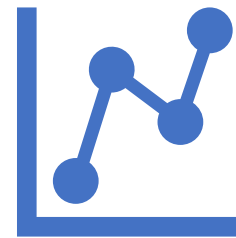
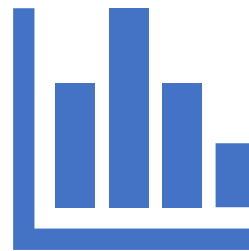


Public Assurance Meeting Performance Report

8th March 2023



Contents

Slide	
3	Introduction
4	Force Strategy
5	Performance Overview
6	Performance Overview
7	Good News Stories
8	Stop Crime & ASB
9	Crime Summary
10	Overall Recorded Crime
11	Violence & Homicide
12	Neighbourhood Crime
13	Crime - National Ranking
14	Positive Outcomes
15	Anti-Social Behaviour
16	Rural Crime Action Team

Slide	
17	Protect from Harm
18	Domestic Abuse / Rape / Stalking & Harassment
19	Mental Health- S136
20	Road Safety
21	Help those in Need
22	Call Handling – 999
23	Call Handling - 101
24	Response Times
25	User Satisfaction



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 December 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



Performance Overview

	Current 12 months (to Dec 22) compared against:						
Those shaded in Blue form part of the Beating Crime Plan	Pre-Covid Baseline Jul 18-Jun 19	Last 12 months	3 Year Trend	Tolerance	National Average (12 months to Nov)	MSG Average (12 months to Nov)	
RESPONDING TO THE PUBLIC							
All Calls Received	-10%	-4%					
999 Calls Volume	22%	15%					
Call handling 999 answered in (10 seconds)	-3%	-1%					
Call handling 999 abandoned	0%	0%					
101 Calls Volume	-25%	-14%					
Call handling 101 answered in (3 minutes)		-5%					
Call handling 101 abandoned	10%	7%					
Single Online Home							
Urgent Response Times - Urban (Under review)							
Urgent Response Times - Rural (Under Review)							
CRIME & INCIDENTS							
Calls for Service (Incidents)	-10%	-5%					
All Recorded Crime	6%	15%			9%	10%	
NEIGHBOURHOOD CRIME							
Personal Robbery	12%	21%			14%	15%	
Burglary - Residential	-21%	21%			3%	7%	
Vehicle Crime	-15%	18%			15%	19%	
Theft from Person	-40%	45%			45%	41%	
ASB	-16%	-33%					
Rural Crime							
VIOLENCE & SERIOUS HARM							
Homicide	-50%	-42%			-8%	-19%	
Violence with Injury	16%	21%			10%	12%	
Violence Without Injury	23%	15%			9%	10%	
Killed & Seriously Injured	-14%	-4%					
VAWG							
Domestic Abuse Incidents (DASH)	8%	4%					
Sexual Offences - Rapes (Total)	13%	9%			6%	10%	
Sexual Offences - Rapes (Non-Recent)	12%	-9%					
Stalking & Harassment	37%	7%			1%	1%	



Performance Overview

	Current 12 months (to Dec 22) compared against:				Tolerance	National Average (12 months to Nov)	MSG Average (12 months to Nov)
	Pre-Covid Baseline Jul 18-Jun 19	Last 12 months	3 Year Trend				
Those shaded in Blue form part of the Beating Crime Plan							
VULNERABILITY							
Repeat Victims							
Child Sexual Exploitation	-16%	-4%					
Missing Persons	-23%	9%					
Hate Crimes	13%	4%					
Mental Health Incidents	91%	42%					
Mental Health S.136	52%	0%					
SERIOUS & ORGANISED CRIME							
Drug Offences	-26%	-5%			-6%	-10%	
Firearms Offences (to Sep 2022)		0%			12%		
Knife Crime (to Sep 2022)		19%			11%		
Modern Slavery & Human Trafficking							
MANAGING OFFENDERS							
Suspects Outstanding							
Suspects Wanted on Arrest							
Arrests							
BAIL	56%	-14%					
RUI	-22%	-4%					
Re-Offending							
Ancillary Orders							
INVESTIGATIONS							
Forensics							
Outcomes - Positive	-6%	11% (-1%)			11%	12%	
Outcomes - Out of Court Disposals	-1%	2% (0%)			3%	2%	
Criminal Justice							
VICTIM SATISFACTION & CONFIDENCE							
VCOP							
User Satisfaction - Kept Informed	-4%	-2%					
User Satisfaction - Overall	-7%	-3%					
User Satisfaction - Confidence							





Lincolnshire Police

FEBRUARY 1, 2023 3.54 PM

Three charged over disorder at Imps' match against Cambridge

FEBRUARY 6, 2023 2.00 PM

Stalker jailed after slashing Lincolnshire woman's tyres

His victim had to quit her job



Lincolnshire Police

FEBRUARY 3, 2023 3.30 PM

Youths 'throw cones and urinate on homeless people' at Lincoln car park

Dispersal order after rise in anti-social behaviour and criminal damage

FEBRUARY 2, 2023 9.46 AM

Police help woman down from bridge over A46



Lincolnshire Police

FEBRUARY 3, 2023 4.00 PM

Drugs, cash and weapons found as police raid Lincoln property

Two arrests were made, with one man bailed and a woman released

...



Lincolnshire Police

FEBRUARY 1, 2023 8.51 AM

Arrests after cannabis farm raid in Boston

Lin One of the largest farms found in Lincolnshire

FEBRUARY 2, 2023 12.04 PM

Man wanted in connection with domestic assault

FEBRUARY 2, 2023 2.30 PM

Man pleads guilty to sexually assaulting young girl in 1970s





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					Dec-2022
Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
All Crimes	59259	6.05%	14.78%	↑	✓
VATP	24155	24.84%	14.18%	↑	✓
Homicide	7	-50.00%	-41.67%	↓	✓
VATP with Injury	6974	15.69%	21.41%	↑	✓
VATP without Injury	9300	23.13%	15.33%	↑	✓
Stalking & Harassment (incl. Malicious Communications)	7864	37.00%	7.39%	↑	✓
Sexual Offences	2521	16.44%	14.12%	↑	✓
Rape	934	13.21%	9.50%	↑	✓
Other Sexual Offences	1587	18.43%	17.04%	↑	✓
Burglary	3412	-31.95%	17.25%	↓	✓
Burglary - Residential	2314	-21.48%	21.22%	↓	✓
Burglary - Business	1098	-21.04%	9.69%	↓	✓
Robbery	380	7.34%	21.41%	↑	✓
Personal Robbery	339	12.25%	21.07%	↑	✓
Business Robbery	41	-21.15%	24.24%	↑	✓

KEY CRIME & ASB INDICATORS					Dec-2022
Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
Theft (exc Vehicles)	10945	-11.11%	24.74%	↑	✓
Theft from Person	181	-40.07%	44.80%	↑	✓
Bicycle Theft	958	-11.05%	18.56%	↑	✓
Shoplifting	5018	-10.66%	29.10%	↑	✓
Other Theft	4788	-9.95%	21.09%	↑	✓
Vehicle Crimes	2623	-14.64%	18.15%	↑	✓
Theft of Vehicle	845	17.85%	17.36%	↑	✓
Theft from Vehicle	1411	-20.91%	29.81%	↑	✓
Drugs Offences	1418	-25.99%	-5.28%	↓	✓
Drugs Trafficking	362	-19.02%	-9.27%	↓	✗
Drugs Possession	1056	-28.11%	-3.83%	↓	✓
Arson & Criminal Damage	6687	3.56%	11.39%	↑	✓
Public Order	5142	29.85%	6.06%	↑	✓
Possession of Weapons	534	-6.81%	9.88%	↓	✓
Crimes Against Society	1443	16.65%	19.06%	↑	✓



Stop Crime & ASB – Overall Recorded Crime

All Crime

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	23318	23721	403	1.70%	23721	21128	2593	12.27%	↑	✓
WEST	32354	35522	3168	8.92%	35522	30512	5010	16.42%	↑	✓
FORCE	55672	59259	3587	6.05%	59259	51628	7631	14.78%	↑	✓

All Recorded Crime

Force

59,259 crimes recorded in current 12 month period
 +6% increase on the pre Covid level
 +15% increase on previous 12 months

East

23,721 crimes recorded in current 12 month period
 +2% increase on the pre Covid level
 +12% Increase on previous 12 months

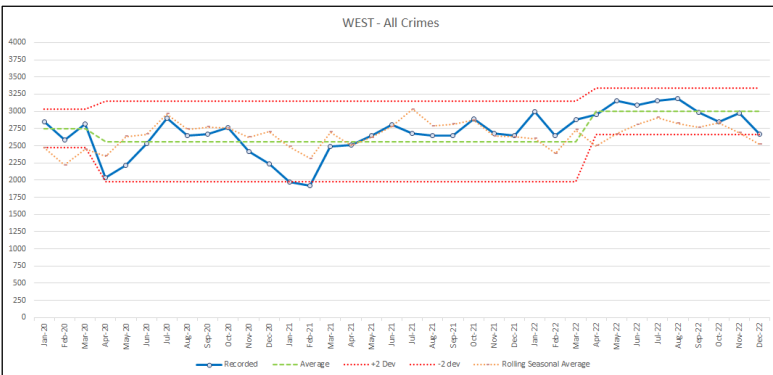
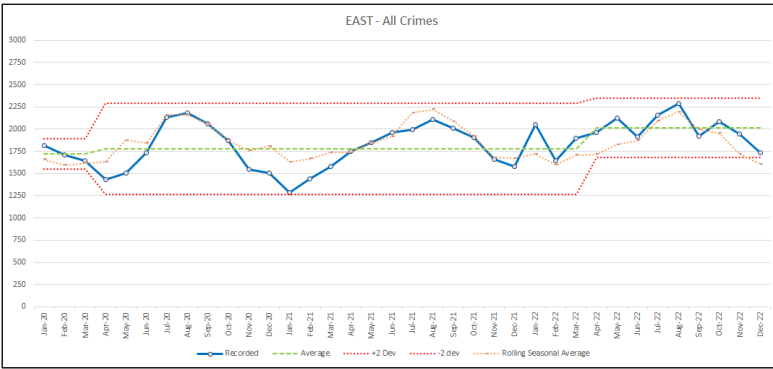
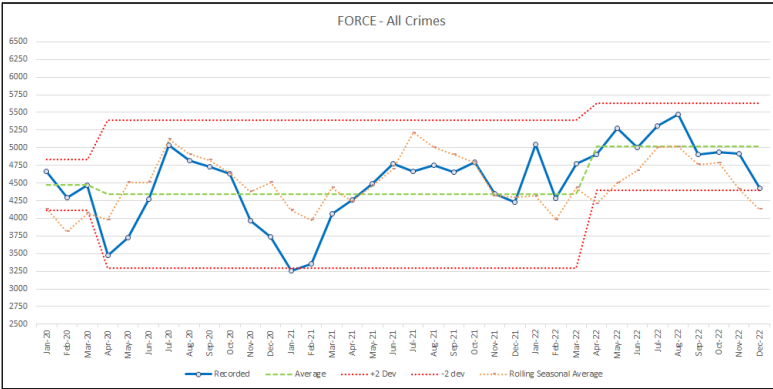
West

35,522 crimes recorded in current 12 month period
 +9% increase on the pre Covid level
 +16% increase on previous 12 months

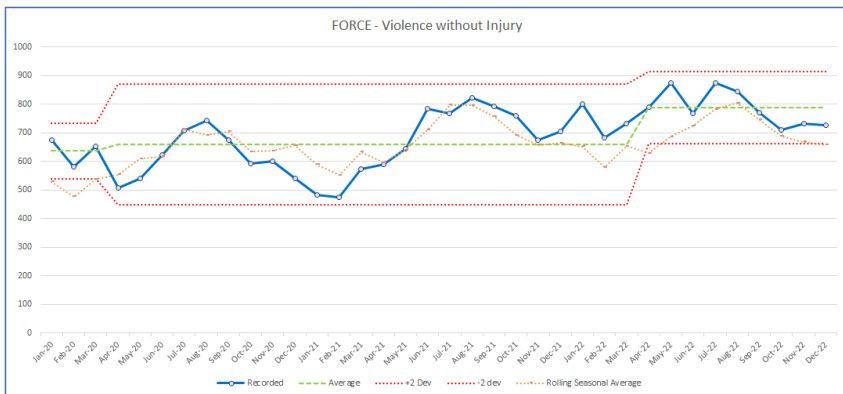
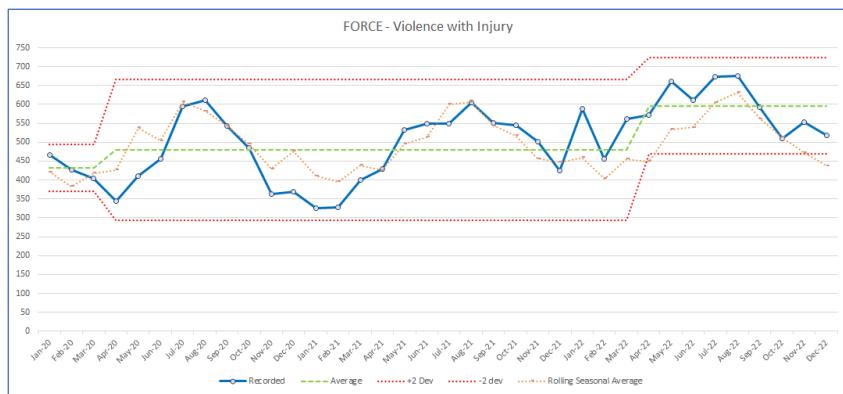
All Recorded Crime

Recorded crime for December saw a decrease to levels seen last year. However, we continue to see recorded crime above where we were pre-covid (+6%). Lincolnshire is following the National trend of returning to pre-covid levels of offences, but we are tracking above the National and MSG average in many offence categories.

This 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	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	2741	3070	329	12.00%	3070	2582	488	18.90%	↑	✓
WEST	3287	3898	611	18.59%	3898	3162	736	23.28%	↑	✓
FORCE	6028	6974	946	15.69%	6974	5744	1230	21.41%	↑	✓

Violence without Injury

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	3342	4038	696	20.83%	4038	3625	413	11.39%	↑	✓
WEST	4211	5258	1047	24.86%	5258	4439	819	18.45%	↑	✓
FORCE	7553	9300	1747	23.13%	9300	8064	1236	15.33%	↑	✓

Violence

Steady reductions in both violence with and without injury offences continue, with minimal impact of the Christmas and New Year period. The highest volume of violence is seen in Common Assaults and Actual Bodily Harm offences.

Significant work is being undertaken in different areas of violence where there is the highest threat, such as Domestic Abuse which accounts for a third of violence offences, Night-Time Economy and Knife Crime. These are to be brought together under a single Strategic Lead.

Violence

Violence with Injury

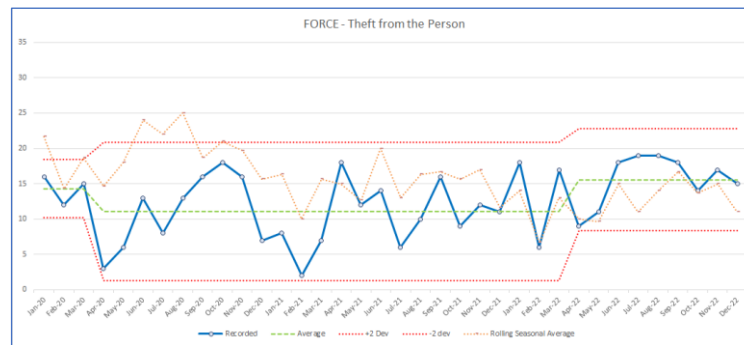
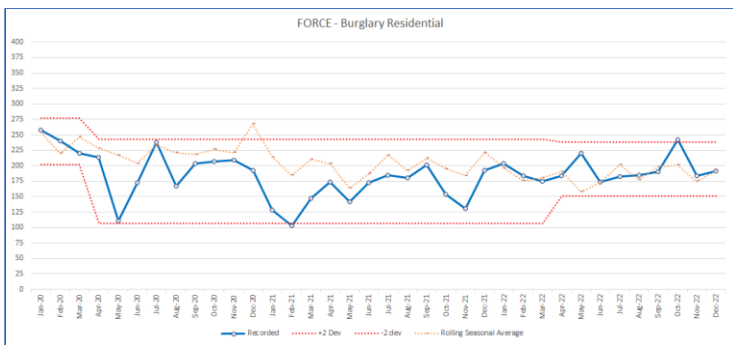
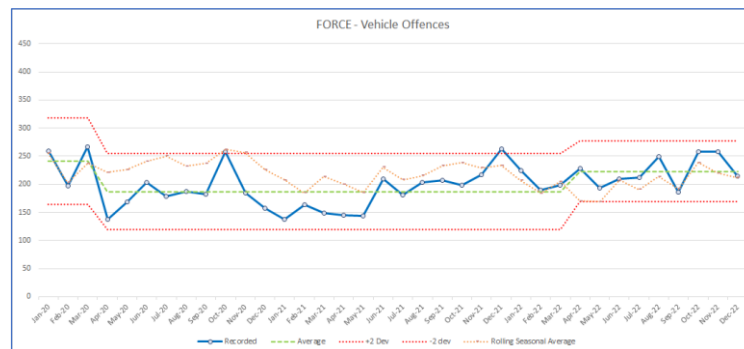
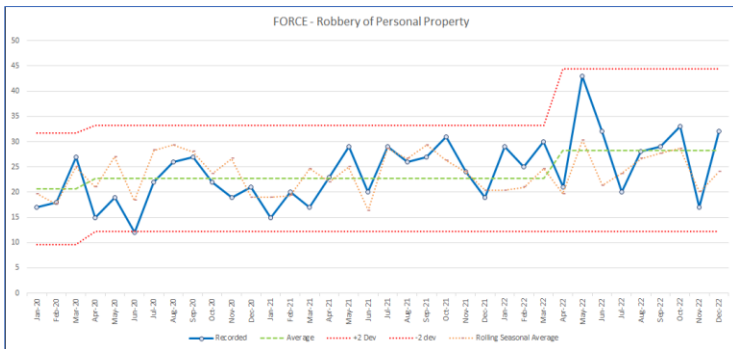
6974 crimes recorded in current 12 month period
 +16% increase on the pre Covid level
 +21% increase on previous 12 months

Violence Without Injury

9300 crimes recorded in current 12 month period
 +23% decrease on the pre Covid level
 +15% 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	339	37	12.25%	339	280	59	21.07%	↑	✓

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	2947	2314	-633	-21.48%	2314	1909	405	21.22%	↓	✓

Vehicle Offences

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	3073	2623	-450	-14.64%	2623	2220	403	18.15%	↑	✓

Theft from the Person

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	181	-121	-40.07%	181	125	56	44.80%	↑	✓

Robbery of Personal Property

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

Residential Burglary

2314 crimes recorded in current 12 month period
 -21% decrease on the pre Covid level
 +21% increase on previous 12 months

Vehicle Offences

2623 crimes recorded in current 12 month period
 -15% decrease on the pre Covid level
 +18% increase on previous 12 months

Theft from the Person

181 crimes recorded in current 12 month period
 -40% decrease on the pre Covid level
 +45% increase on previous 12 months

Neighbourhood Crime

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

We continue to target vulnerable locations and victims, identify hotspots and pursue prolific offenders through TT&CG



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

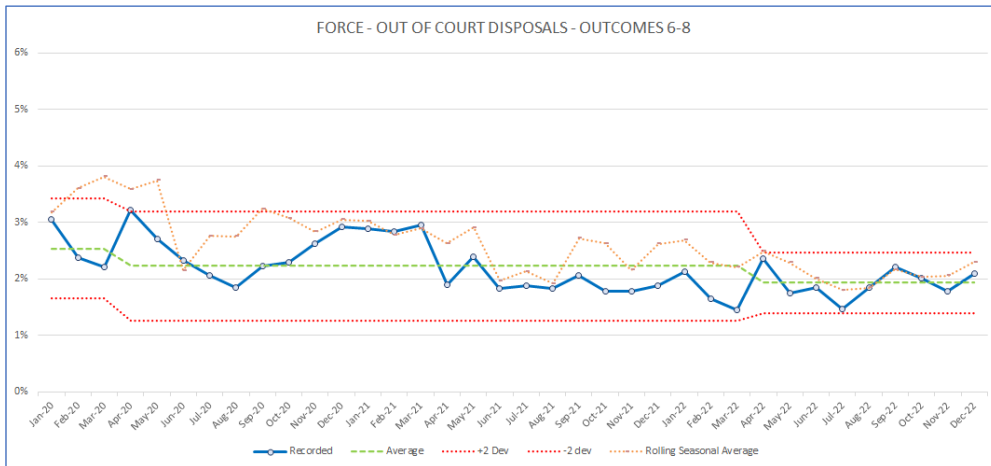
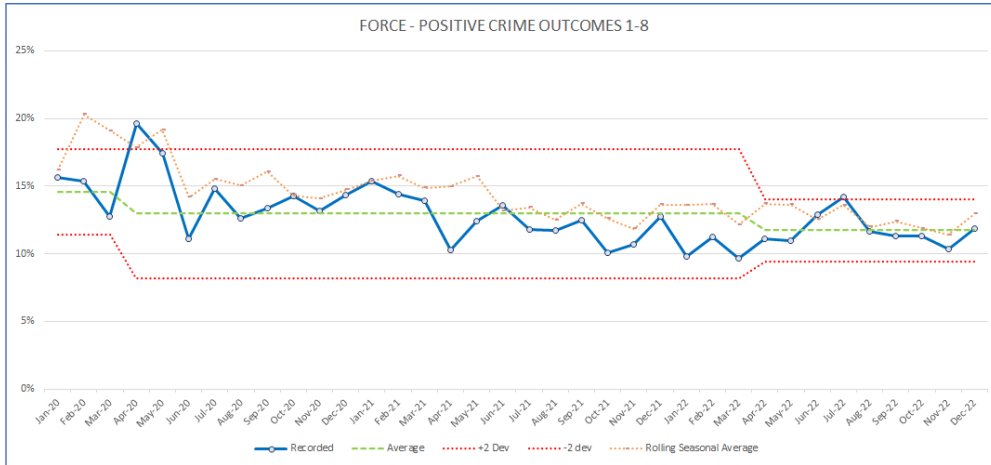
	% increase / decrease 12 months to Sep 22 (compared to prev. 12 mths)		Lincs Ranking Offences per 1000 pop. (Low is good)	Change from last Qtr		% increase / decrease 12 months to Sep 22 (compared to prev. 12 mths)		Lincs Ranking Offences per 1000 pop. (Low is good)	Change from last Qtr
	ENGLAND & WALES	Lincolnshire				ENGLAND & WALES	Lincolnshire		
Total recorded Crime Excluding Fraud	+13	+13	12th (was 12 th)	→	Theft from the person	+59	+23	3 rd (was 1 st)	↓
Violence against the person	+11	+15	15th (was 15 th)	→	Bicycle theft	+5	+12	26 th (was 25 th)	↓
Homicide	+2	(numbers too small)	-		Shoplifting	+22	+23	35 th (was 33 rd)	↓
Violence with injury	+16	+22	16th (was 14 th)	↓	All other theft offences	+29	+16	10 th (was 10 th)	→
Violence without injury	+14	+19	16th (was 16 th)	→	Criminal damage and arson	+9	+10	25 th (was 19 th)	↓
Stalking and harassment	+5	+4	15th (was 15 th)	→	Drug offences	-8	-15	9 th (was 9 th)	→
Death or serious injury - unlawful driving	-	(numbers too small)	-		Possession of weapons offences	+19	+8	17 th (was 19 th)	↑
Sexual offences	+17	+23	20 th (was 21 st)	↑	Public order offences	+10	+7	10 th (was 9 th)	↓
Robbery	+15	+22	14 th (was 16 th)	↑	Miscellaneous crimes against society	+3	+8	21 st (was 21 st)	→
Theft offences	+20	+17	18th (was 17 th)	↓	Knife Crime (38 forces using new methodology)	+11	+19	24 th (was 24 th)	→
Burglary	+7	+10	26th (was 28 th)	↑	Fraud & Computer Misuse offences referred by Action Fraud	-22	-23		
Domestic burglary	+4	+4	25 th (was 23 rd)	↓	Firearms Offences	+12	-		
Non-domestic burglary	+17	+21	30 th (was 32 nd)	↑					
Vehicle offences	+14	+17	10 th (was 11 th)	↑					

Source: Data is taken from the latest Office of National Statistics (ONS) crime publication – year ending September 2022 [Crime in England and Wales: year ending September 2022](https://www.ons.gov.uk/crime-in-england-and-wales/year-ending-september-2022) - [Office for National Statistics \(ons.gov.uk\)](https://www.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	4 th

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
Positive Outcomes	8832	6898	-21.90%	6898	6253	10.32%	↓	✓
	16.95%	11.36%	-5.59%	11.36%	12.47%	-1.11%		
Out of Court Disposals	1736	1169	-32.66%	1169	1084	7.84%	↓	✓
	3.31%	1.88%	-1.42%	1.88%	2.17%	-0.28%		

Positive Outcomes

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

6898 positive outcomes recorded in the last 12 months
-22% decrease on the pre Covid level
+10% increase on previous 12 months

On average 11% of all outcomes recorded are positive outcomes (last 12 months)
-6% decrease on the pre Covid level
-1% decrease on previous 12 months

Out of Court Disposals

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

1169 out of court disposals recorded in the last 12 months
-33% decrease on the pre Covid level
+8% decrease on previous 12 months

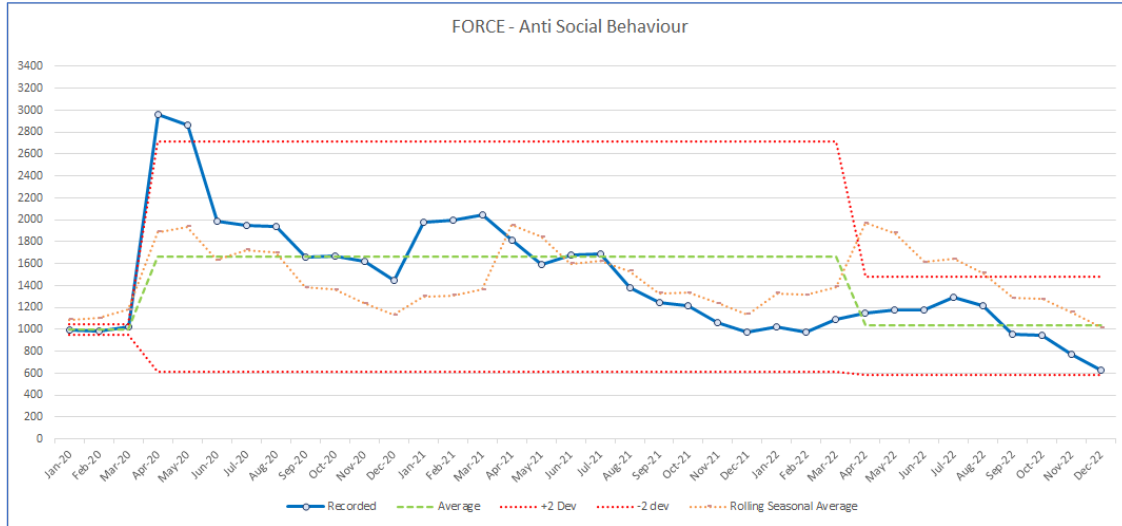
On average 2% of all outcomes recorded are out of court disposals (last 12 months)
-1% decrease on the pre Covid level
0% increase on previous 12 months

Positive Outcomes

We recognise that the proportion of offences which result in a positive outcome needs to improve, therefore 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



Anti-Social Behaviour

ASB is a Safer Lincolnshire Partnership priority and is focused on prevention and problem solving options for complex and longer term neighbourhood Anti-Social behaviour.

Current work is focused on education of young people, data sharing across partners and engaging with communities to support and empower them to protect and safeguard themselves against ASB, including the creation of safer spaces.

We are also developing multi-agency intervention and diversionary pathways to prevent repeat ASB.

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	4631	-1209	-20.70%	4631	7372	-2741	-37.18%	↓	✓
WEST	8956	7786	-1170	-13.06%	7786	11300	-3514	-31.10%	↓	✓
FORCE	14796	12417	-2379	-16.08%	12417	18672	-6255	-33.50%	↓	✓

ASB

12,417 incidents recorded in current 12 month period

-16% decrease on the pre Covid level

-33.5% decrease on previous 12 months

Incidents below expected levels and are below pre-covid volumes



Stop Crime & ASB – Rural Crime Action Team

Strategic Objectives

Mainstreaming an approach to Rural Crime

- Embed an understanding of what constitutes Rural Crime
- Engender a 'One Team' approach
- Provide guidance and support for all officers

Focus on High Impact Offenders – Specifically those involved in Op Galileo

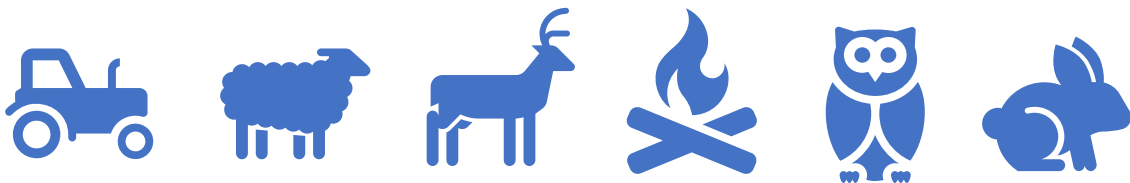
- Understand the organised nature of hare coursing
- Advertise the nature of offenders and their criminal links outside of hare coursing

Reduce Rural Crime

- Responsibility of every department

RCAT Remit

Agricultural, Plant and Trailer Theft
Metal Theft
Fuel Theft (Heating oil, red diesel, waste cooking oil)
Livestock Theft and Butchery
Arson
Heritage Crime
Wildlife – Op Galileo (Harecoursing)
Wildlife – Op Acteon (deer poaching)
Fly-tipping – Op Asgard



Operation Galileo (Harecoursing)

- The season runs between September and the end of March every year
- Offenders are frequently known as violent individuals with links to drugs, firearms and robbery type offences
- Offenders utilise Hare Coursing excursions to identify opportunities to commit other Rural Crime offences, including Plant Theft & ATM breaks

Harecoursing Incidents	2021-2022	2022-2023
September	55	15
October	145	77
November	221	249
December	527	68
January	430	
February	145	
March	36	

Measurable Outputs

Increase in the number of dogs seized

- To date RCAT have seized 34 dogs. This is higher than the whole of the last season

Reduction in the number of incidents – specifically Hare Coursing

- Significant reduction this year in comparison to last year

Seizure of other assets – Cars / Phones / Cash etc.

- Emphasis now on seizure of evidence at every opportunity
- To the end of December, RCAT had made 21 arrests and seized 7 vehicles and 5 phones



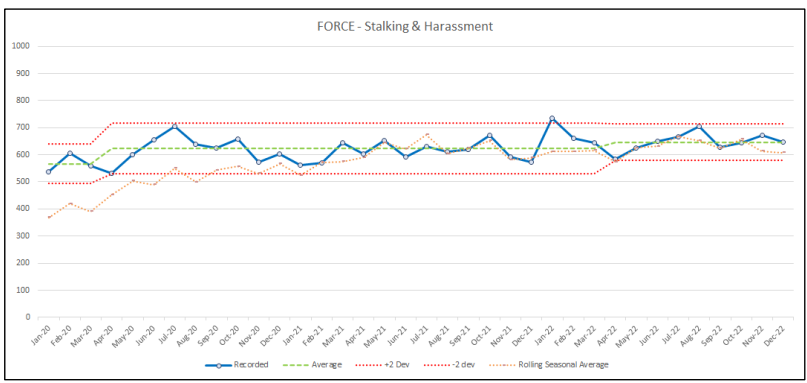
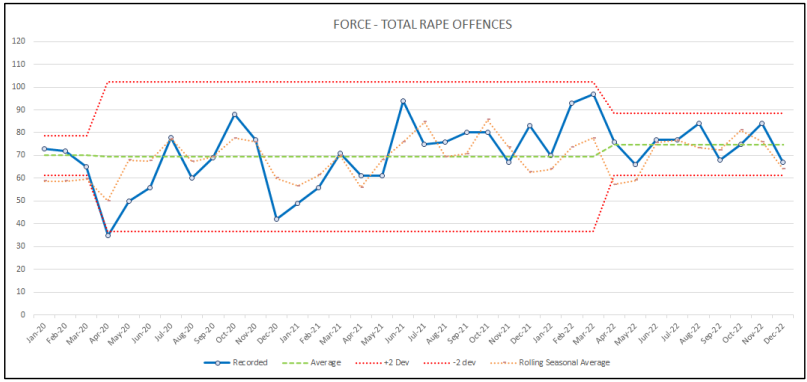
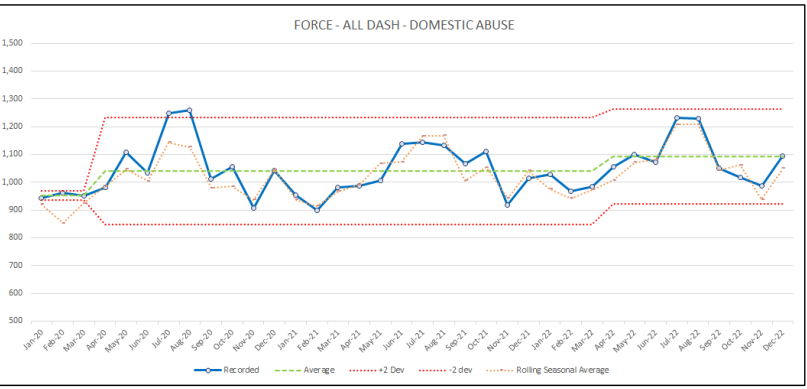


We will have communities who feel safe and protected from harm

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



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	12820	1005	8.51%	12820	12349	471	3.81%	↑	✓

Rape

	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
Total Rapes	825	934	109	13.21%	934	853	81	9.50%	↑	✓

Stalking & Harassment

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	5740	7864	2124	37.00%	7864	7323	541	7.39%	↑	✓

Violence Against Women & Girls

Domestic Abuse - DASH

12820 DASH recorded in current 12 month period
 +8.5% increase on the pre Covid level
 +4% increase on previous 12 months

Sexual Offences - Rape

934 Rapes recorded in current 12 month period
 +13% increase on the pre Covid level
 +9.5% increase on previous 12 months

Stalking & Harassment

7827 recorded in current 12 month period
 +36% increase on the pre Covid level
 +6% increase on previous 12 months

Domestic Abuse 16 Days of Action

16 days of action was a national campaign, which ran from 25 November to 10 December, focusing on domestic abuse and violence against women. During the 16 day period we made 92 arrests for domestic abuse related offences, 29 people received a Domestic Violence Protection Notice / Order (DVPO/N), and we made 3 arrests for breaches of DVPN/O's.

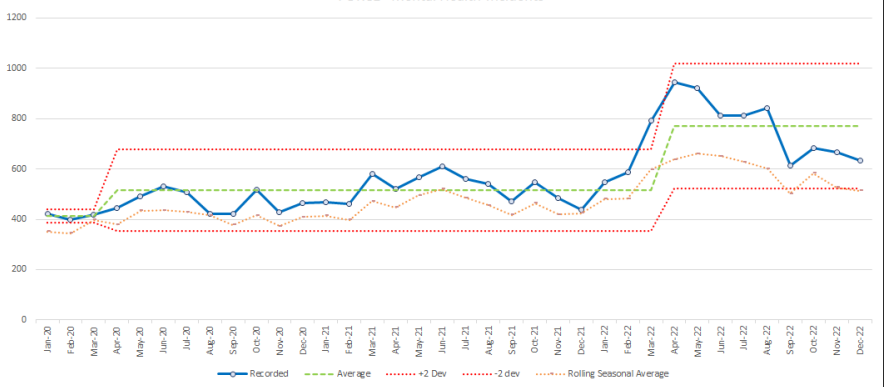
VAWG

We continue to support the National VAWG strategy by developing our local plans with partners.

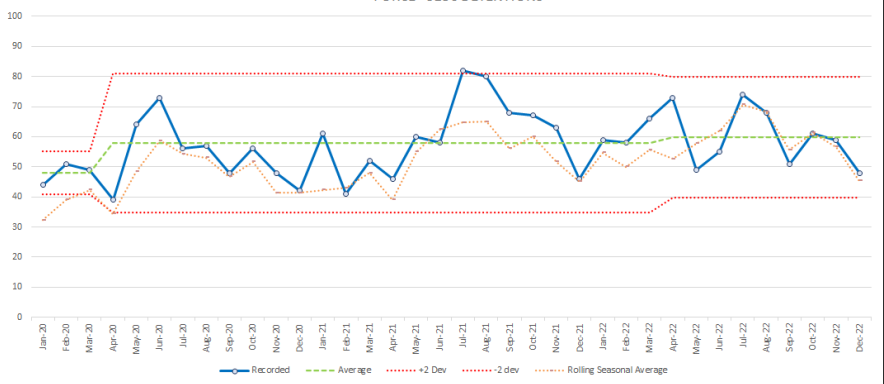


Protect from Harm - Mental Health – S.136

FORCE - Mental Health Incidents



FORCE - S136 DETENTIONS



Mental Health Incidents

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	1845	3349	1504	81.52%	3349	2402	947	39.43%	↑	✓
WEST	2781	5511	2730	98.17%	5511	3850	1661	43.14%	↑	✓
FORCE	4626	8860	4234	91.53%	8860	6252	2608	41.71%	↑	✓

Mental Health - S136 Detentions

S136 Detentions	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
S136 Detentions	475	721	246	51.79%	721	724	-3	-0.4%	↑	✓

Mental Health

Mental Health Incidents

8860 recorded in current 12 month period
 +91.5% increase on the pre Covid level
 +42% increase on previous 12 months

Mental Health S.136 Detentions

721 recorded in current 12 month period
 +52% increase on the pre Covid level
 0% increase on previous 12 months

Mental Health

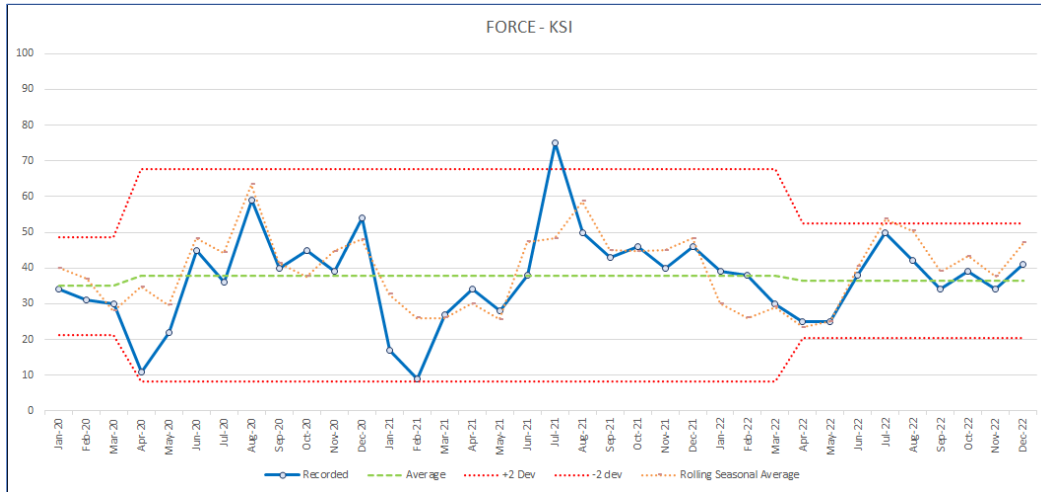
Dip Sample results show most detentions occur due to the individual being a threat to themselves, with most calls from a member of the public or third party. Advice is sought in most cases before detention unless a dynamic situation. Very rarely is advice given not to detain unless there are clear actions to mitigate the risk (including voluntary referral to MH services). Most conveyance to the HBPOS is by police vehicle due to lack of ambulance availability. The average length of time an officer is assigned is 4 hours 11 minutes

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 currently have a team of 12 mental health practitioners going through vetting who will work within the control room offering guidance and support to officers. We are also finalising two rapid response vehicles which will work 1400x2200 seven days a week to deploy to scenes as required.

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	39	-29	-42.65%	39	40	-1	-2.50%	↓	✓
Seriously Injured	437	396	-41	-9.38%	396	413	-17	-4.12%	↑	✓
KSI Total	505	435	-70	-13.86%	435	453	-18	-3.97%	↑	✓

KSI

435 KSI recorded in current 12 month period
 -14% decrease on the pre Covid level
 -4% decrease on previous 12 months

Vehicles Seized

145 vehicles seized each month (av. Last 12 months)

Driving Enforcement

Tickets a month (on average, last 12 months)
 Speed = 132
 Seatbelts = 62
 Mobile phones = 53
 Dangerous driving = 43 (inc. arrests)
 Drink/Drug driving = 118 (inc. arrests)

Operation Stronghold

On 1st November, Lincolnshire Police launched Operation Stronghold in Skegness, to disrupt, deter and detect vehicle enabled offenders and to also enforce against the main causes of Serious Road Harm in Lincolnshire, as far too many people are killed and seriously injured on our roads.

Led by Specialist Operations, the action day involved Armed Roads Policing, the Roads Policing Unit, Dog Section, Tactical Support Team, Force Control Room, Drone Unit, Rural Crime Action Team, Intelligence Development Unit, the Force Pro-active Unit, Media Team, as well as East and West Area teams. The operation also utilised Automatic Number Plate Recognition (ANPR).

The operation took place between 9am and 4pm, during which time, 107 vehicles were stopped, including people linked to organised crime and county lines drug dealing. 6 arrests were made, including 4 people who were drug driving, and one person who was already wanted for a previous drug driving offence! The new Roads Policing Unit, supported by colleagues, issued 53 Traffic offence reports for all sorts of offences, including speeding, no seatbelt, unsafe loads and no insurance.

Operation Limited - Christmas Anti-Drink/Drug Drive

In December we launched our road safety campaign to warn people of the consequences of drink and drug driving in the county during the festive period as people attend the usual Christmas and New Year parties, as well as the World Cup matches taking place in the run up to Christmas.

The Roads Policing Unit meant extra enforcement activity on the county's roads, with officers carrying out extra patrols, and checkpoints in select locations conducting drink and drug tests.

We made 211 arrests during the campaign, 26% higher than the previous year.

We continue to educate and enforce against those who drink under the influence and endanger other road users.



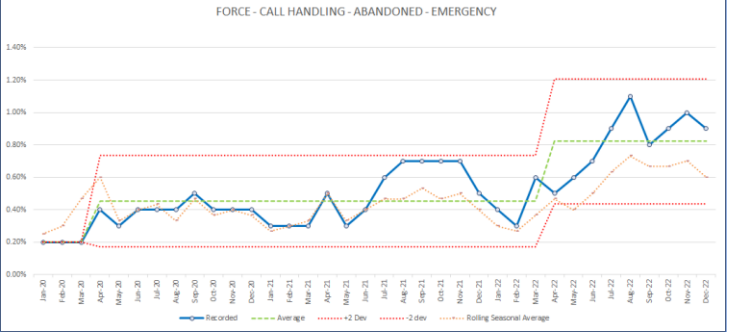
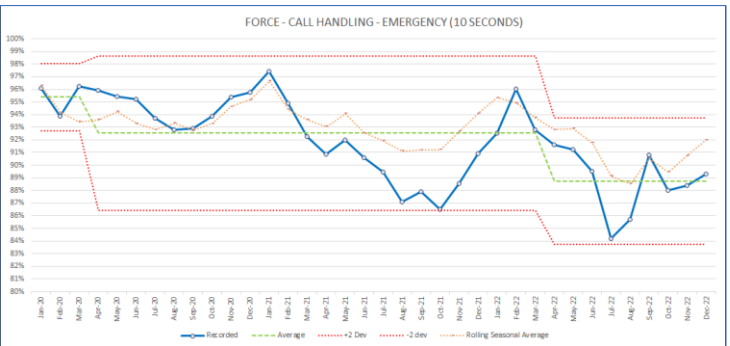
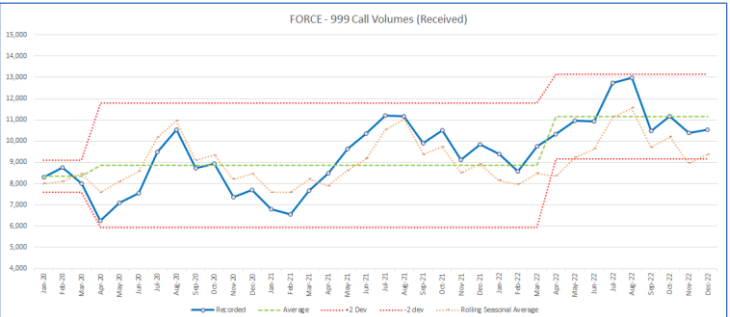


We will be people focused and offer the highest standard of care with sustained reductions in repeat calls for service

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	128239	22992	21.85%	128239	111222	17017	15.30%	↑	✓

Call Handling - Emergency (10 seconds)										
	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
% within 10 seconds	93.50%	90.01%	-	-3.49%	90.01%	90.71%	-	-0.70%	↓	✓

Call Handling - Abandoned									
	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison			Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	% Change	Trend	Within Variance
Abandoned 999	0.43%	0.73%	-	0.30%	0.73%	0.50%	0.23%	↑	✓

999 call volumes
 128,239 calls received in last 12 months
 +22% increase on the pre Covid level
 +15% 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
 -1% decrease on the last 12 months

999 calls abandoned
 0.73% calls abandoned in last 12 months (average)
 +0.30% increase on the pre covid level
 +0.23% increase on the previous year

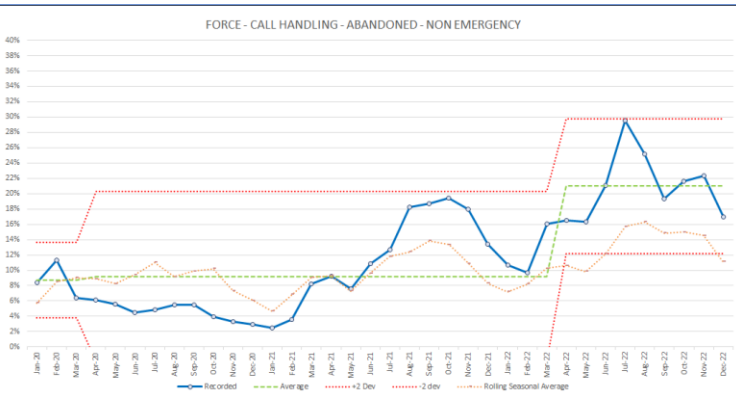
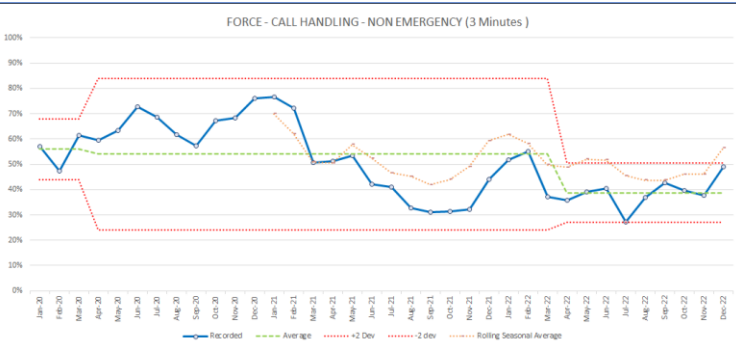
999 Call Volumes / Call Handling

The volume of 999 calls has plateaued during December, but is still higher than last year – an issue seen Nationally. Our call handling is starting to recover with more calls being answered within 10 seconds and we continue to work on reducing the number abandoned, which is less than 1%.

Our performance for answering 999s within 10 seconds is consistently amongst the best in the country and this will always be our priority.



Responding to the Public – 101



Call Handling - Non Emergency (3 Minutes)						
	Comparison				Statistical	
	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
% within 3 minutes	41.1%	46.5%	-	-5.5%	↓	✓

Call Handling - Abandoned									
	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison			Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	% Change	Trend	Within Variance
Abandoned 101	8.92%	18.78%	-	9.86%	18.78%	11.95%	6.82%	↑	✓

101 call handling (3 minutes)
 41% answered within 3 minutes (latest 12 months)
 -5.5% decrease on the last 12 months

101 calls abandoned
 19% calls abandoned in last 12 months (average)
 +10% increase on the pre covid level
 +7% increase on the previous year

101 Call Handling

Note: New methodology for 101 Call handling data – now excludes those calls abandoned within 3 mins

The call handling position for 101 remains an area for improvement in both the 3 minute answering time and abandonment rate – we are working towards expected service levels of 65% of 101 calls to be answered within 3 minutes and an abandonment rate of no higher than 6%.

The following explains some of the challenges we face and some of the solutions we have been implementing to ensure our service to our communities continues to improve:

FCR resourcing

In order to help balance the demand between 999 and 101 calls it has been recognised that the FCR needed more call-taking staff. Our establishment of call-takers in April 2022 was 58. Since then we have embarked on a recruitment program aimed at increasing to 90 call-takers by the end of 2023. We have already increased to 70 and have another intake of 14 in March 2023.

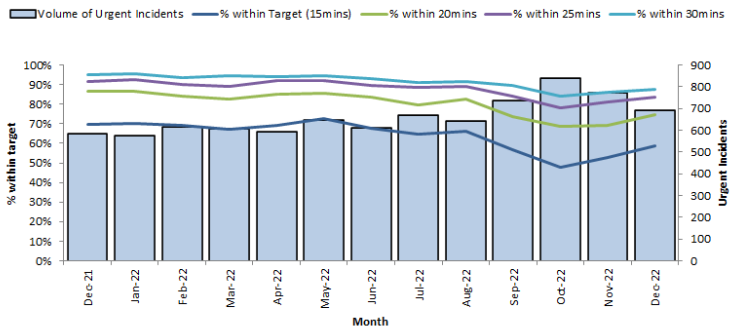
Technological advances

Technology plays a huge part in our effectiveness within the FCR. In September 2022, we moved across to a new Command and Control system that will enable call-takers and dispatchers to have quicker access to more information, to make decisions more efficiently. As it is a new system, it takes time to learn new processes and we have supported a program of training and mentoring to bring our staff up to speed as quickly as possible.

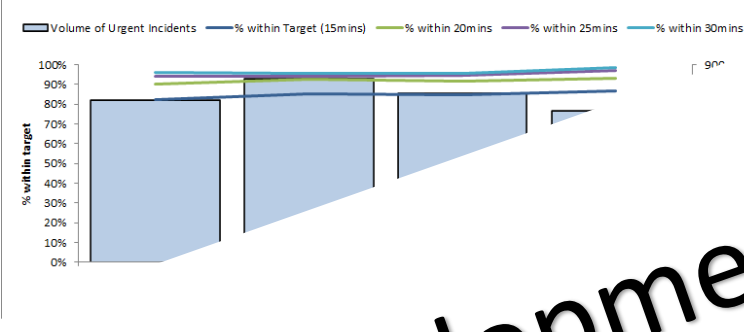
We are also embracing new ways in which the public can contact us and have incorporated Single Online Home (SOH) into our service. In addition, we are currently exploring how we can make use of processes such as webchat for non-emergency issues enabling our resources to operate more flexibly.

Responding to the Public - Urgent Response

Urban - Urgent Incidents and % attended within target - Logged to Arrive



Urban - Urgent Incidents and % attended within target - Assigned to Arrive



Volume of Urgent Incidents

	Oct-22	Nov-22	Dec-22
Volume of Urgent Incidents	738	771	691
Average Attended Time	00:09:48	00:08:23	00:08:23
% within 15mins	84.82%	86.83%	86.83%
% within 20mins	91.57%	93.20%	93.20%
% within 25mins	94.81%	97.11%	97.11%
% within 30mins	95.85%	98.55%	98.55%

Rural - Urgent Incidents and % attended within target - Logged to Arrive



Under Development
 Due to a change in Command & Control system we are working on our comparable data sets

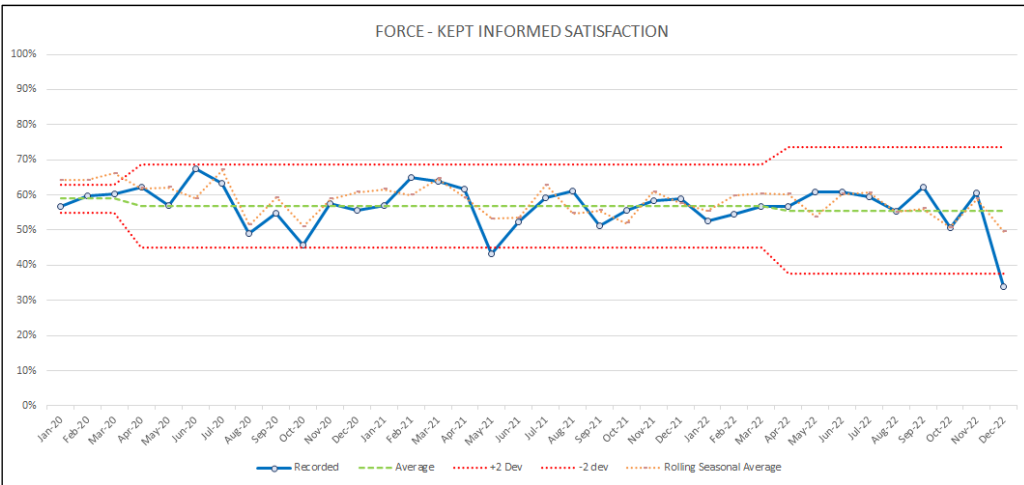
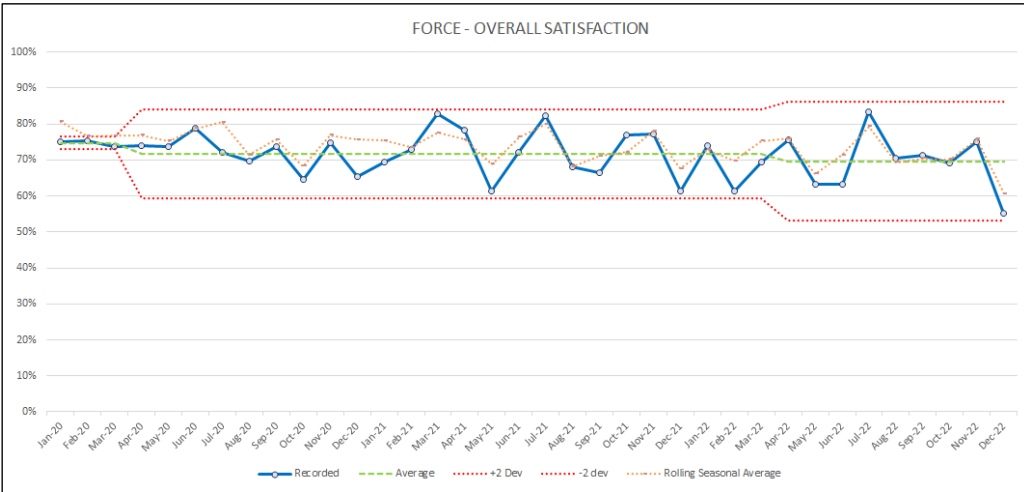
	Nov-22	Dec-22
Volume of Urgent Incidents	1788	1788
Average Attended Time	00:12:16	00:12:16
% within 15mins	84.90%	84.90%
% within 20mins	91.91%	91.05%
% within 25mins	94.85%	95.47%
% within 30mins	95.47%	94.13%

New Methodology
 Previous data sets were based on opening & closing times of the incident whereas Guardian (Sep-Dec) included grading. This made it difficult to grade as a priority but due to the change to an urgent and the incident started as a priority we therefore extracted two data sets: logged time to arrival and assigned time to arrival.

Urgent Response Times – Assigned to Arrive (average)
 Urban – Guardian (Sep-Dec)
 85% responded to in 15 minutes
 97% responded to in 30 minutes
 Average attended time is 15:59 minutes / 24:10 minutes
Rural
 69% / 63% responded to in 20 minutes
 87% / 83% responded to in 30 minutes
 Average attended time is 20:17 minutes / 24:27 minutes

Urgent Response Times – Assigned to Arrive (average)
 Urban – Guardian (Sep-Dec)
 85% responded to in 15 minutes
 97% responded to in 30 minutes
 Average attended time is 9:48 minutes
Rural
 85% responded to in 20 minutes
 95% responded to in 30 minutes
 Average attended time is 12:15 minutes

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%	69.28%	-7.46%	69.28%	72.43%	-3.15%	↓	✓
Kept Informed Force Satisfaction	59.09%	55.36%	-3.73%	55.36%	57.31%	-1.95%	↓	✗

User Satisfaction

Overall Satisfaction

69% of users are satisfied overall (last 12 months average)

-7% decrease on the pre Covid level

-3% decrease on previous 12 months

Kept Informed

55% of users are satisfied with being kept informed (last 12 months average)

-4% decrease on the pre Covid level

-2% decrease on previous 12 months

User Satisfaction / Insight

- Review and Refresh Putting Victim's First Strategy and link to work on culture (Dec 2022)
- Sign off on Repeat Victim Strategy and procedure (Dec 2022)
- Implement recommendations from VSA Inspection
- Getting the basics right communications campaign and review of student officer training material - Providing full contact details, sharing information about the victim's code, completing a comprehensive victim needs assessment, offering and follow up on Victim Personal Statements (Jan 2023 onwards)
- Supervisory scrutiny of victim contact (quantitative and qualitative)
- Develop a performance framework combining VCOP compliance and User Insight
- PBB submission for Victim/User Insight coordinator
- Technical changes to Pronto and Niche to support the automation of providing information to victims, capturing required metrics and referral to support services for online reporting
- Exploring further options for obtaining victim satisfaction through collaboration with Lincoln University to develop an automated victim surveying method
- Promotion and monitoring of Victim Right to Review