in the area. Without StreetSafe reporting the owner would not have known how it feels for the public as their staff use a different car park and entrance to the premise.

Protect from Harm - Mental Health – S.136

Due to changes to Guardian – Mental Health Incident data is unable to be extracted at this time - Data to end of August only





Mental Health Incidents

Local Policing Team Area	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year (Sep 21-Aug 22)	Last Year (Sep 20-Aug 21)	Volume Change	% Change	Trend	Within Variance
EAST	1845	3185	1340	72.63%	3185	2343	842	35.94%	↑	✓
WEST	2781	5018	2237	80.44%	5018	3804	1214	31.91%	↑	✓
FORCE	4626	8203	3577	77.32%	8203	6147	2056	33.45%	↑	✓

Mental Health - S136 Detentions

	Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
S136 Detentions	475	721	246	51.79%	721	694	27	3.9%	↑	✓

Mental Health

Mental Health Incidents

8203 recorded in current 12 month period

+77% increase on the pre Covid level

+33% increase on previous 12 months

Mental Health S.136 Detentions

721 recorded in current 12 month period

+52% increase on the pre Covid level

+4% increase on previous 12 months

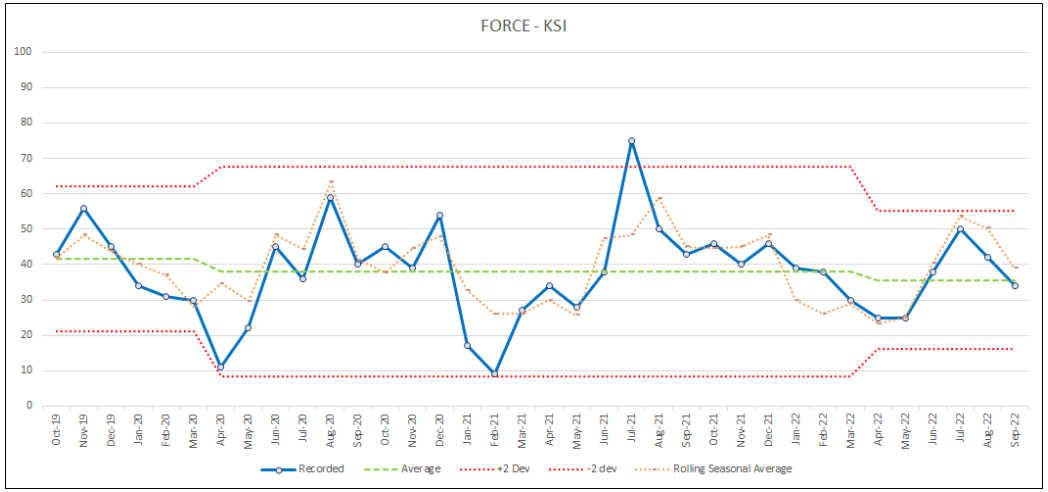
	S136 detentions Sept 21 – Aug 22
Lincolnshire	741
Northamptonshire	526
Nottinghamshire	375
Leicestershire	274
Derbyshire	231

Mental Health

With increases in incidents and S136 detentions, dealing with those who are suffering with their mental health continues to put significant strain on police resources, with instances of officers waiting in excess of 24 hours for specialist places of safety to become available. We have a number of tactical interventions and support in place such as provision of a mental health practitioner within the force control room, two rapid response vehicles with mental health workers to deploy to scenes as required, 24/7 advise line for officers prior to making a S136 arrest, two health-based places of safety at Lincoln County hospital, and two-day mental health training and guidance for frontline officers.

It is recognised that our partner agencies are also facing significant challenges with demand and capacity and we continue to work with them to find the best solutions. A number of strategic risks have been escalated to the County Health & Wellbeing Board, to ensure the critical infrastructure for mental health crisis in Lincolnshire is fit for purpose.

Protect from Harm – Road Safety



Road Safety - KSI

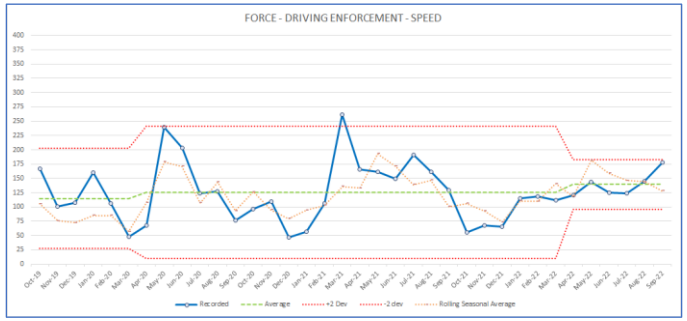
	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
Killed	68	37	-31	-45.59%	37	46	-9	-19.57%	↓	✓
Seriously Injured	437	416	-21	-4.81%	416	413	3	0.73%	↑	✓
KSI Total	**505**	**453**	**-52**	**-10.30%**	**453**	**459**	**-6**	**-1.31%**	↑	✓

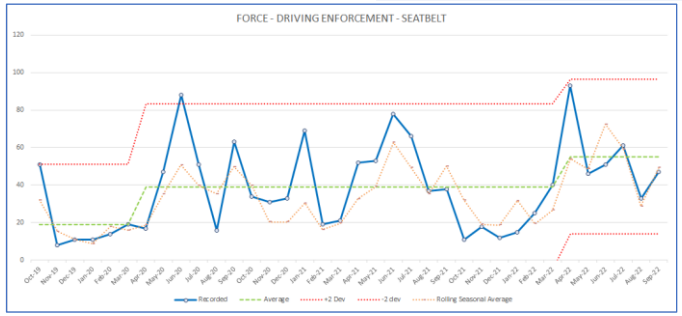
KSI

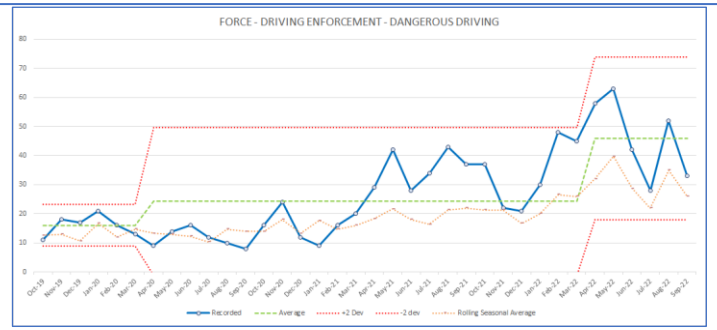
453 KSI recorded in current 12 month period
-10% decrease on the pre Covid level
+-1% decrease on previous 12 months

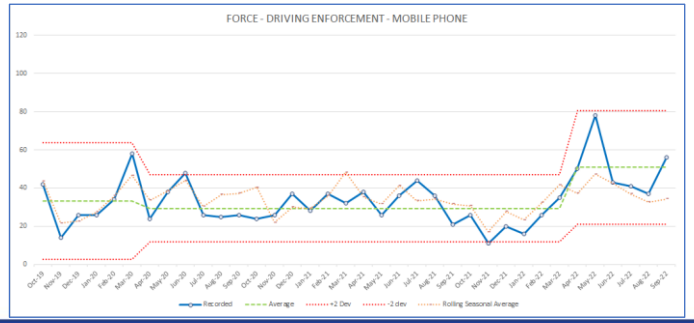
Driving Enforcement

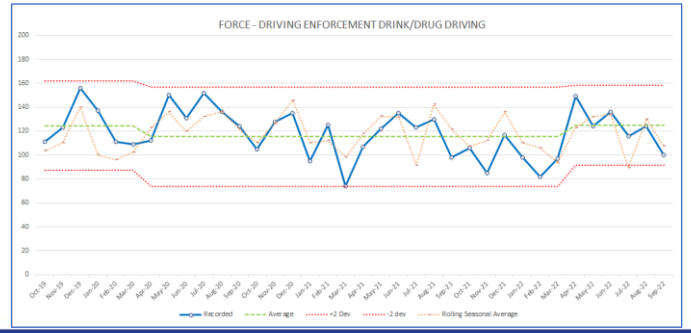
Tickets a month (on average, last 12 months)
Speed = 114
Seatbelts = 38
Mobile phones = 36
Dangerous driving = 40 (inc. arrests)
Drink/Drug driving = 111 (inc. arrests)











Road Safety

The number of those killed or seriously injured on our roads continues to be of concern and as expected there was an increase in July, although not as high as last year.

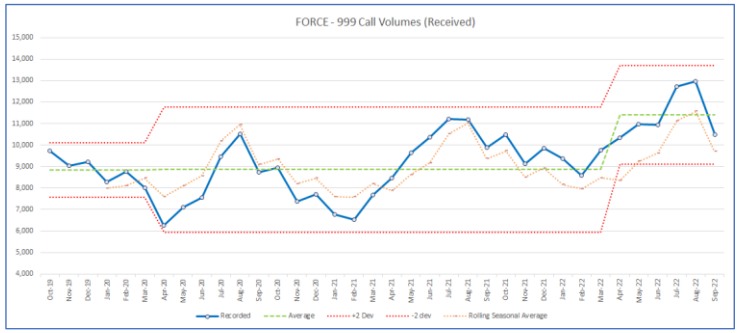
The levels of enforcement against the fatal four offences (speeding, mobile phone use, no seatbelt and drink/drug driving) is starting to show some improvements as the new Roads Policing Team start to come out of training and become operational.

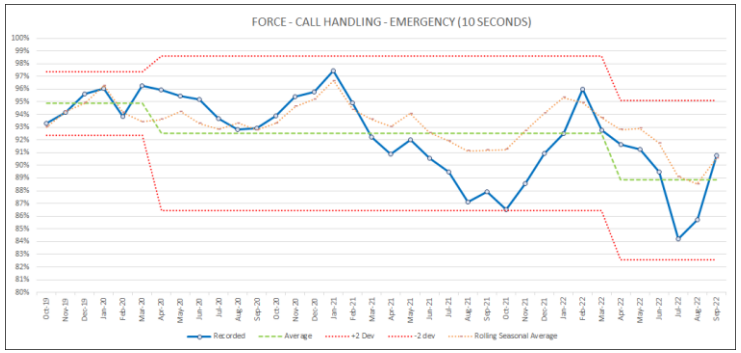
Help those in Need

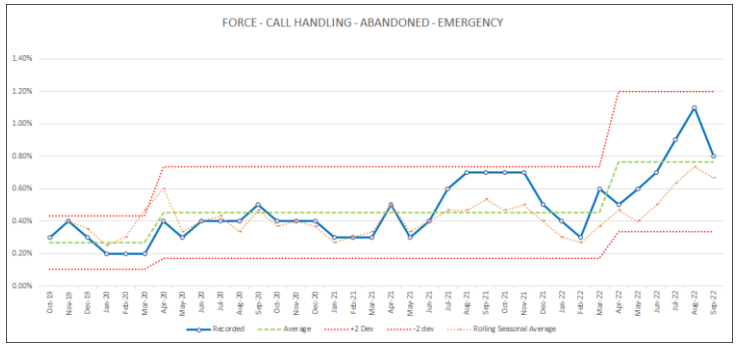
We will be people focused and offer the highest standard of care with sustained reductions in repeat calls for service

We will have strong partnerships with common goals and clearly defined support pathways for those in most need

Help those in Need – Responding to the Public - 999







Call Volumes - 999 Calls Received

	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
999 Calls	105247	125615	20368	19.35%	125615	105758	19857	18.78%	↑	✓

Call Handling - Emergency (10 seconds)

	Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
% within 10 seconds	93.50%	90.03%	-	-3.47%	90.03%	92.30%	-	-2.27%	↓	✓

Call Handling - Abandoned

	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
Abandoned 999	0.43%	0.65%	-	0.23%	0.65%	0.44%	-	0.21%	↑	✓

999 call volumes
125,615 calls received in last 12 months
+19% increase on the pre Covid level
+19% increase on the last 12 months

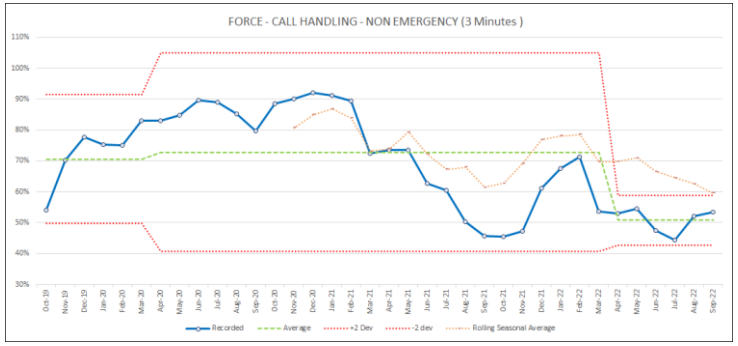
999 call handling (10 seconds)
90% answered within 10s (latest 12 months)
-3% decrease on the pre Covid level
-2% decrease on the last 12 months
August/September showing signs of recovery

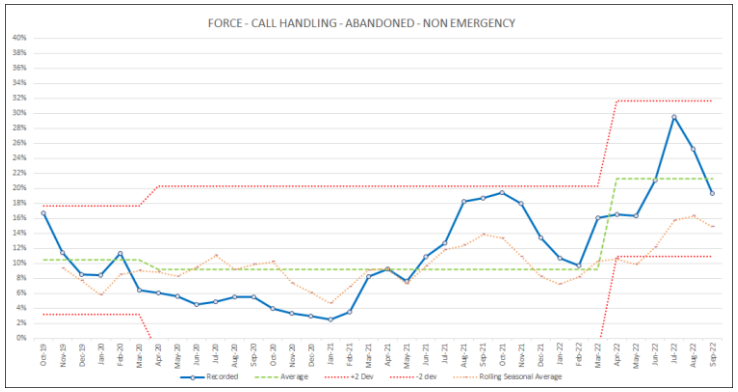
999 calls abandoned
0.65% calls abandoned in last 12 months (average)
+0.23% increase on the pre covid level
+0.21% increase on the previous year

999 Call Volumes / Call Handling
The number of 999 calls has fallen, as expected, following the peak in Summer demand. This in turn has improved call handling with more calls being answered within 10 seconds and less calls being abandoned.

Analysis of 999 increases
Compared to pre-covid demand:
All grades of 999 response has increased, the biggest increase in non-attendance calls (+86%)
All categories of urgent response calls have increased, the biggest increases seen in concern for safety and violence
All types of incident qualifiers have increased, the biggest increases seen in mental health, alcohol related and domestic incidents

Responding to the Public – 101





Single On-Line Home

SOH asks whether another method had been tried before reporting through SOH. Whilst most forms are blank the majority of respondents had either used SOH as a first means of reporting or had initially tried the 101 reporting channel but then switched to SOH (indication of abandonment)

Call Handling - Non Emergency (3 Minutes)

	Comparison				Statistical	
	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
% within 3 minutes	54.3%	74.1%	-	-19.9%	↓	✓

Call Handling - Abandoned

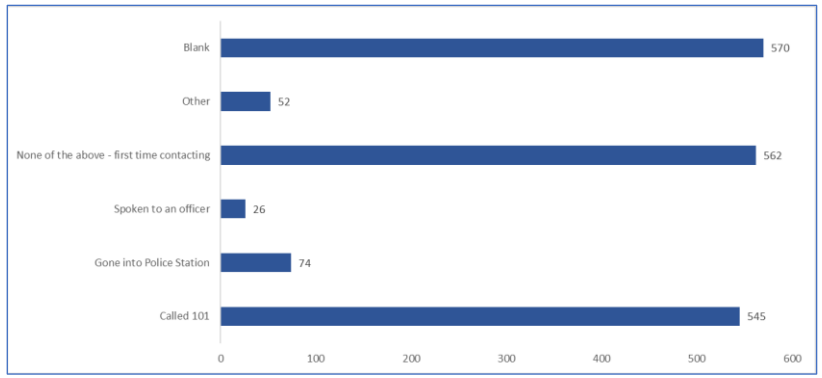
	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
Abandoned 101	8.92%	17.93%	-	9.02%	17.93%	8.57%	-	9.37%	↑	✓

101 call handling (3 minutes)
54% answered within 3 minutes (latest 12 months)
-20% decrease on the last 12 months

101 calls abandoned
18% calls abandoned in last 12 months (average)
+9% increase on the pre covid level
+9% increase on the previous year

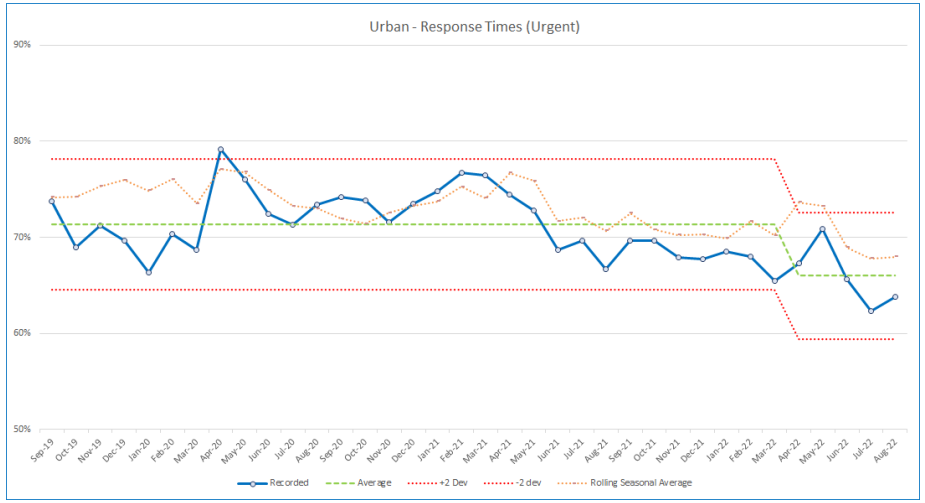
101 Call Handling

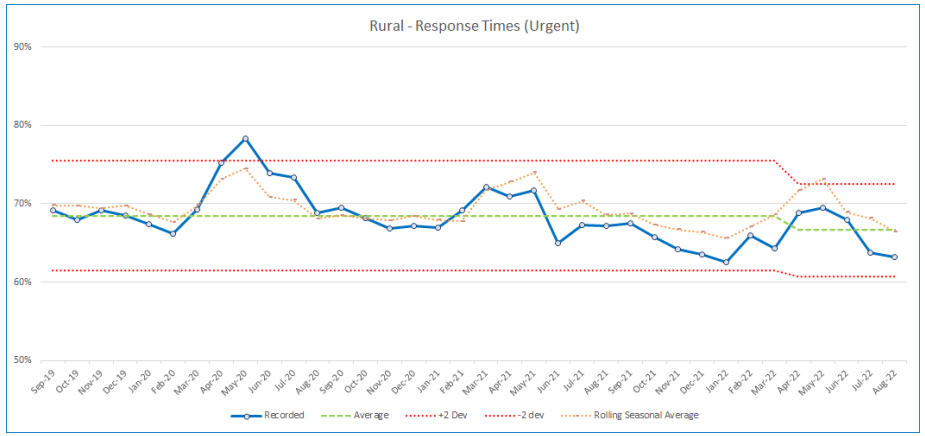
As we move past the peak of summer demand, the call handling position for 101 starts to improve in both the 3 minute answering time and abandonment rate – however, it is not yet at the expected service levels of 65% of 101 calls to be answered within 3 minutes and an abandonment rate of no higher than 6%.



Responding to the Public - Urgent Response

Due to changes to Guardian – Response data is unable to be extracted at this time - Data to end of August only





Response Times

Local Policing Team Area	Pre COVID Baseline avg (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		Latest 12 month avg	Volume Change	% Change	Latest 12 month avg	Previous 12 months avg	Volume Change	% Change	Trend	Within Variance
RURAL	69.17%	65.60%	-	-3.57%	65.60%	68.49%	-	-2.89%	↓	✓
URBAN	75.27%	67.26%	-	-8.01%	67.26%	72.78%	-	-5.52%	↓	✓

Urgent Response Times – Urban
67% of urban urgent calls responded to in 15 minutes (last 12 months average)
-8% decrease on the pre covid level
-5% decrease on the last 12 months

Urgent Response Times - Rural
66% of rural urgent calls responded to in 20 minutes (last 12 months average)
-4% decrease on the pre covid level
-3% decrease on the last 12 months

Urgent Response Times

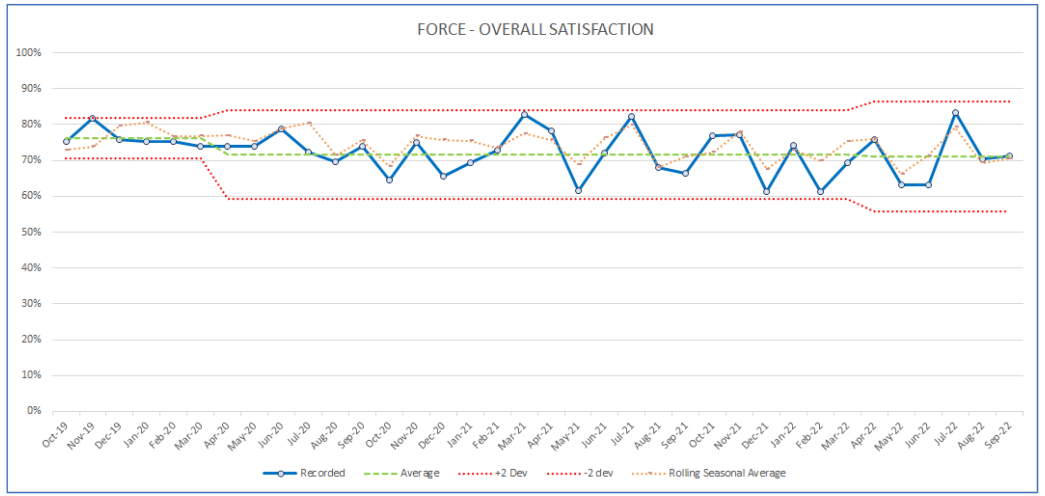
The Force Urban Response time target is <15 minutes and covers Lincoln North, Lincoln Centre and Lincoln South. Over the last 12 months we have attended **67%** of urgent incidents within this time. The average response time for urban incidents over the last 12 months is **15:48 minutes**.

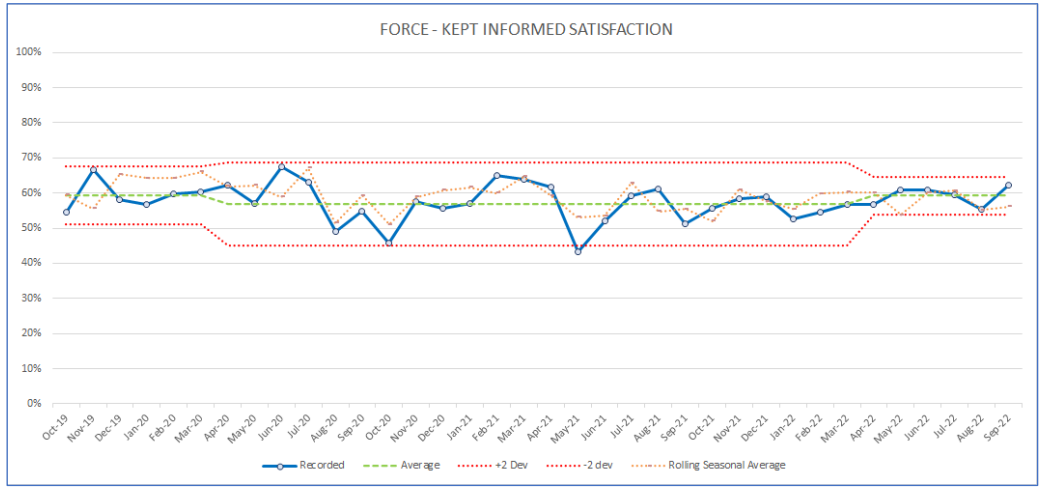
The Force Rural Response time target is <20 minutes and covers the rest of the County. Over the last 12 months we have attended **66%** of urgent incidents within this time. The average response time for rural incidents over the last 12 months is **20:24 minutes**.

The Wolds is the policing area with the worst response with only **53%** of urgent incidents attended in 20 minutes, however the average response time for the Wolds is still only **23:52 minutes.**

	% of urgent incidents responded to This Year Avg	Number of incidents not attended to in specified time
Boston	78.75%	703
South Holland	59.54%	1408
Coast	72.48%	1205
Wolds	52.91%	1291
West Lindsey	65.91%	1216
North Kesteven	60.95%	1266
Grantham	69.61%	1044
Stamford	58.59%	732
RURAL	**65.60%**	**8865**
Lincoln Centre	73.34%	770
Lincoln North	64.99%	1057
Lincoln South	61.17%	668
URBAN	**67.26%**	**2495**

Help those in Need – User Satisfaction





User Satisfaction

Local Policing Team Area	Pre COVID Baseline Avg (Jul 18 - Jun 19)	Comparison		Comparison			Statistical	
		This Year Avg	% Change	This Year Avg	Last Year Avg	% Change	Trend	Within Variance
Overall Force Satisfaction	76.74%	70.62%	-6.12%	70.62%	71.53%	-0.92%	↓	✓
Kept Informed Force Satisfaction	59.09%	57.71%	-1.38%	57.71%	56.14%	1.57%	↓	✓

User Satisfaction

Overall Satisfaction

71% of users are satisfied overall (last 12 months average)
-6% decrease on the pre Covid level
-1% decrease on previous 12 months

Kept Informed

58% of users are satisfied with being kept informed (last 12 months average)
-1% decrease on the pre Covid level
+2% increase on previous 12 months

User Satisfaction / Insight

With the Victims Bill now becoming a statutory requirement, further performance measures are being introduced to ensure enhanced scrutiny and oversight in this area. This supports all of the work that has taken place to date and continues to ensure we are monitoring our compliance with victim rights and ultimately the service we provide to victims.

Over the next 6 months we will:

- Review and refresh our Putting Victim's First Strategy
- Sign off a Repeat Victim Strategy and procedure
- Implement recommendations from the latest VSA Inspection (yet to be published)
- Review our officer training material
- Improve supervisory scrutiny of victim contact (quantitative and qualitative)
- Explore further options for obtaining user insight through collaboration with Lincoln University to develop an automated victim surveying method
- Promote and monitor a Victim's Right to Review