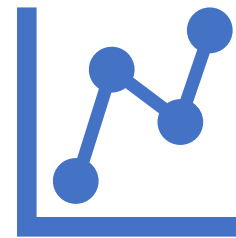
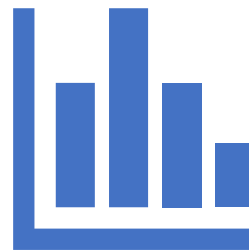


# OPCC Public Assurance Meeting Performance Report

12<sup>th</sup> June 2023



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Key
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# 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 March 2023** 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 Priorities

## Performance Priorities:

Maintain emergency call handling performance

Improve non-emergency call handling performance

Reduce mental health demand on policing

Reduce Crime / Harm through Prevention

Reduce ASB

Understand & Reduce Violence – Domestic Abuse, Serious Violence, Night-Time Economy

Understand & Reduce Neighbourhood Crime – Residential Burglary, Vehicle Crime, Robbery

Reduce our high harm & repeat locations, victims and offenders through problem solving

Reduce those killed & seriously injured on our roads

Reduce Rural crime

Increase Hate crime reporting

Reduce Reoffending

Improve file quality

Increase our outcomes for victims

Increase our outcomes for women & girls

Improve our use of ancillary orders (prevention)

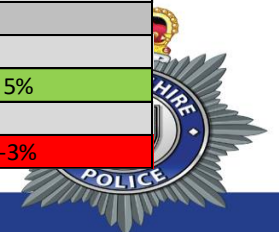
Improving victim satisfaction (crime & ASB)

Improve confidence in policing (baseline)



# Performance Overview

Those shaded in Blue form part of the Beating Crime Plan	Current 12 months (to Mar 23) compared against:		3 Year Trend	Tolerance	National Average (12 months to Feb)	MSG Average (12 months to Feb)
	Pre-Covid Baseline Jul 18-Jun 19	Last 12 months				
<b>RESPONDING TO THE PUBLIC</b>						
All Calls Received	-11%	-6%				
999 Calls Volume	24%	10%				
Call handling 999 answered in (10 seconds)	-4%	-1%				
Call handling 999 abandoned	0%	0%				
101 Calls Volume	-28%	-15%				
Call handling 101 answered in (3 minutes)		0%				
Call handling 101 abandoned	12%	7%				
Single Online Home						
Urgent Response Times - Urban	-15%	-9%				
Urgent Response Times - Rural	-3%	0%				
<b>CRIME &amp; INCIDENTS</b>						
Calls for Service (Incidents)	-7%	-3%				
All Recorded Crime	5%	7%			6%	6%
<b>NEIGHBOURHOOD CRIME</b>						
Personal Robbery	12%	8%			13%	8%
Burglary - Residential	-22%	10%			1%	4%
Vehicle Crime	-16%	8%			13%	14%
Theft from Person	-44%	14%			31%	20%
ASB	-20%	-25%				
Rural Crime						
<b>VIOLENCE &amp; SERIOUS HARM</b>						
Homicide	-50%	-50%			-14%	-25%
Violence with Injury	16%	11%			3%	6%
Violence Without Injury	21%	4%			4%	5%
Killed & Seriously Injured	-19%	-20%				
<b>VAWG</b>						
Domestic Abuse Incidents (DASH)	8%	2%				
Sexual Offences - Rapes (Total)	13%	0%			-1%	5%
Sexual Offences - Rapes (Non-Recent)	8%	-15%				
Stalking & Harassment	34%	1%			-1%	-3%



# Performance Overview

	Current 12 months (to Mar 23) 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 Feb)	MSG Average (12 months to Feb)	
<b>VULNERABILITY</b>							
Repeat Victims							
Child Sexual Exploitation	-19%	-11%					
Missing Persons	-25%	2%					
Hate Crimes	13%	-1%					
Mental Health Incidents	89%	31%					
Mental Health S.136	42%	-10%					
<b>SERIOUS &amp; ORGANISED CRIME</b>							
Drug Offences	-24%	5%			-2%	-4%	
Firearms Offences (to Dec 2022)		33%			11%		
Knife Crime (to Dec 2022)		15%			6%		
Modern Slavery & Human Trafficking							
<b>MANAGING OFFENDERS</b>							
Suspects Outstanding							
Suspects Wanted on Arrest							
Arrests							
BAIL	26%	-29%					
RUI	-25%	-6%					
Re-Offending							
Ancillary Orders							
<b>INVESTIGATIONS</b>							
Forensics							
Outcomes - Positive	-5%	12% (+1%)			11%	12%	
Outcomes - Out of Court Disposals	-1%	3% (0%)			4%	4%	
Criminal Justice							
<b>VICTIM SATISFACTION &amp; CONFIDENCE</b>							
VCOP							
User Satisfaction - Kept Informed	-5%	1%					
User Satisfaction - Overall	-3%	1%					
User Satisfaction - Confidence							







## Man given community order for lead theft from churches

He was part of a group who targeted many churches 28 Apr 2023

News



## Boston: Six people jailed for 23 years for supplying Class A drugs

Four warrants were executed in Boston in 2021.. 12 Apr 2023

News



## British Sign Language users can contact us using SignLive

We have launched SignLive to enable British Sign Language users a route to contact a BSL interpreter for all 101, non-emergency calls. 19 Apr 2023

News

APRIL 28, 2023 2.00 PM

## Man charged after robbery with knife and gun in Lincoln street



## Sleaford - warning letters served

Using powers under the Misuse of Drugs Act to tackle drug dealing and ASB concerns 24 Apr 2023

News



Lincolnshire Police  
APRIL 25, 2023 11.20 AM

## Teens, 13 and 17, arrested over vehicle crime in Nettleham



## Two men found guilty of £4 million fraud

They have been remanded into custody and will be sentenced at a later date. 26 Apr 2023

News







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

Mar-2023

Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
All Crimes	58904	5.49%	6.99%	↑	✓
VATP	23767	22.86%	4.91%	↑	✓
Homicide	6	-50.00%	-50.00%	↓	✓
VATP with Injury	6968	15.59%	10.71%	↑	✓
VATP without Injury	9110	20.63%	4.15%	↑	✓
Stalking & Harassment (incl. Malicious Communications)	7676	33.73%	1.17%	↑	✓
Sexual Offences	2521	16.44%	3.49%	↑	✓
Rape	925	12.12%	-0.86%	↑	✗
Other Sexual Offences	1596	19.10%	6.19%	↑	✓
Burglary	3376	-26.33%	7.17%	↑	✓
Burglary - Residential	2309	-21.65%	10.32%	↑	✓
Burglary - Business	1067	-24.55%	0.95%	↑	✓
Robbery	388	9.60%	12.14%	↑	✓
Personal Robbery	338	11.92%	8.33%	↑	✓
Business Robbery	50	-3.85%	47.06%	↑	✓

## KEY CRIME & ASB INDICATORS

Mar-2023

Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
Theft (exc Vehicles)	11260	-8.55%	19.75%	↑	✓
Theft from Person	170	-43.71%	14.09%	↑	✓
Bicycle Theft	890	-17.36%	3.25%	↓	✓
Shoplifting	5355	-4.66%	28.97%	↑	✗
Other Theft	4845	-8.88%	14.27%	↑	✓
Vehicle Crimes	2586	-15.85%	8.47%	↑	✓
Theft of Vehicle	859	19.80%	9.29%	↑	✓
Theft from Vehicle	1386	-22.31%	17.26%	↑	✓
Drugs Offences	1462	-23.70%	5.41%	↓	✓
Drugs Trafficking	414	-7.38%	20.70%	↓	✓
Drugs Possession	1048	-28.66%	0.38%	↓	✓
Arson & Criminal Damage	6462	0.08%	-0.03%	↑	✓
Public Order	5084	28.38%	1.42%	↑	✓
Possession of Weapons	572	-0.17%	14.17%	↑	✓
Crimes Against Society	1427	15.36%	8.43%	↑	✓



# 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	23317	23589	272	1.15%	23589	22416	1173	5.23%	↑	✓
WEST	32352	35209	2857	8.11%	35209	32651	2558	7.83%	↑	✓
<b>FORCE</b>	<b>55669</b>	<b>58904</b>	<b>3235</b>	<b>5.49%</b>	<b>58904</b>	<b>55055</b>	<b>3849</b>	<b>6.99%</b>	<b>↑</b>	<b>✓</b>

### All Recorded Crime

#### Force

58,904 crimes recorded in current 12 month period  
 +5% increase on the pre Covid level  
 +7% increase on previous 12 months

#### East

23,589 crimes recorded in current 12 month period  
 +1% increase on the pre Covid level  
 +5% Increase on previous 12 months

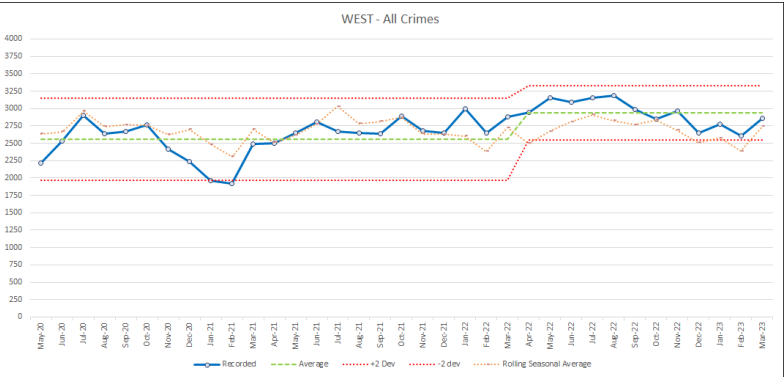
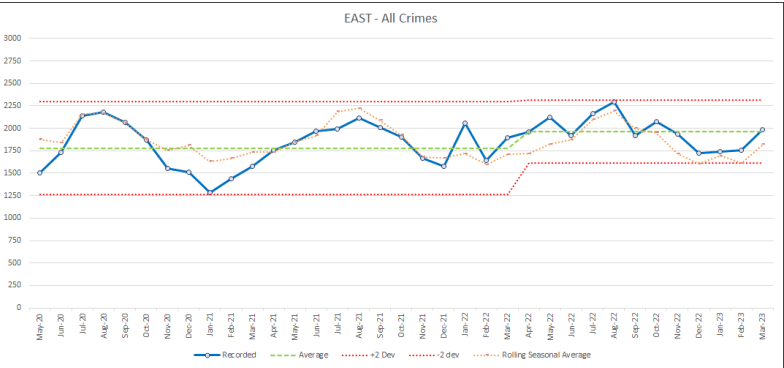
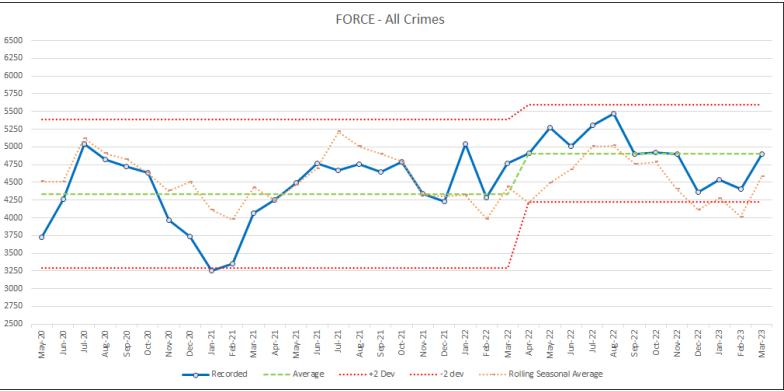
#### West

35,209 crimes recorded in current 12 month period  
 +8% increase on the pre Covid level  
 +8% increase on previous 12 months

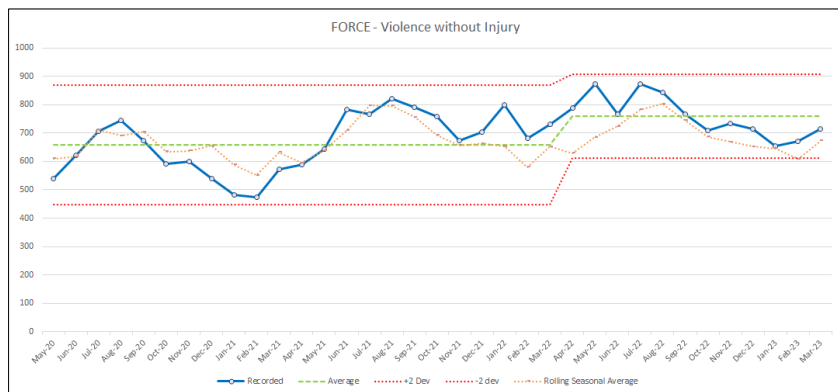
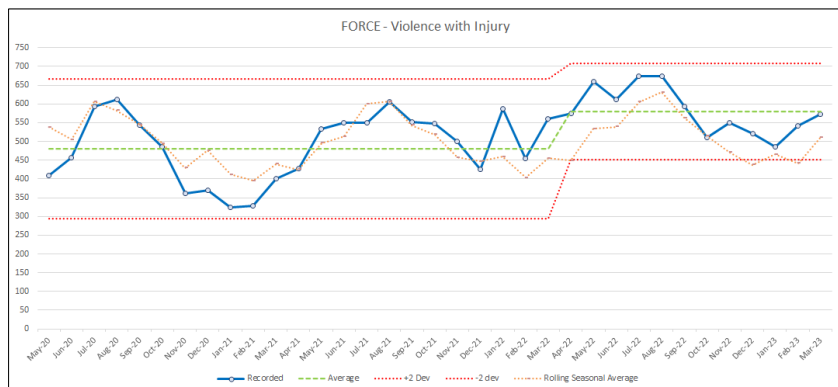
### All Recorded Crime

The increases in recorded crime, compared to pre-covid and the last 12 months are steadily reducing. However, we continue to see recorded crime above where we were pre-covid (+5%). Lincolnshire is following the National trend of returning to pre-covid levels of offences, but we are tracking slightly above the National and MSG average in many offence categories.

As expected, crime has started to increase and will peak in the Summer, particularly in the Coastal district, which places local staffing under increased pressure to meet all calls for service. Our Summertime Policing Plan looks to reduce demand through early engagement and prevention initiatives as well as exploring options to bolster our officer numbers, including minimum staffing levels and posting additional officers from other areas of the County.



# 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	3095	354	12.91%	3095	2814	281	9.99%	↑	✓
WEST	3287	3858	571	17.37%	3858	3480	378	10.86%	↑	✓
<b>FORCE</b>	<b>6028</b>	<b>6968</b>	<b>940</b>	<b>15.59%</b>	<b>6968</b>	<b>6294</b>	<b>674</b>	<b>10.71%</b>	<b>↑</b>	<b>✓</b>

## 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	3965	623	18.64%	3965	3902	63	1.61%	↑	✓
WEST	4210	5130	920	21.85%	5130	4845	285	5.88%	↑	✓
<b>FORCE</b>	<b>7552</b>	<b>9110</b>	<b>1558</b>	<b>20.63%</b>	<b>9110</b>	<b>8747</b>	<b>363</b>	<b>4.15%</b>	<b>↑</b>	<b>✓</b>

## Violence

The increases in violence continue into March and are expected to increase over the summer months, particularly along the Coast. During the summer months (June/July/August) the coast sees a 46% increase in serious violence compared to spring (March/April/May) and forms part of the Summertime Policing Plan.

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.

Lincolnshire Police has secured £190,000 from the Home Office Homicide Prevention Fund which we will use to help reduce knife crime and homicides in the county. This will form part of Lincolnshire Police's Think Sharp initiative which will be rolled out in December 2023 – a prevention project which aims to reduce knife crime, weapon-based offences, and homicides.

## Violence

### Violence with Injury

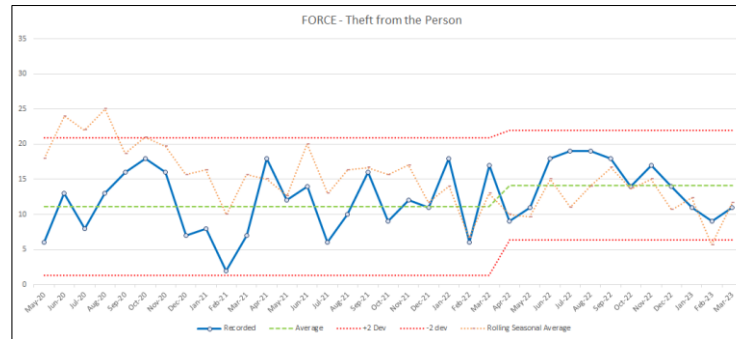
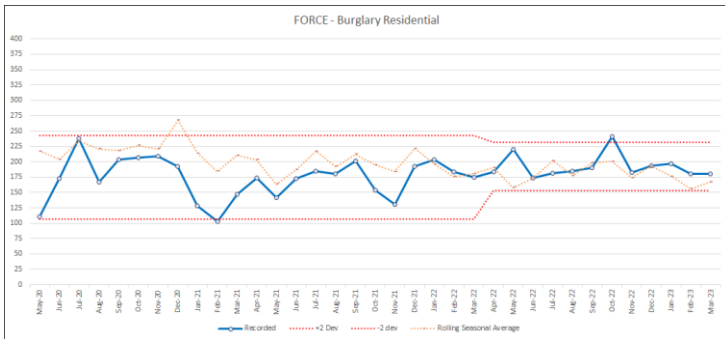
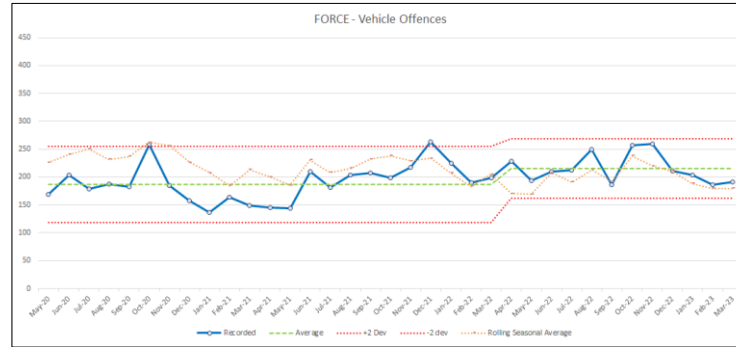
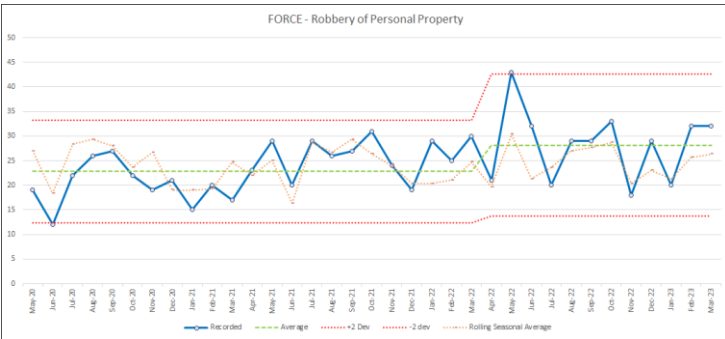
6968 crimes recorded in current 12 month period  
 +16% increase on the pre Covid level  
 +11% increase on previous 12 months

### Violence Without Injury

9110 crimes recorded in current 12 month period  
 +21% decrease on the pre Covid level  
 +4% 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	338	36	11.92%	338	312	26	8.33%	↑	✓

## 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	2309	-638	-21.65%	2309	2093	216	10.32%	↑	✓

## 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	2586	-487	-15.85%	2586	2384	202	8.47%	↑	✓

## 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	170	-132	-43.71%	170	149	21	14.09%	↑	✓

### Robbery of Personal Property

338 crimes recorded in current 12 month period  
 +12% increase on the pre Covid level  
 +8% increase on previous 12 months

### Residential Burglary

2309 crimes recorded in current 12 month period  
 -22% decrease on the pre Covid level  
 +10% increase on previous 12 months

### Vehicle Offences

2586 crimes recorded in current 12 month period  
 -16% decrease on the pre Covid level  
 +8% increase on previous 12 months

### Theft from the Person

170 crimes recorded in current 12 month period  
 -44% decrease on the pre Covid level  
 +14% increase on previous 12 months

## Dwelling Burglary Attendance

During 2022/23 62% of residential burglary offences were 'allocated', however this also includes sheds which may explain the 38% non-allocation.

The policy to attend all dwelling burglaries came into effect on 5<sup>th</sup> October 2022 and our attendance has increased since then rising from 54% (01/04/22-04/10/22) to 70% (05/10/22-31/03/23).

Our strategic lead has given direction that CID will attend all dwelling burglaries.

The changes to the recording of residential burglaries which came into effect on 01/04/23, will separate out sheds/garages from actual dwellings and will improve our data capture and monitoring.

## 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 December 2022

	% increase / decrease 12 months to Dec 22 (compared to prev. 12 mths)		Lincs Ranking Offences per 1000 pop. (Low is good)	Change from last Qtr		% increase / decrease 12 months to Dec 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	+8	+16	13 <sup>th</sup> (was 12 <sup>th</sup> )	↓	Theft from the person	+45	+47	3 <sup>rd</sup> (was 3 <sup>rd</sup> )	→
Violence against the person	+5	+15	17 <sup>th</sup> (was 15 <sup>th</sup> )	↓	Bicycle theft	+4	+21	28 <sup>th</sup> (was 26 <sup>th</sup> )	↓
Homicide	-5	(numbers too small)	-		Shoplifting	+23	+31	34 <sup>th</sup> (was 35 <sup>th</sup> )	↑
Violence with injury	+8	+20	18 <sup>th</sup> (was 16 <sup>th</sup> )	↓	All other theft offences	+26	+23	12 <sup>th</sup> (was 10 <sup>th</sup> )	↓
Violence without injury	+7	+17	16 <sup>th</sup> (was 16 <sup>th</sup> )	→	Criminal damage and arson	+4	+14	23 <sup>rd</sup> (was 25 <sup>th</sup> )	↑
Stalking and harassment	-	+8	16 <sup>th</sup> (was 15 <sup>th</sup> )	↓	Drug offences	-4	-4	11 <sup>th</sup> (was 9 <sup>th</sup> )	↓
Death or serious injury - unlawful driving	+1	(numbers too small)	-		Possession of weapons offences	+19	+10	15 <sup>th</sup> (was 17 <sup>th</sup> )	↑
Sexual offences	+7	+15	19 <sup>th</sup> (was 20 <sup>th</sup> )	↑	Public order offences	+3	+8	10 <sup>th</sup> (was 10 <sup>th</sup> )	→
Robbery	+15	+24	14 <sup>th</sup> (was 14 <sup>th</sup> )	→	Miscellaneous crimes against society	+3	+19	21 <sup>st</sup> (was 21 <sup>st</sup> )	→
Theft offences	+19	+25	18 <sup>th</sup> (was 18 <sup>th</sup> )	→	Knife Crime (39 forces using new methodology)	+6	+15	24 <sup>th</sup> (was 24 <sup>th</sup> )	→
Burglary	+7	+21	28 <sup>th</sup> (was 26 <sup>th</sup> )	↓	Fraud & Computer Misuse offences referred by Action Fraud	-22	-21		
Domestic burglary	+3	+24	26 <sup>th</sup> (was 25 <sup>th</sup> )	↓	Firearms Offences	+12	+33		
Non-domestic burglary	+17	+13	30 <sup>th</sup> (was 30 <sup>th</sup> )	→					
Vehicle offences	+14	+22	10 <sup>th</sup> (was 10 <sup>th</sup> )	→					

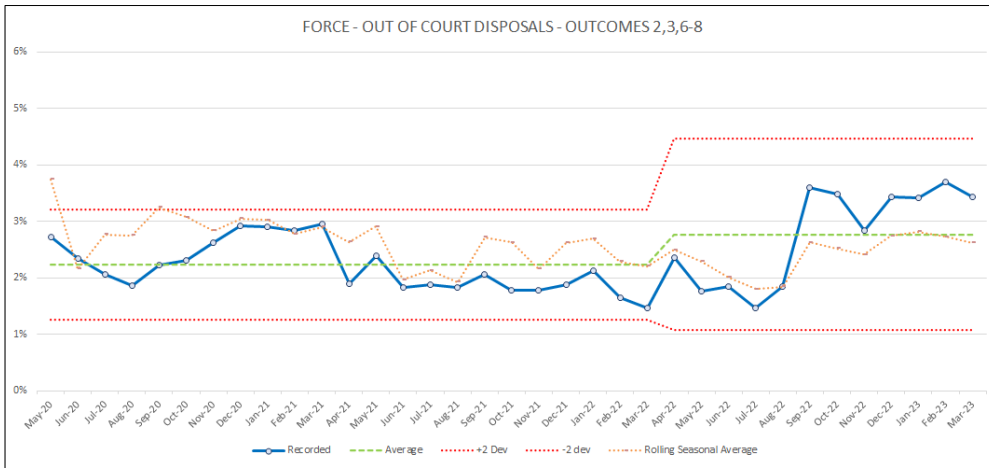
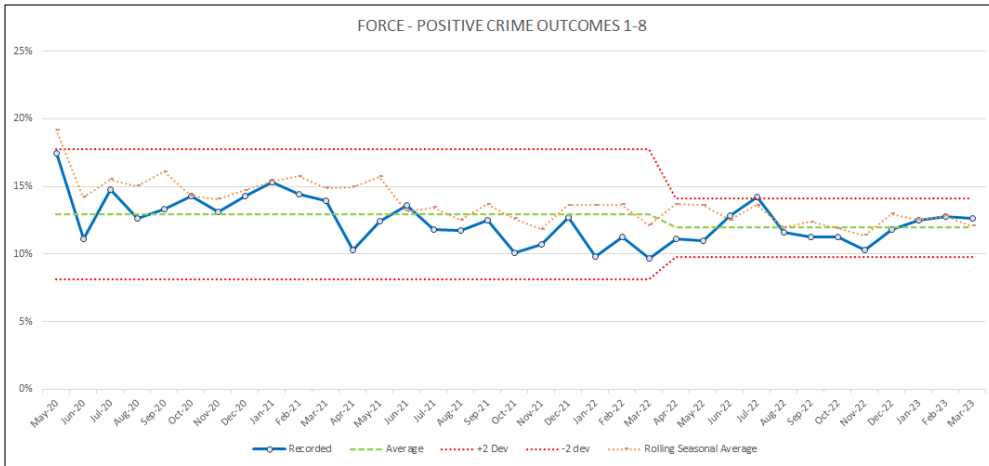
Source: Data is taken from the latest Office of National Statistics (ONS) crime publication – year ending September 2022 [Crime in England and Wales, year ending December 2022 - Office for National Statistics \(ons.gov.uk\)](#) Ranking is based on the number of offences per 1000 population, except knife 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 Variance
Positive Outcomes	8832	7015	-20.57%	7015	6187	13.38%		
	16.95%	11.96%	-5.00%	11.96%	11.39%	0.57%	↓	✓
Out of Court Disposals	1736	1659	-4.44%	1659	1036	60.14%		
	3.31%	2.76%	-0.54%	2.76%	1.88%	0.88%	↑	✓

## Positive Outcomes

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

6015 positive outcomes recorded in the last 12 months  
-21% decrease on the pre Covid level  
+13% increase on previous 12 months

On average 12% of all outcomes recorded are positive outcomes (last 12 months)  
-5% decrease on the pre Covid level  
+1% increase on previous 12 months

## Out of Court Disposals

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

1659 out of court disposals recorded in the last 12 months  
-4% decrease on the pre Covid level  
+60% increase on previous 12 months

On average 3% of all outcomes recorded are out of court disposals (last 12 months)  
-1% decrease on the pre Covid level  
+1% increase on previous 12 months

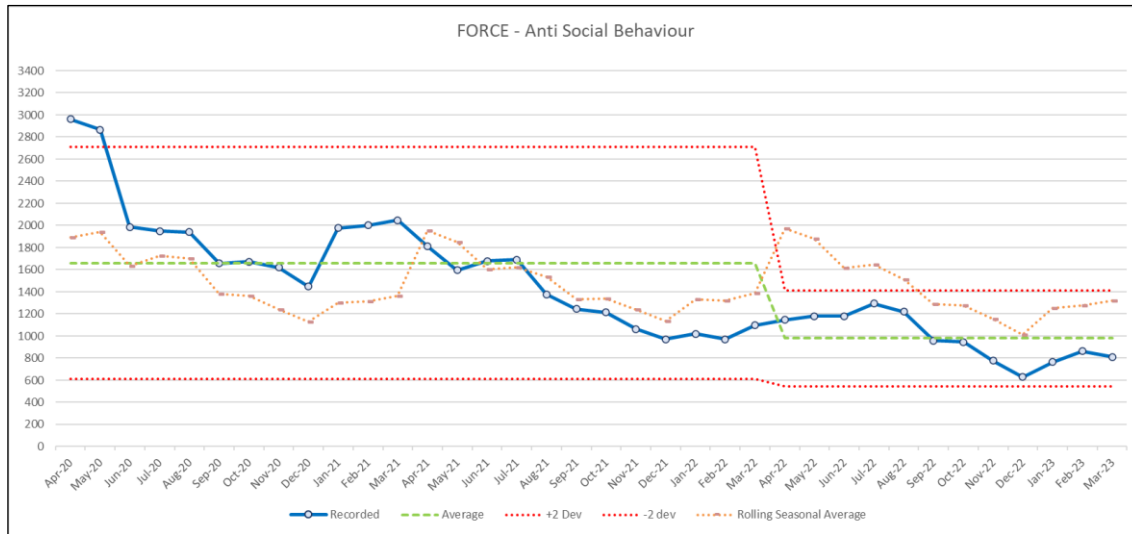
## Positive Outcomes

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



Local Policing Team Area	Anti Social Behaviour									
	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	4495	-1345	-23.03%	4495	5932	-1437	-24.22%	↓	✓
WEST	8956	7273	-1683	-18.79%	7273	9801	-2528	-25.79%	↓	✓
FORCE	14796	11768	-3028	-20.46%	11768	15733	-3965	-25.20%	↓	✓

## ASB

11,768 incidents recorded in current 12-month period  
 -20% decrease on the pre Covid level  
 -25% decrease on previous 12 months

Incidents below expected levels and are below pre-covid volumes

## Anti-Social Behaviour

We have reviewed our decreases in ASB incidents and note a correlation with increases in certain offence groups such as public order, stalking & harassment, criminal damage and malicious communications.

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.



# 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**

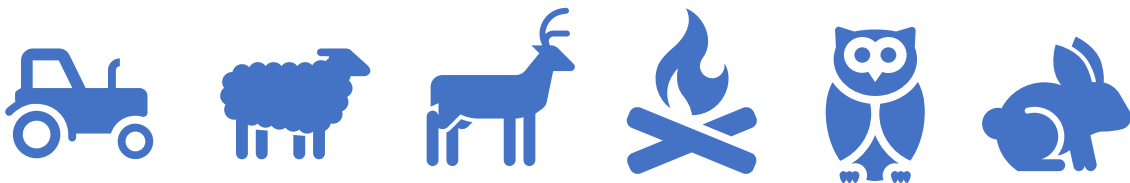
- Understand the organised nature of hare coursing
- Advertise the nature of offenders and their criminal links outside of hare coursing

### **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	272
December	527	67
January	430	94
February	145	19
March	36	23

## Measurable Outputs

### **Increase in the number of dogs seized**

- During 22/23 RCAT have seized 40 dogs. This is the highest number for 5 years.

### **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
- During 22/23, RCAT have made 32 arrests and seized 7 vehicles



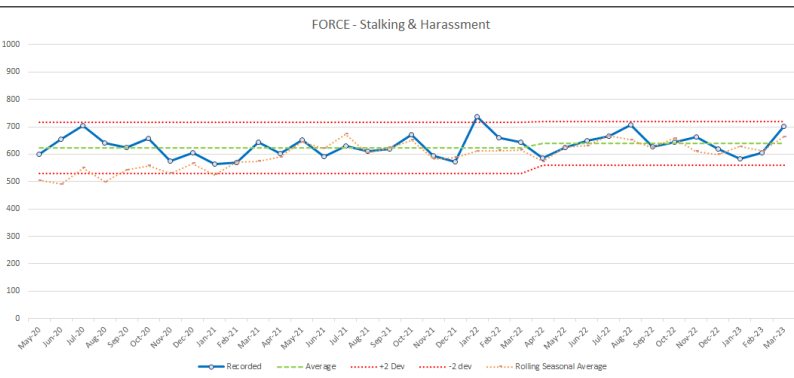
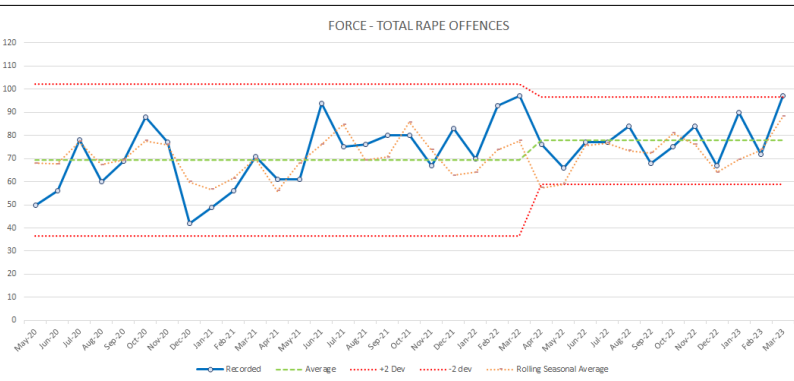
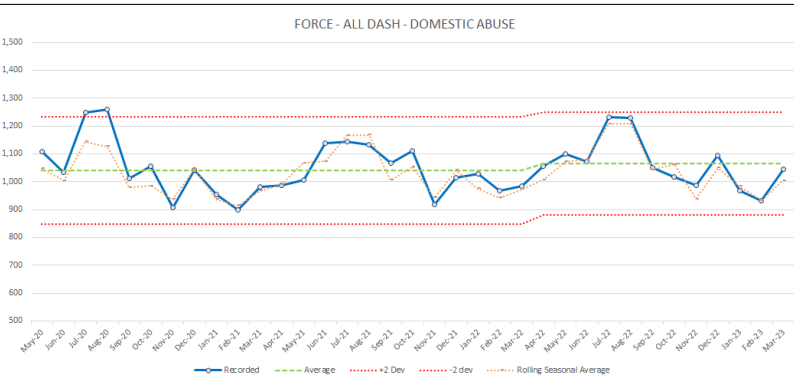


We will have communities who feel safe and protected from harm

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	12783	968	8.19%	12783	12496	287	2.30%	↓	✓

## 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	933	108	13.09%	933	937	-4	-0.43%	↑	✗

## 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	7676	1936	33.73%	7676	7587	89	1.17%	↑	✓

### Violence Against Women & Girls

#### Domestic Abuse - DASH

12783 DASH recorded in current 12 month period  
 +8% increase on the pre Covid level  
 +2% increase on previous 12 months

#### Sexual Offences - Rape

933 Rapes recorded in current 12 month period  
 +13% increase on the pre Covid level  
 No change on previous 12 months

#### Stalking & Harassment

7676 recorded in current 12 month period  
 +34% increase on the pre Covid level  
 +1% increase on previous 12 months

### VAWG Voices

We are committed to tackling violence against women and girls (VAWG). This means acts of violence or abuse that we know disproportionately affect women and girls such as rape, sexual assault, domestic abuse, cyber flashing, revenge porn, female genital mutilation, stalking, harassment and cat calling.

It's our priority to create an environment where women and girls can feel safe and be safe within Lincolnshire, free of fear and harassment. To do this, we need to listen to the voices of those with lived experience to shape our response.

VAWG Voices is an Independent Advisory Group that creates a safe space for women to speak openly, have challenging, constructive and reflective conversations, with an aim of influencing how we design and deliver our service to the public and become more inclusive as an employer.

# Protect from Harm - Mental Health – S.136

## 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	3300	1455	78.86%	3300	2576	724	28.11%	↑	✓
WEST	2781	5437	2656	95.51%	5437	4095	1342	32.77%	↑	✓
FORCE	4626	8737	4111	88.87%	8737	6671	2066	30.97%	↑	✓

## Mental Health - S136 Detentions

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
S136 Detentions	475	676	201	42.32%	676	753	-77	-10.2%	↑	✓

### Mental Health

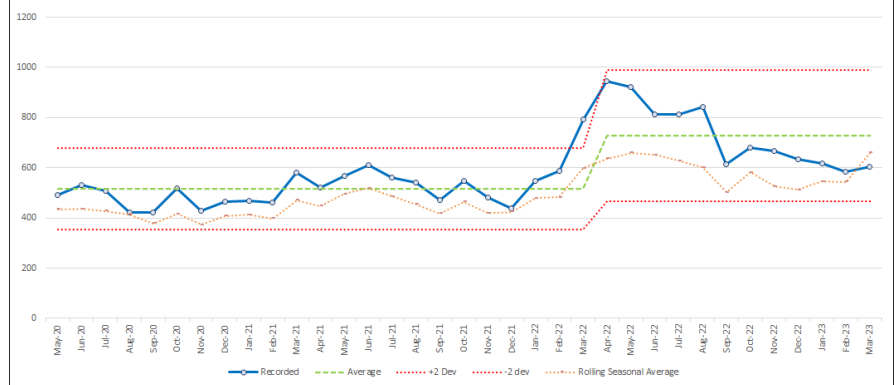
#### **Mental Health Incidents**

8737 recorded in current 12 month period  
 +89% increase on the pre Covid level  
 +31% increase on previous 12 months

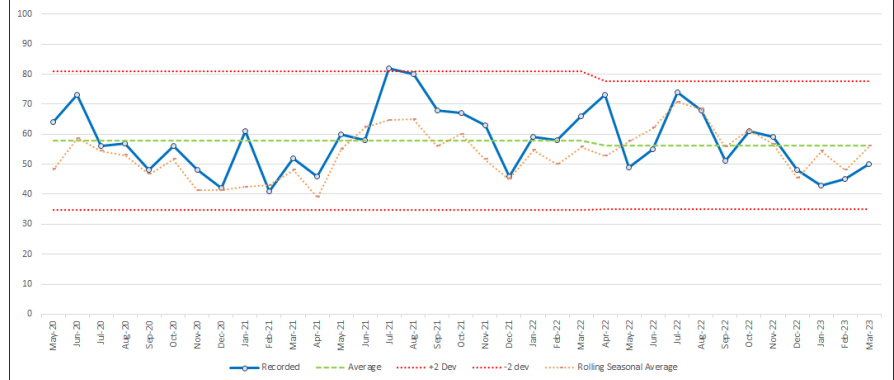
#### **Mental Health S.136 Detentions**

676 recorded in current 12 month period  
 +42% increase on the pre Covid level  
 -10% decrease on previous 12 months

FORCE - Mental Health Incidents



FORCE - S136 DETENTIONS



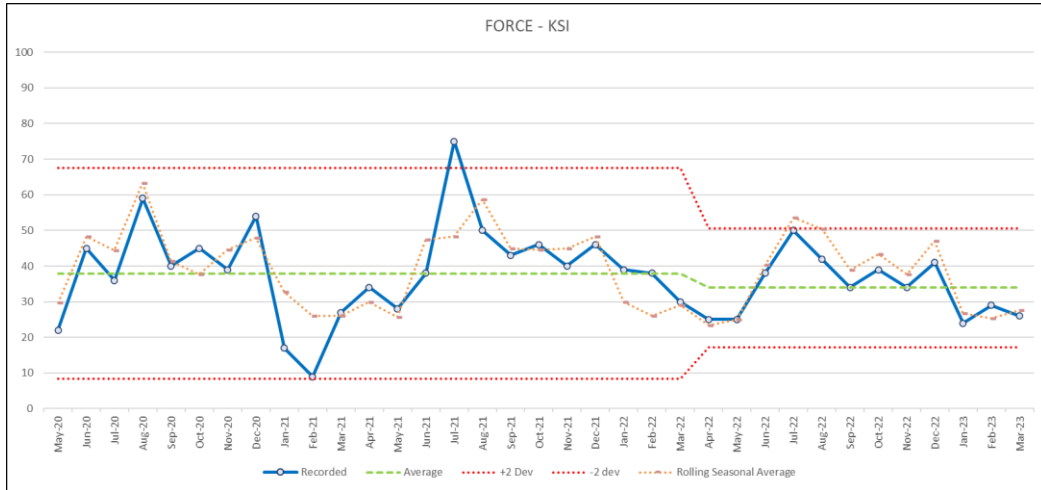
## Mental Health

The number of Incidents recorded as Mental Health and those subsequently detained under S.136 has steadily decreased since the peak in April – We are experiencing less calls from medical establishments and more referrals into the right pathway. We are making more non-attendance decisions and pushing back more to our partners. Scoping has commenced as to how we can implement ‘Right Care, Right Person’ principles.

We currently have a team of 12 mental health practitioners going through vetting/training 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. These are expected to be fully operational by April/May.

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



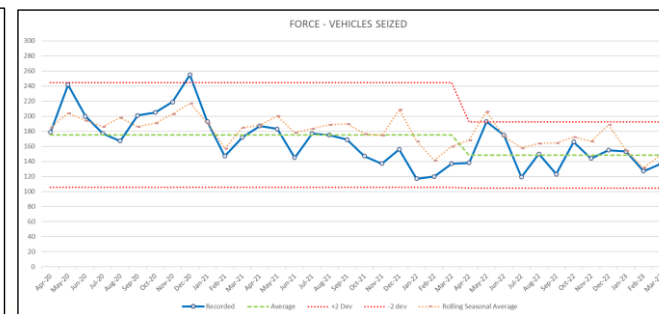
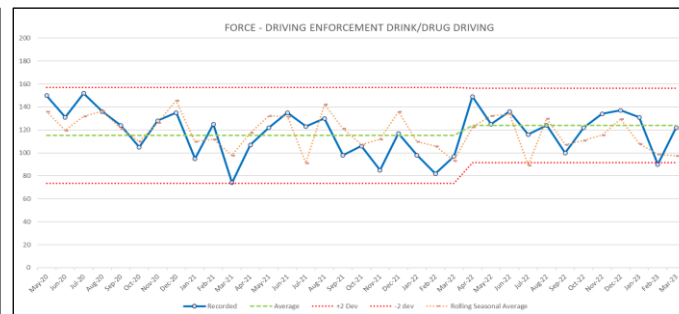
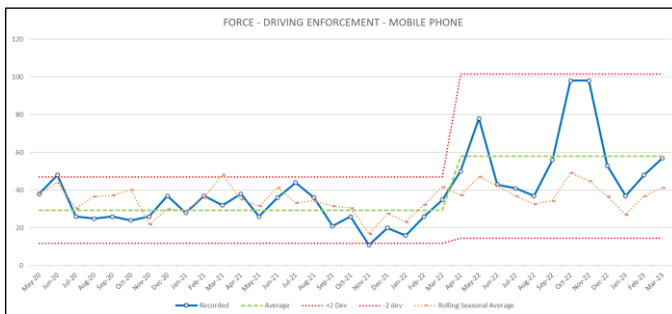
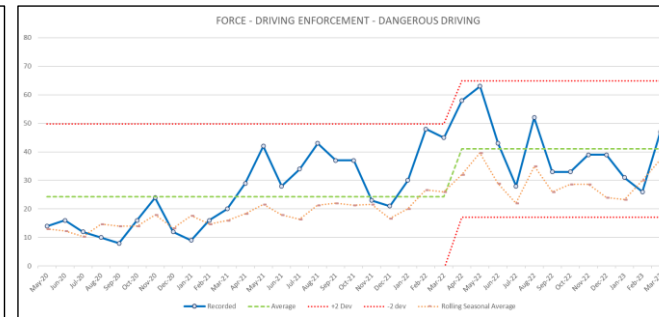
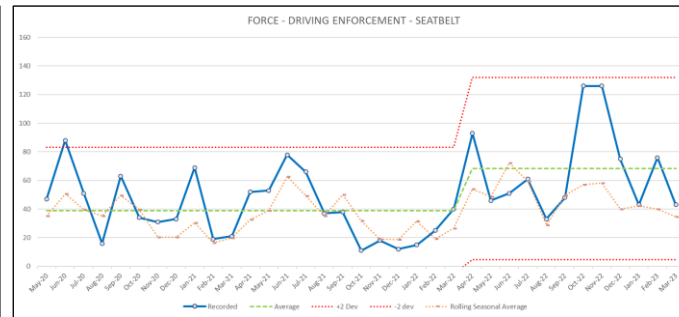
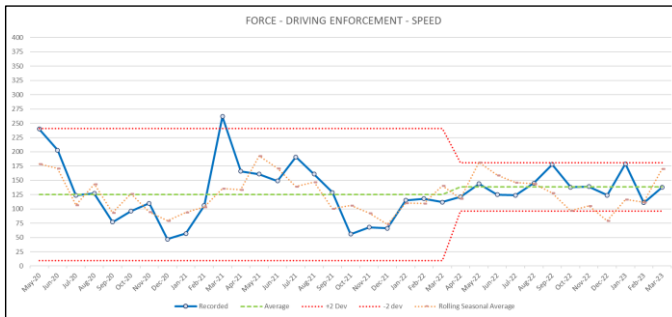
Road Safety - KSI										
	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
Killed	68	29	-39	-57.35%	29	50	-21	-42.00%	↓	✓
Seriously Injured	437	378	-59	-13.50%	378	457	-79	-17.29%	↑	✓
<b>KSI Total</b>	<b>505</b>	<b>407</b>	<b>-98</b>	<b>-19.41%</b>	<b>407</b>	<b>507</b>	<b>-100</b>	<b>-19.72%</b>	↓	✓

## KSI

407 KSI recorded in current 12-month period  
 -19% decrease on the pre Covid level  
 -20% decrease on previous 12 months

## Driving Enforcement

Tickets a month (on average, last 12 months)  
 Speed = 139  
 Seatbelts = 68  
 Mobile phones = 58  
 Dangerous driving = 41 (inc. arrests)  
 Drink/Drug driving = 124 (inc. arrests)



## Vehicles Seized

148 vehicles seized each month (on average 12 months)

-4% decrease compared the previous 12 months





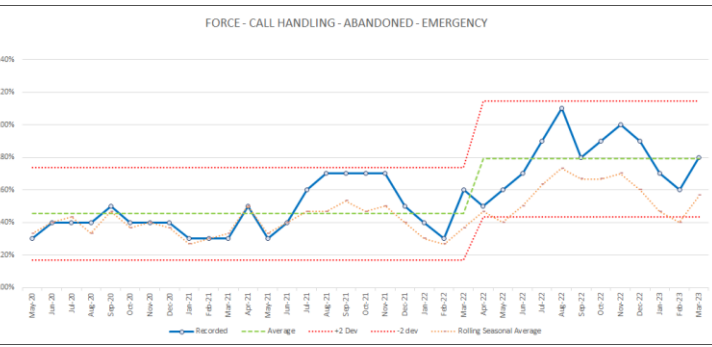
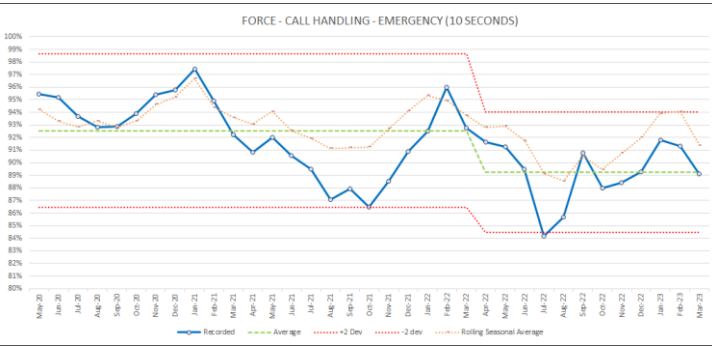
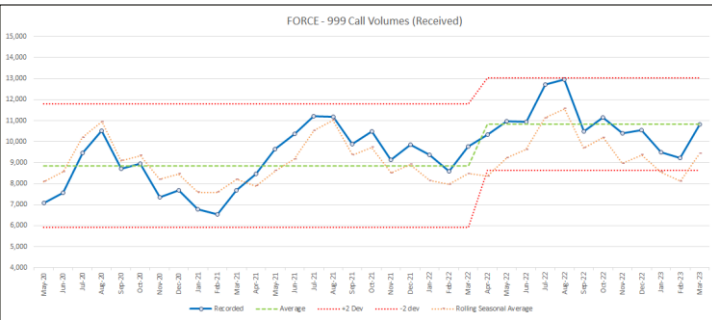
We will be people focused and offer the highest standard of care with sustained reductions in repeat calls for service

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	130055	24808	23.57%	130055	117936	12119	10.28%	↑	✓

## 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%	89.25%	-	-4.25%	89.25%	90.43%	-	-1.19%	↓	✓

## 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%	0.79%	-	0.37%	0.79%	0.53%	0.26%	↑	✓

### 999 call volumes

130,055 calls received in last 12 months  
 +24% increase on the pre Covid level  
 +10% increase on the last 12 months

### 999 call handling (10 seconds)

89% answered within 10s (latest 12 months)  
 -4% decrease on the pre Covid level  
 -1% decrease on the last 12 months

### 999 calls abandoned

0.79% calls abandoned in last 12 months (average)  
 +0.4% increase on the pre covid level  
 +0.3% increase on the previous year

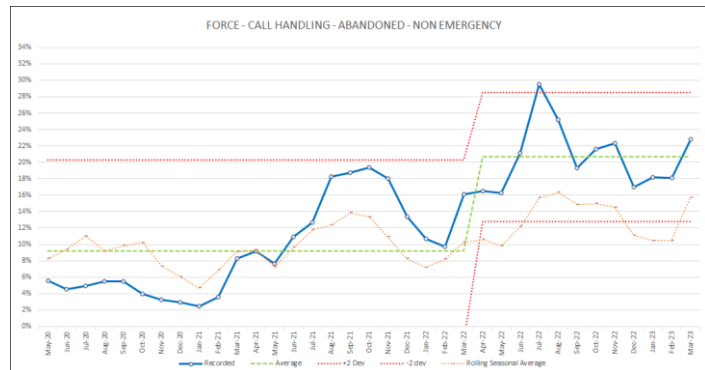
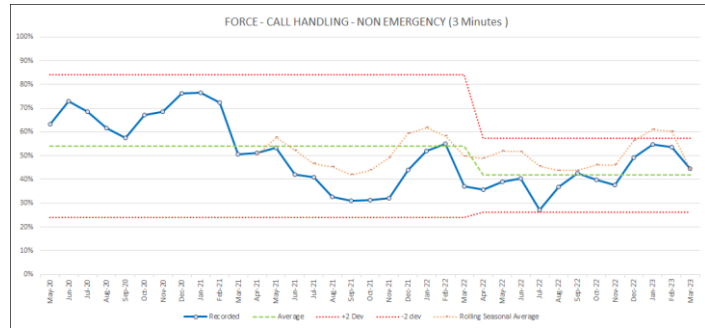
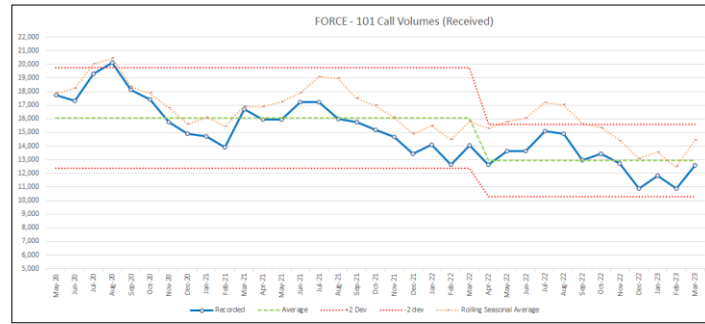
## 999 Call Volumes / Call Handling

As predicted, the volume of 999 calls increased during March. 999 demand continues to increase Nationally. The increase in demand affects our call handling performance, with a slight decrease in the percentage of calls answered within 10 seconds and a slight increase in the number abandoned, which remains 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	41.8%	41.9%	-	-0.1%	↓	✓

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%	20.66%	-	11.74%	20.66%	13.80%	6.86%	↑	✓

**101 call handling (3 minutes)**  
 42% answered within 3 minutes (latest 12 months)  
 No change on the last 12 months

**101 calls abandoned**  
 21% calls abandoned in last 12 months (average)  
 +12% 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 increase in 999 and 101 demand affects our call handling performance, with a slight decrease in the percentage of calls answered within 3 minutes and a slight increase in the number abandoned, which is 21%.

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.

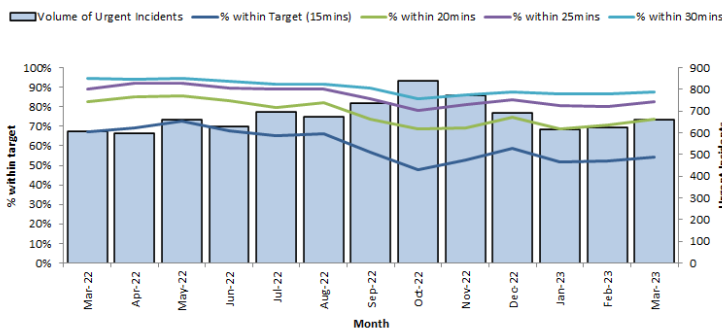
### Technological advances

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.

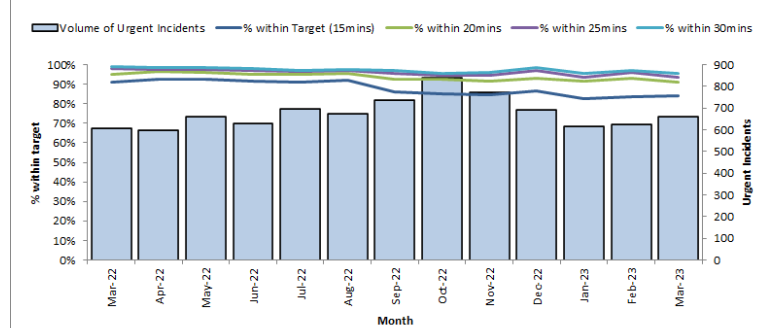
# Responding to the Public - Urgent Response

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

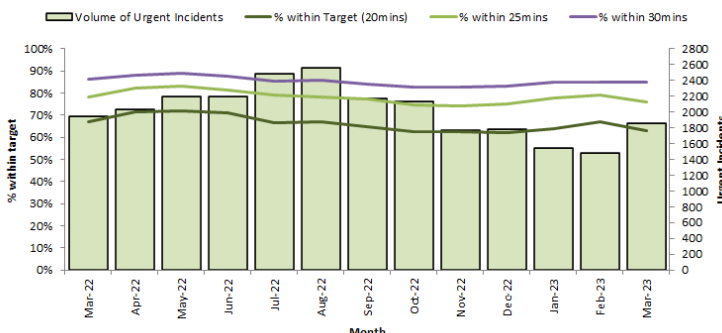


Logged to Arrive	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Volume of Urgent Incidents	838	771	691	617	626	659
Average Attended Time	00:26:36	00:22:18	00:23:49	00:28:09	00:22:18	00:32:40
% within Target (15mins)	47.73%	52.66%	58.76%	51.70%	52.24%	54.32%
% within 20mins	68.74%	69.39%	74.53%	68.88%	70.61%	73.75%
% within 25mins	78.40%	81.32%	83.65%	80.88%	80.19%	82.55%
% within 30mins	84.13%	86.25%	87.41%	86.55%	86.58%	87.71%

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

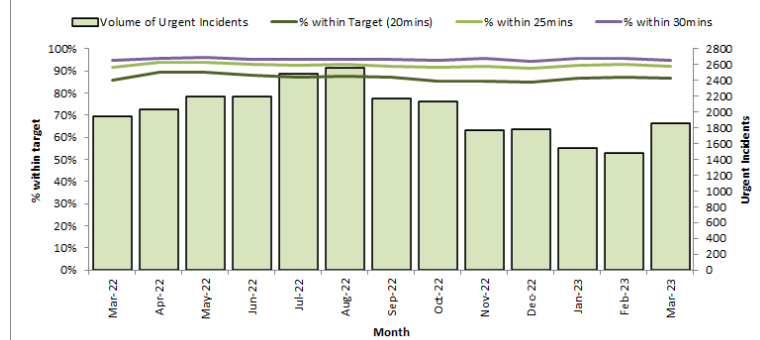


**Rural - Urgent Incidents and % attended within target - Logged to Arrive**



Logged to Arrive	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Volume of Urgent Incidents	2137	1767	1788	1545	1485	1860
Average Attended Time	00:28:06	00:23:29	00:22:46	00:21:21	00:23:25	00:25:49
% within Target (20mins)	62.61%	62.42%	61.97%	63.95%	66.94%	63.01%
% within 25mins	74.68%	74.31%	74.94%	77.73%	79.06%	76.18%
% within 30mins	82.69%	82.74%	83.05%	84.92%	84.98%	84.73%

**Rural - Urgent Incidents and % attended within target - Assigned to Arrive**



## Caution - Methodology for logged to arrive

Previous data (pre-Sept) extracted by NSPIS was based on the opening & closing grading of an incident being urgent, whereas Guardian only has an option to extract a closing grading. This may mean that an incident originally starts as a priority but due to the time taken may get upgraded to an urgent and therefore takes longer than if the incident started as an urgent. We are looking to get a fix in Guardian to extract urgent incidents only. Data post September is subject to change.

## Urgent Response Times – Logged to Arrive (12m average)

### Urban

60% responded to in 15 minutes  
 89% responded to in 30 minutes  
 Average attended time is 21:54 minutes

### Rural

66% responded to in 20 minutes  
 85% responded to in 30 minutes  
 Average attended time is 22:29 minutes

## Urgent Response Times – Assigned to Arrive (12m average)

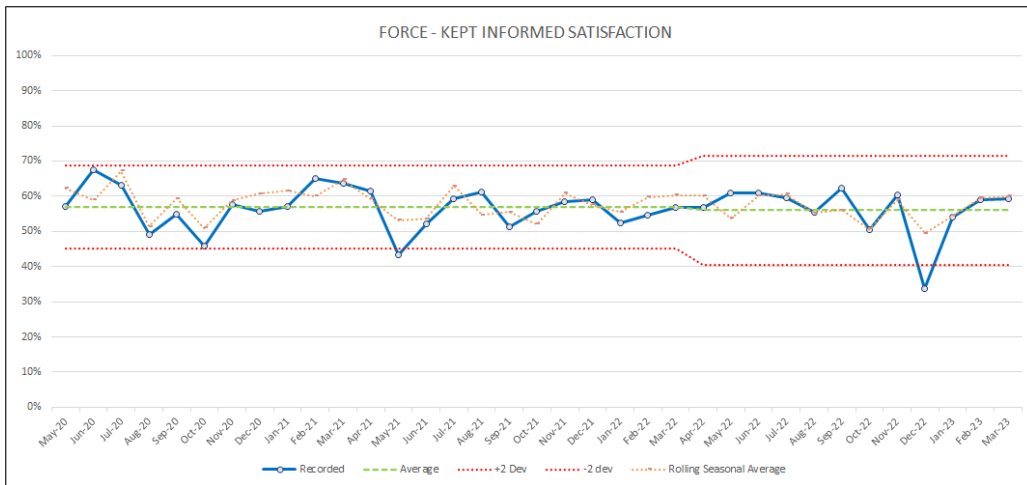
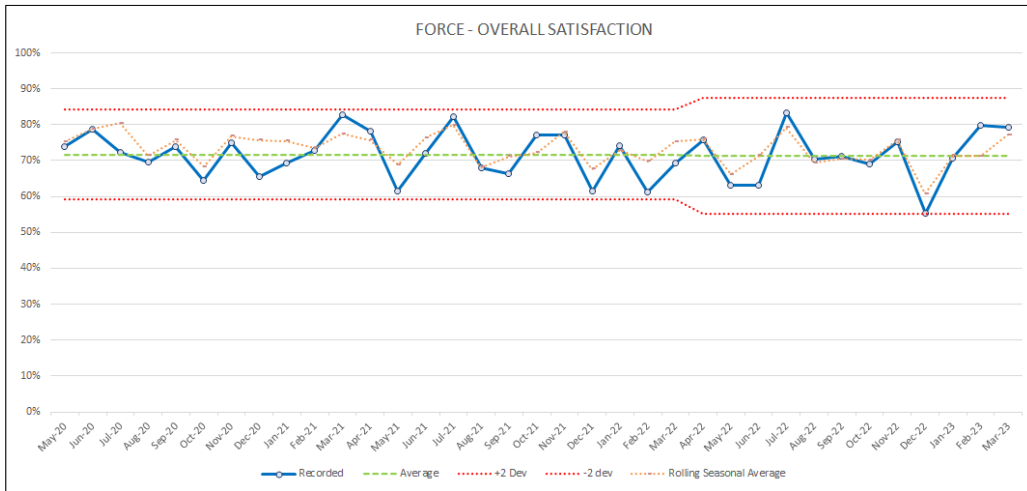
### Urban

88% responded to in 15 minutes  
 97% responded to in 30 minutes  
 Average attended time is 8:50 minutes

### Rural

87% responded to in 20 minutes  
 95% responded to in 30 minutes  
 Average attended time is 11:15 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%	71.36%	-5.38%	71.36%	70.73%	0.62%	↓	✓
Kept Informed Force Satisfaction	59.09%	56.05%	-3.04%	56.05%	55.48%	0.58%	↓	✓

### User Satisfaction

#### Overall Satisfaction

71% of users are satisfied overall (last 12 months average)

-5% decrease on the pre Covid level

+1% increase on previous 12 months

#### Kept Informed

56% of users are satisfied with being kept informed (last 12 months average)

-3% decrease on the pre Covid level

+1% increase on previous 12 months

### User Satisfaction / Insight

- Victims & Witnesses Communications Plan 2023 developed – Start April 2023
- Victim and Witness Strategy 2023-25 and delivery plan finalised
- COT Vlog and key messaging from DSU Rogers– Comms plan (1)
- Repeat Victim Policy finalised – Comms plan (2)
- Importance of Victim Personal Statement – Comms plan (3)
- Reminder on referrals to victim support services – Comms plan (4)
- Inspiration/Good News Victim experience – Comms plan (5)
- Pronto redesign underway to assist capturing VCOP metrics and task Repeat Victim Policy
- Standard and Medium DA referrals to Victim Lincs now in place and uptake good
- Understand slight decline in generic referrals to Victim Lincs
- Identification of police SPOCS for outreach services to provide real time insight
- Trace back dissatisfaction to understand trends/issues
- Victim Information Leaflet/PDF refresh underway with new hyperlink, QR code and translations
- Victim surveying project initiated with Lincoln University to run in conjunction with Leicestershire model
- Victim Right to Review process to be presented 18<sup>th</sup> April at PVF meeting.