OPCC Public Assurance Meeting Performance Report

19th September 2023

Contents

Key
Areas of Focus

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 June 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

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 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 June 23) compared against:					National Average (12 months to May)	MSG Average (12 months to May)
	Pre-Covid Baseline Jan 19 - Dec 19	Last 12 months	3 Year Trend	Tolerance			
RESPONDING TO THE PUBLIC							
All Calls Received	-11%	-2%					
999 Calls Volume	22%	12%					
Call handling 999 answered in (10 seconds)	-5%	-2%					
Call handling 999 abandoned	0%	0%					
101 Calls Volume	-28%	-10%					
Call handling 101 answered in (3 minutes)		6%					
Call handling 101 abandoned	10%	5%					
Single Online Home							
Urgent Response Times - Urban	-18%	-12%					
Urgent Response Times - Rural	-5%	-1%					
CRIME & INCIDENTS							
Calls for Service (Incidents)	-1%	5%					
All Recorded Crime	-3%	3%				3%	-1%
NEIGHBOURHOOD CRIME							
Personal Robbery	-2%	-7%				10%	-3%
Burglary - Residential	-21%	3%				-14%	-17%
Vehicle Crime	-20%	-1%				8%	2%
Theft from Person	-34%	25%				19%	2%
ASB	-12%	-19%					
Rural Crime							
VIOLENCE & SERIOUS HARM							
Homicide	-36%	0%				-14%	-35%
Violence with Injury	9%	5%				0%	1%
Violence Without Injury	2%	-3%				0%	-4%
Killed & Seriously Injured	-20%	-14%					
VAWG							
Domestic Abuse Incidents (DASH)	8%	1%					
Sexual Offences - Rapes (Total)	6%	0%				-1%	1%
Sexual Offences - Rapes (Non-Recent)	-15%	-21%					
Stalking & Harassment	9%	2%				-2%	-8%

Performance Overview

Those shaded in Blue form part of the Beating Crime Plan	Current 12 months (to June 23) compared against:					National Average (12 months to May)	MSG Average (12 months to May)
	Pre-Covid Baseline Jan 19 - Dec 19	Last 12 months	3 Year Trend	Tolerance		National Average (12 months to May)	MSG Average (12 months to May)
VULNERABILITY							
Repeat Victims							
Child Sexual Exploitation	-19%	13%					
Missing Persons	-28%	-7%					
Hate Crimes	2%	-2%					
Mental Health Incidents	75%	3%					
Mental Health S.136	21%	-14%					
SERIOUS & ORGANISED CRIME							
Drug Offences	-19%	17%				1%	-5%
Firearms Offences (to Mar 2023)		14%				11%	
Knife Crime (to Mar 2023)		0%				4%	
Modern Slavery & Human Trafficking							
MANAGING OFFENDERS							
Suspects Outstanding							
Suspects Wanted on Arrest							
Arrests							
BAIL	-42%	-50%					
RUI	-22%	-9%					
Re-Offending							
Ancillary Orders							
INVESTIGATIONS							
Forensics							
Outcomes - Positive	-3%	12% (1%)				11%	12%
Outcomes - Out of Court Disposals	-1%	3% (0%)				4%	4%
Criminal Justice							
VICTIM SATISFACTION & CONFIDENCE							
VCOP	-8%	-6%					
User Satisfaction - Kept Informed	-2%	0%					
User Satisfaction - Overall	-3%	3%					
User Satisfaction - Confidence							

Man jailed after stealing wine and meat from Lincolnshire shops

Man charged following three burglaries targeting bungalows on East Coast

Six people charged over alleged drug offences on coast

Man charged with five offences after police chase on A17 at Sutton Bridge

Four people arrested as police investigate 'unusually strong' batch of heroin in Lincoln

Man charged with murder of 26-year-old Holly Bramley appears in court

Men who 'unceremoniously' dumped Igors Petrovs in River Witham jailed

Three Boston shops given closure orders due to illegal sales

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

KEY CRIME & ASB INDICATORS				Jun-2023
Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
All Crimes	58409	-2.54%	2.97%	↑	✓
VATP	23624	6.25%	0.91%	↑	✓
Homicide	9	-35.71%	0.00%	↓	✓
VATP with Injury	6938	9.41%	4.63%	↑	✓
VATP without Injury	8913	2.05%	-2.68%	↑	✓
Stalking & Harassment (incl. Malicious Communications)	7752	8.63%	2.00%	↑	✓
Sexual Offences	2531	8.95%	1.44%	↑	✓
Rape	922	4.06%	-1.50%	↑	✓
Other Sexual Offences	1609	11.97%	3.21%	↑	✓
Burglary	3314	-22.09%	0.36%	↑	✓
Burglary - Residential	2237	-20.50%	2.52%	↑	✗
Burglary - Business	1077	-32.22%	-3.84%	↑	✓
Robbery	369	-4.16%	-2.38%	↑	✓
Personal Robbery	314	-1.88%	-6.55%	↑	✓
Business Robbery	55	-15.38%	30.95%	↑	✓

KEY CRIME & ASB INDICATORS				Jun-2023
Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
Theft (exc Vehicles)	11370	-3.94%	16.25%	↑	✓
Theft from Person	179	-34.19%	25.17%	↑	✓
Bicycle Theft	873	-11.73%	3.93%	↓	✓
Shoplifting	5517	1.47%	25.56%	↑	✓
Other Theft	4801	-6.56%	9.01%	↑	✓
Vehicle Crimes	2502	-20.19%	-0.56%	↑	✓
Theft of Vehicle	828	9.23%	0.98%	↑	✓
Theft from Vehicle	1328	-26.51%	4.40%	↑	✓
Drugs Offences	1571	-18.73%	17.41%	↓	✓
Drugs Trafficking	524	20.74%	70.68%	↑	✓
Drugs Possession	1047	-30.15%	1.55%	↓	✓
Arson & Criminal Damage	6231	-8.62%	-4.51%	↑	✓
Public Order	4851	-4.92%	-5.05%	↓	✓
Possession of Weapons	584	-1.35%	10.61%	↑	✓
Crimes Against Society	1462	12.90%	9.19%	↑	✓

FORCE - All Crimes

EAST - All Crimes

WEST - All Crimes
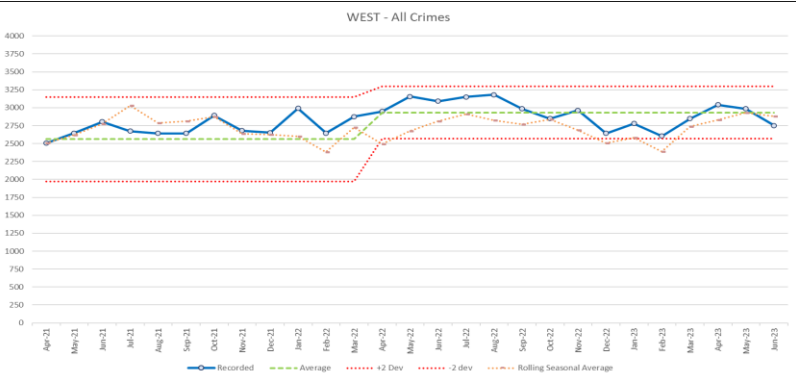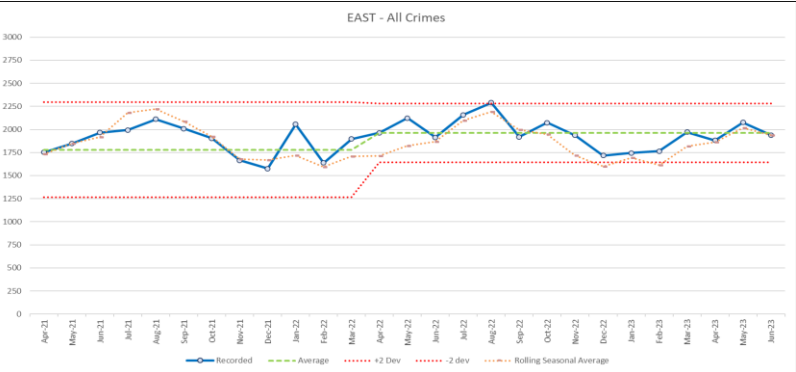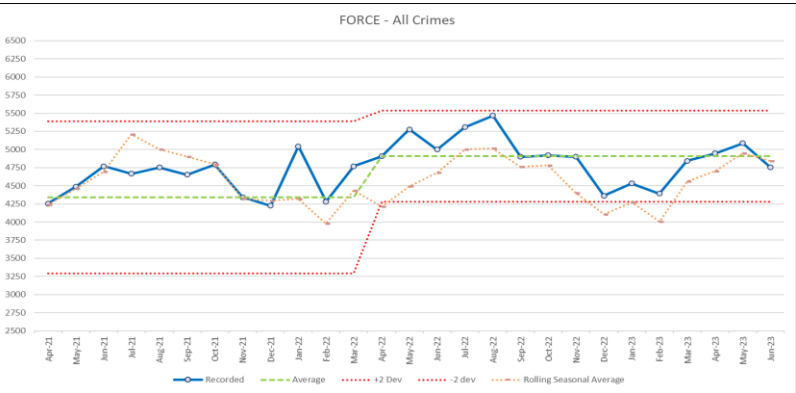
All Crime

Local Policing Team Area	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
EAST	24606	23470	-1136	-4.84%	23470	22850	620	2.71%	↑	✓
WEST	35286	34782	-504	-1.45%	34782	33889	893	2.64%	↑	✓
FORCE	59892	58409	-1483	-2.54%	58409	56722	1687	2.97%	↑	✓

All Recorded Crime

Force
58,409 crimes recorded in current 12-month period
-3% decrease on the pre Covid level
+3% increase on previous 12 months

East
23,470 crimes recorded in current 12-month period
-5% decrease on the pre Covid level
+3% increase on previous 12 months

West
34,782 crimes recorded in current 12-month period
-1% decrease on the pre Covid level
+3% increase on previous 12 months

All Recorded Crime
There is an expectation that all recorded crime will rise over the summer months. Previous years suggest a steady increase from February onwards. This years trajectory roughly mirrors the previous year, with a slightly reduced peak in May. Last year saw a small dip in June before rising again during July and August. This months drop in numbers therefore mirrors this, with the expectation of a rise in July and August as per 2022. Crime recording changes could also account for some of the decrease in crime recording but it is too early to assess.

FORCE - Violence with Injury

FORCE - Violence without Injury
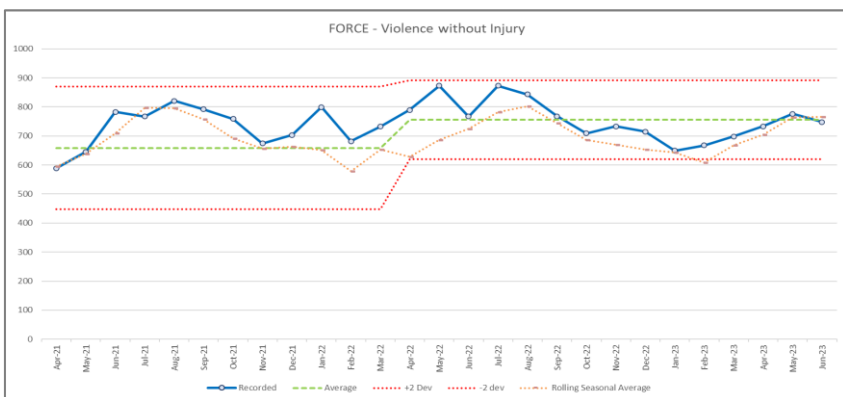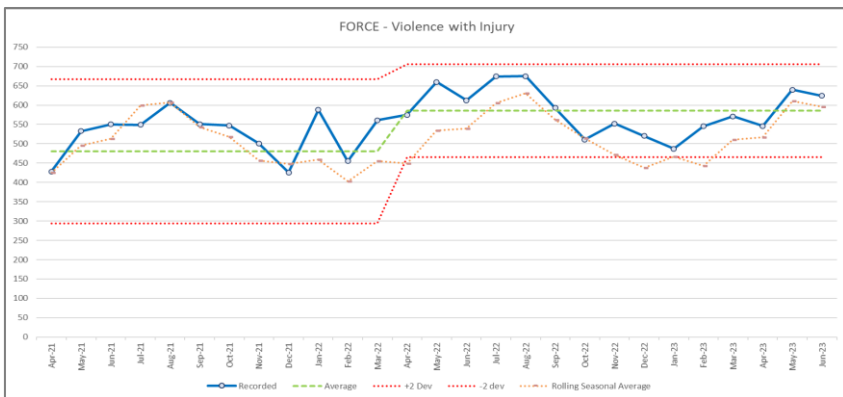
Violence with Injury

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%	↑	✓
FORCE	6028	6968	940	15.59%	6968	6294	674	10.71%	↑	✓

Violence without Injury

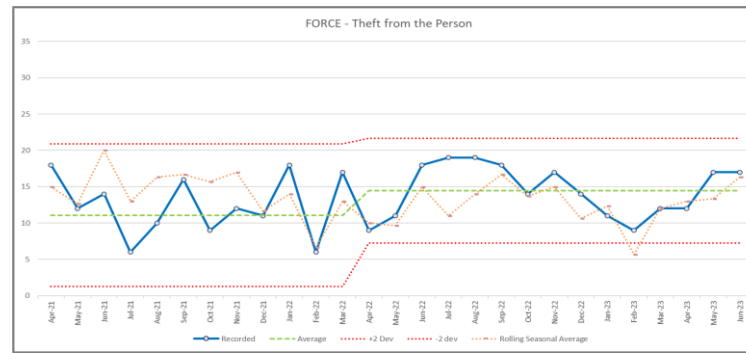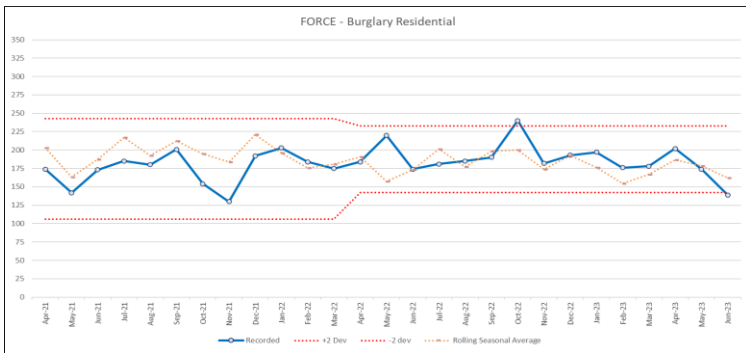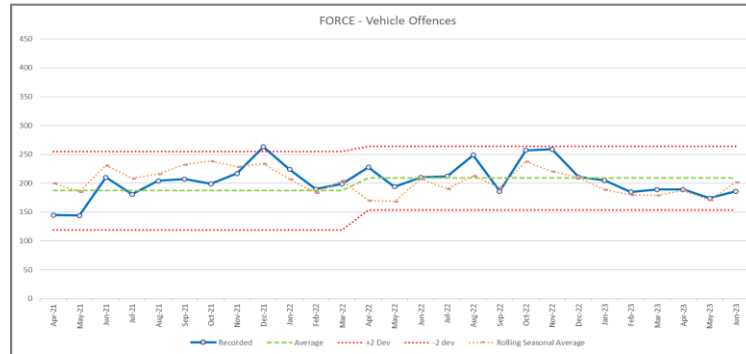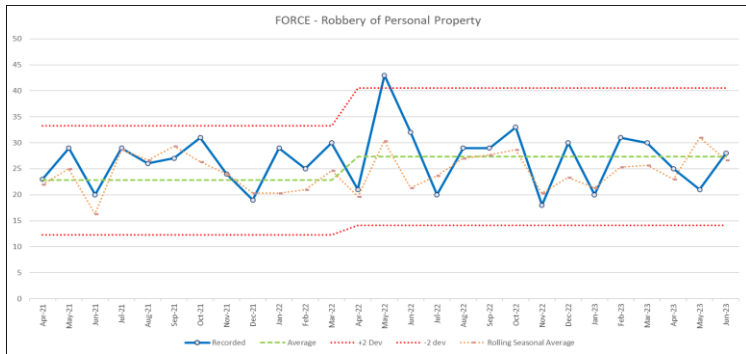| Local Policing Team Area	Pre COVID Baseline (Jul 18 - Jun 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
EAST	3342	3965	623	18.64%	3965	3902	63	1.61%	↑	✓
WEST	4210	5130	920	21.85%	5130	4845	285	5.88%	↑	✓
FORCE	7552	9110	1558	20.63%	9110	8747	363	4.15%	↑	✓

Violence

Violence with Injury
6,938 crimes recorded in current 12-month period
+9% increase on the pre Covid level
+5% increase on previous 12 months

Violence Without Injury
8,913 crimes recorded in current 12-month period
+2% increase on the pre Covid level
-3% decrease on previous 12 months

Violence
Both violence with and without injury have seen a small decrease during June.
Analysis shows that
- 33% of violence is linked to domestic abuse.
- 49% of S.47 assault occurred in a dwelling, 39% for S.18 and S.20 assaults, 52% for common assault, and 66% for threats to kill, highlighting the domestic link further.
- Of those assaults occurring in public spaces many are areas already on the radar e.g. Home in Lincoln, Lincoln High Street or areas on the Coast covered by patrols.
- Dog bites were flagged as an outlier, with a surprisingly high percentage of these, but there are plans to work with neighbourhood teams to raise this.
- Seasonality was also raised with Skegness having more alcohol and drug NICL qualifiers linked to assaults than domestic abuse.

FORCE - Robbery of Personal Property

FORCE - Vehicle Offences

FORCE - Burglary Residential

FORCE - Theft from the Person

Robbery of Personal Property

Local Policing Team Area	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	320	314	-6	-1.88%	314	336	-22	-6.55%	↑	✓

Burglary Residential

Local Policing Team Area	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	2814	2237	-577	-20.50%	2237	2182	55	2.52%	↑	✗

Vehicle Offences

Local Policing Team Area	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	3135	2502	-633	-20.19%	2502	2516	-14	-0.56%	↑	✓

Theft from the Person

Local Policing Team Area	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	272	179	-93	-34.19%	179	143	36	25.17%	↑	✓

Robbery of Personal Property
314 crimes recorded in current 12-month period
-2% decrease on the pre Covid level
-7% decrease on previous 12 months

Residential Burglary
2,237 crimes recorded in current 12-month period
-21% decrease on the pre Covid level
+3% increase on previous 12 months

Vehicle Offences
2,502 crimes recorded in current 12-month period
-20% decrease on the pre Covid level
-1% decrease on the previous 12 months

Theft from the Person
179 crimes recorded in current 12-month period
-34% 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)

We continue to target vulnerable locations and victims, identify hotspots and pursue prolific offenders through TTCG

Burglary residential continues to decrease, with this outside variance due to dropping below the lower limit. The 'Beating Burglary Together' campaign has recently launched, providing information to the public about this area of focus, alongside crime prevention advice to try and proactively reduce the likelihood of burglary.

Stop Crime & ASB – Crime - National Ranking – 12 months to March 2023

|	% increase / decrease 12 months to Mar 23 (compared to prev. 12 mths)		Lincs Ranking Offences per 1000 pop. (Low is good)	Change from last Qtr		% increase / decrease 12 months to Mar 23 (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	+5	+8	14th (was 13th)	↓	Theft from the person	+28	+16	2nd (was 3rd)	↑
Violence against the person	+1	+6	17th (was 17th)	↓	Bicycle theft	-	+6	28th (was 28th)	→
Homicide	-14	(numbers too small)	-		Shoplifting	+24	+30	34th (was 34th)	→
Violence with injury	+1	+12	20th (was 18th)	↓	All other theft offences	+19	+16	12th (was 12th)	→
Violence without injury	+2	+5	16th (was 16th)	→	Criminal damage and arson	-1	+2	24th (was 23rd)	↓
Stalking and harassment	-1	+2	17th (was 16th)	↓	Drug offences	-1	+7	11th (was 11th)	→
Death or serious injury - unlawful driving	+9	(numbers too small)	-		Possession of weapons offences	+17	+13	17th (was 15th)	↓
Sexual offences	+1	+3	19th (was 19th)	→	Public order offences	-1	+3	9th (was 10th)	↑
Robbery	+13	+14	14th (was 14th)	→	Miscellaneous crimes against society	+4	+8	21st (was 21st)	→
Theft offences	+15	+17	17th (was 18th)	↑	Knife Crime (40 forces using new methodology)	+5	-	19th (was 24th)	↑
Burglary	+4	+10	30th (was 28th)	↓	Fraud & Computer Misuse offences referred by Action Fraud	-15	-16		
Domestic burglary	-	+12	28th (was 26th)	↓	Firearms Offences	+13	+16		
Non-domestic burglary	+14	+5	29th (was 30th)	↑					
Vehicle offences	+13	+11	11th (was 10th)	↓					

Source: Data is taken from the latest Office of National Statistics (ONS) crime publication – year ending March 2023 Crime in England and Wales: year ending March 2023 - 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	14th

FORCE - POSITIVE CRIME OUTCOMES 1-8

FORCE - OUT OF COURT DISPOSALS - OUTCOMES 2,3,6-8
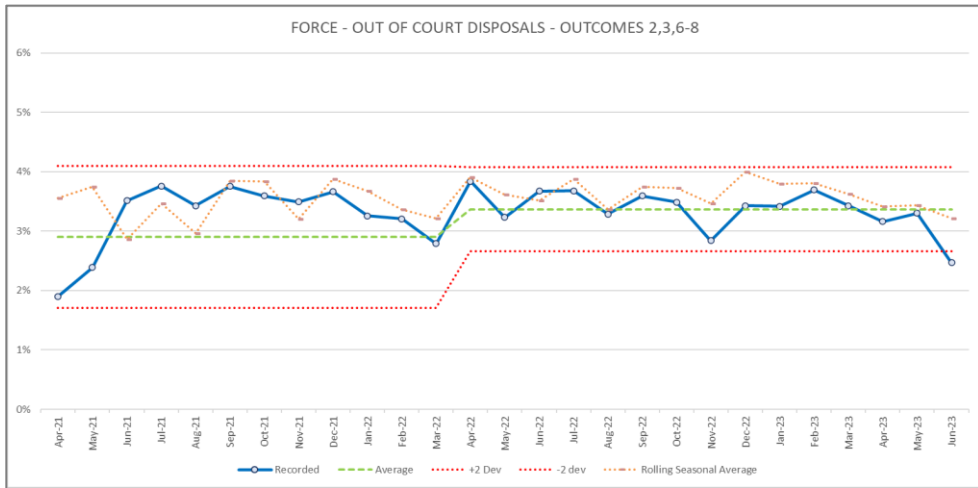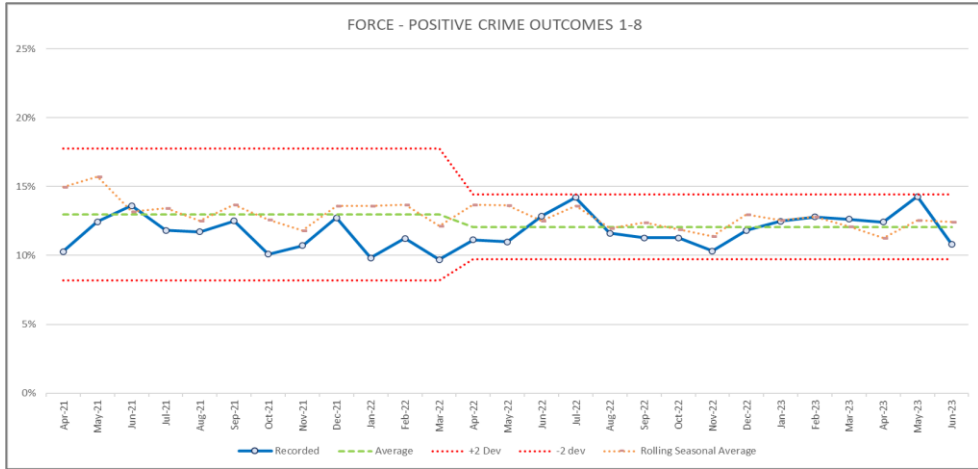
Force - Outcomes

	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison		Comparison			Statistical	
		This Year	Change	This Year	Last Year	Change	Trend	Within Varience
Positive Outcomes	8916	7110	-20.26%	7110	6285	13.13%		
	14.89%	12.17%	-2.72%	12.17%	11.28%	0.89%	↓	✓
Out of Court Disposals	2789	1948	-30.15%	1948	1949	-0.05%		
	4.58%	3.32%	-1.26%	3.32%	3.47%	-0.16%	↓	✗

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

7,110 positive outcomes recorded in the last 12 months
-20% 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)
-3% 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

1,948 out of court disposals recorded in the last 12 months
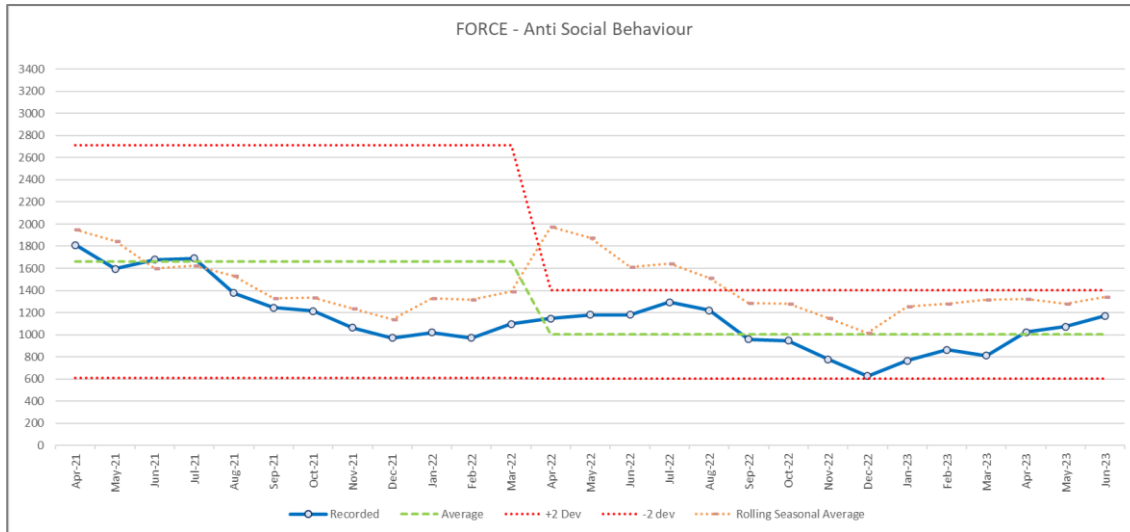-30% decrease on the pre Covid level
No change on the previous 12 months

On average 3% of all outcomes recorded are out of court disposals (last 12 months)
-1% decrease on the pre Covid level
No change on previous 12 months

Positive Outcomes
This remains an area of focus. The Outcome Improvement Plan is currently being developed by the Head of Criminal Investigations & Standards. A regular Crime Standards Improvement meeting has been scheduled to monitor and track progress linked to the plan.

FORCE - Anti Social Behaviour

Anti Social Behaviour

Local Policing Team Area	Pre COVID Baseline (Jan 19 - Dec	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
EAST	5113	4522	-591	-11.56%	4522	5291	-769	-14.53%	↓	✓
WEST	7980	7006	-974	-12.21%	7006	8864	-1858	-20.96%	↓	✓
FORCE	13093	11528	-1565	-11.95%	11528	14155	-2627	-18.56%	↓	✓

ASB
11,528 incidents recorded in current 12-month period
-12% decrease on the pre Covid level
-19% 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.

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)

Measurable Outputs

Theft of agricultural/plant equipment & machinery
An investigation into a regional Organised Crime Group has resulted in arrests with all members remanded. Instances of this type of rural crime has subsequently decreased.

Op Galileo – Harecoursing season 22/23
Case files and court appearances continue with the new legislation being used and heavy fines issued, together with vehicles and equipment seized. We continue to re-home the dogs that are forfeit following court results.

Op Galileo – Harecoursing season 23/24
We are preparing for the new harecoursing season and will continue to work with our partners to make Lincolnshire a hostile environment for offenders.
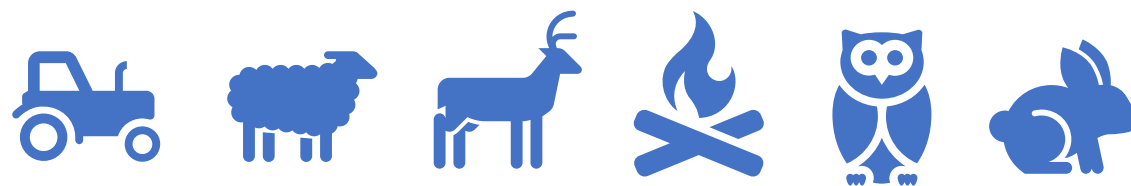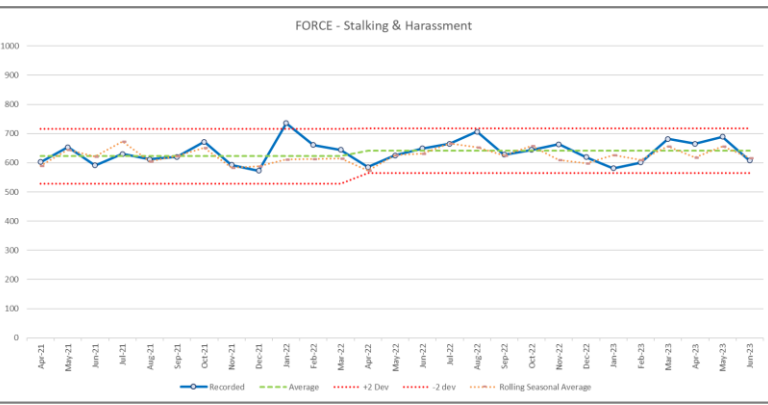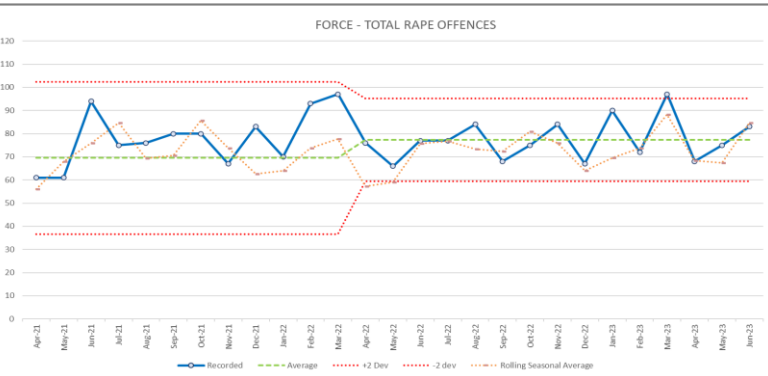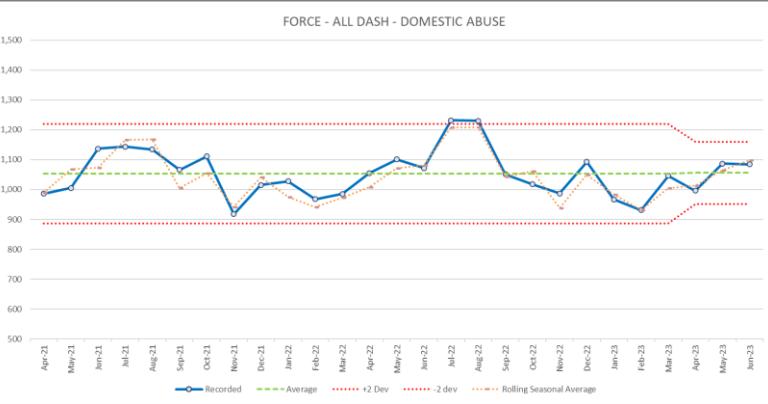
We will have communities who feel safe and protected from harm

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

FORCE - ALL DASH - DOMESTIC ABUSE

FORCE - TOTAL RAPE OFFENCES

FORCE - Stalking & Harassment

Domestic Abuse

	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	12722	907	7.68%	12722	12596	126	1.00%	↓	✓

Rape

	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This year	Last Year	Volume Change	% Change	Trend	Within Variance
Total Rapes	886	940	54	6.09%	940	940	0	0.00%	↑	✓
Non-Recent Rapes	241	205	-36	-14.94%	205	260	-55	-21.15%	↓	✓
Recent Rapes	645	735	90	13.95%	735	680	55	8.09%	↑	✓

Stalking & Harassment

Local Policing Team Area	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	7136	7752	616	8.63%	7752	7600	152	2.00%	↑	✓

Domestic Abuse - DASH
12,722 DASH recorded in current 12-month period
+8% increase on the pre Covid level
+1% increase on previous 12 months

Sexual Offences - Rape
940 Rapes recorded in current 12-month period
+6% increase on the pre Covid level
No change on previous 12 months

Stalking & Harassment
7,752 recorded in current 12-month period
+9% increase on the pre Covid level
+2% increase on previous 12 months

Domestic Abuse
The number of DASH proformas has shown minimal change compared to the previous month. This differs to the previous year's data, where June saw a spike in numbers.

Rape
Following the dip in April there has been a steady increase in the number of reported rapes over the last couple of months. 78% are classified as recent and 22% non-recent.

Stalking & Harassment
Stalking and Harassment has seen a decrease this month. This differs from last years trajectory which saw a steady increase over the summer months, peaking in August.

FORCE - Mental Health Incidents

FORCE - S136 DETENTIONS
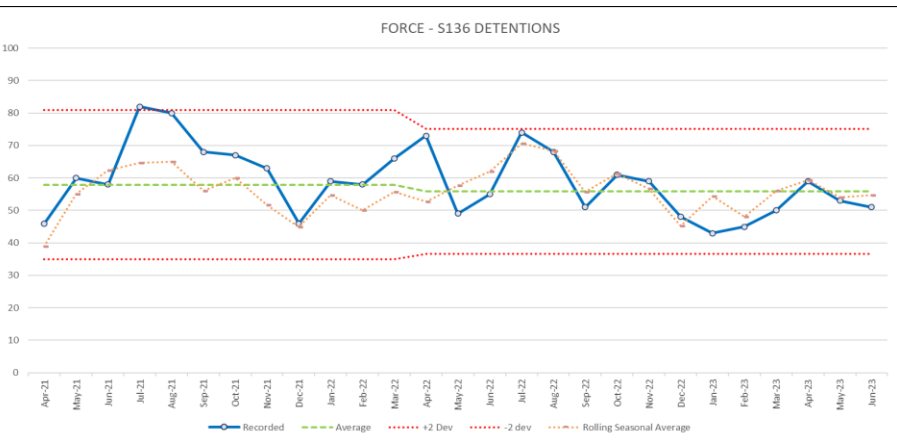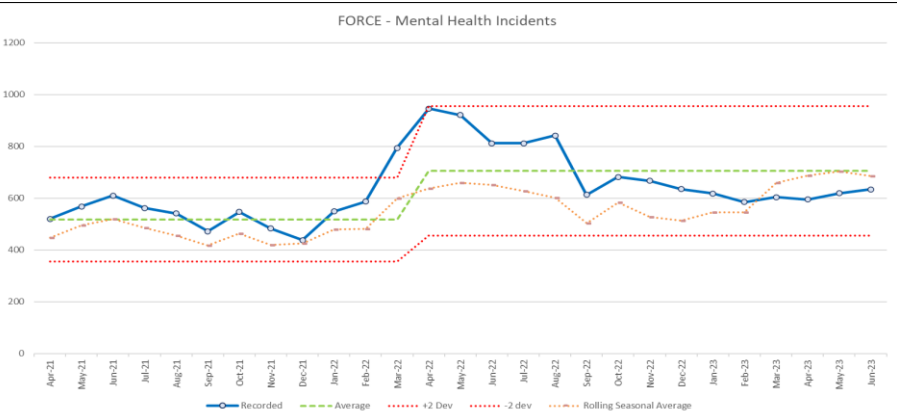
Mental Health Incidents

Local Policing Team Area	Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
EAST	1866	2958	1092	58.52%	2958	3007	-49	-1.63%	↑	✓
WEST	2639	4948	2309	87.50%	4948	4645	303	6.52%	↑	✓
FORCE	4505	7906	3401	75.49%	7906	7652	254	3.32%	↑	✓

Mental Health - S136 Detentions

	Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
S136 Detentions	545	662	117	21.47%	662	766	-104	-13.6%	↓	✓

Mental Health Incidents
7,906 recorded in current 12-month period
+75% increase on the pre Covid level
+3% increase on previous 12 months

Mental Health S.136 Detentions
662 recorded in current 12-month period
+21% increase on the pre Covid level
-14% decrease on previous 12 months

Mental Health
The number of mental health incidents has continued to remain relatively steady. Work is ongoing in respect of the national Right Care, Right Person Plan which should see people directed to more appropriate sources of support in the first instance and reduce the impact on police resources.

There has been a small decrease in S136 detentions compared to the previous month, overall figures remain lower than the last previous 12-months.

Protect from Harm – Road Safety

FORCE - KSI
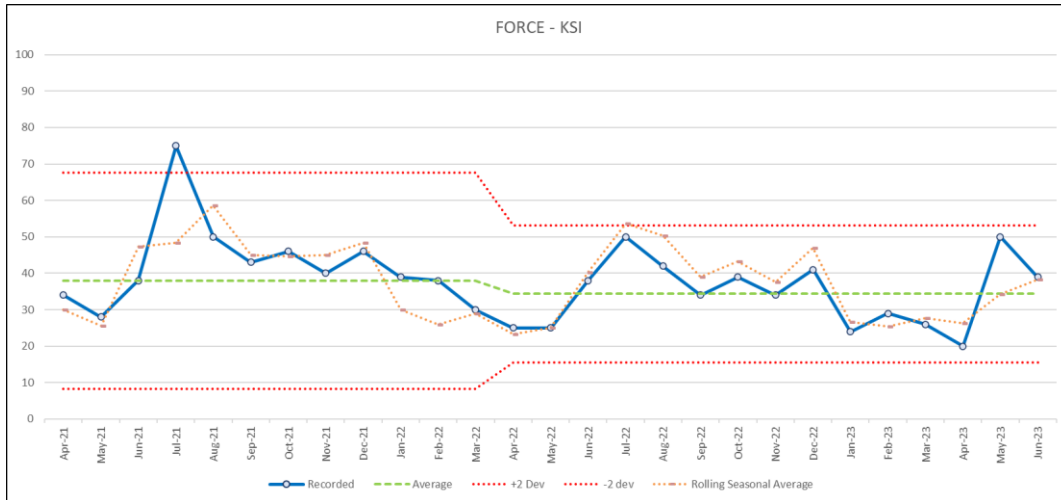
Road Safety - KSI

	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
Killed	54	35	-19	-35.19%	35	45	-10	-22.22%	↓	✗
Seriously Injured	480	393	-87	-18.13%	393	450	-57	-12.67%	↓	✓
KSI Total	**534**	**428**	**-106**	**-19.85%**	**428**	**495**	**-67**	**-13.54%**	↓	✓

KSI

428 KSI recorded in current 12-month period

-20% decrease on the pre Covid level

-14% decrease on previous 12 months

Driving Enforcement

Tickets a month (on average, last 12 months)

Speed = 144

Seatbelts = 69

Mobile phones = 63

Dangerous driving = 41 (inc. arrests)

Drink/Drug driving = 120 (inc. arrests)

FORCE - DRIVING ENFORCEMENT - SPEED

FORCE - DRIVING ENFORCEMENT - SEATBELT

FORCE - DRIVING ENFORCEMENT - DANGEROUS DRIVING

Vehicles Seized

145 vehicles seized each month (on average 12 months)

-5% decrease compared the previous 12 months

FORCE - DRIVING ENFORCEMENT - MOBILE PHONE

FORCE - DRIVING ENFORCEMENT DRINK/DRUG DRIVING

FORCE - VEHICLES SEIZED

Road Safety

Even though the number of KSIs increased in May, we continue to see less compared to the previous 12 months

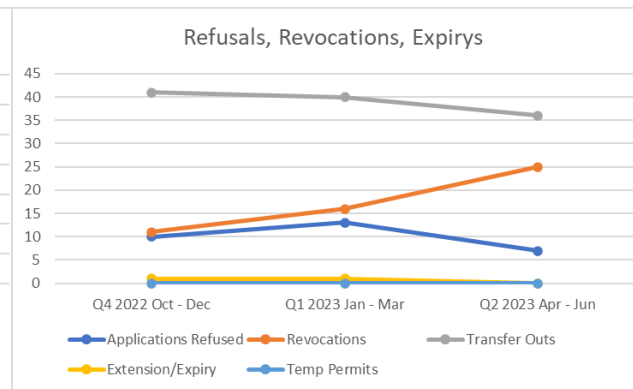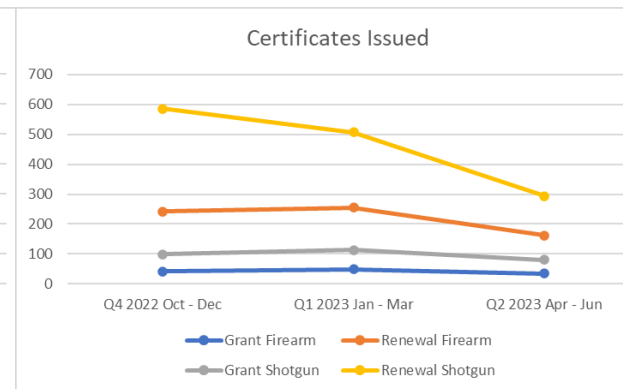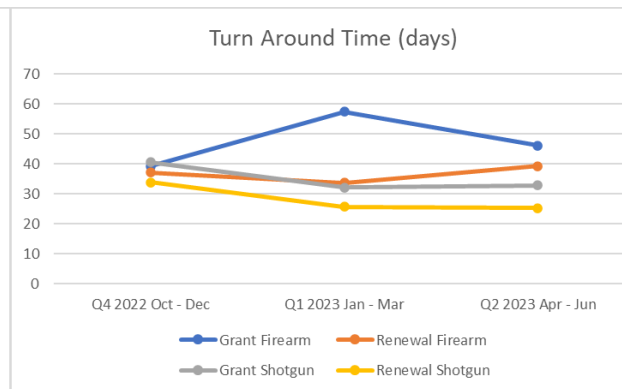We continue to undertake road safety campaigns to educate drivers about their behaviours and the dangers
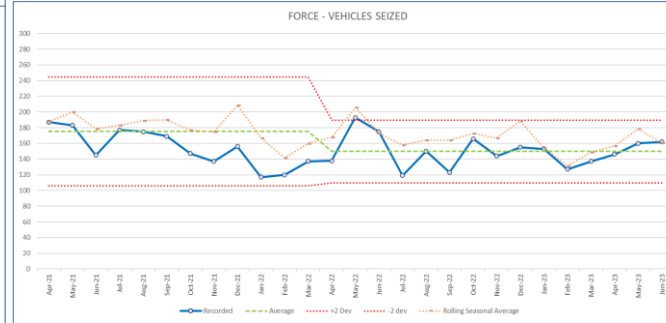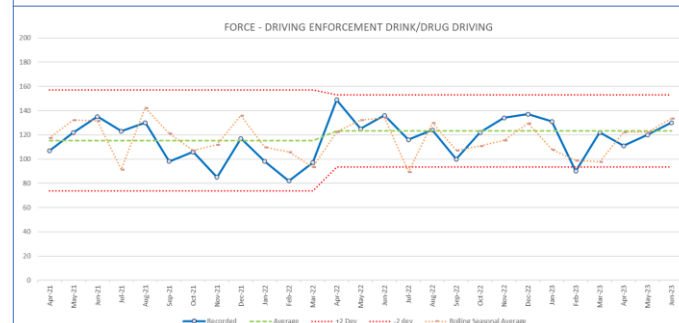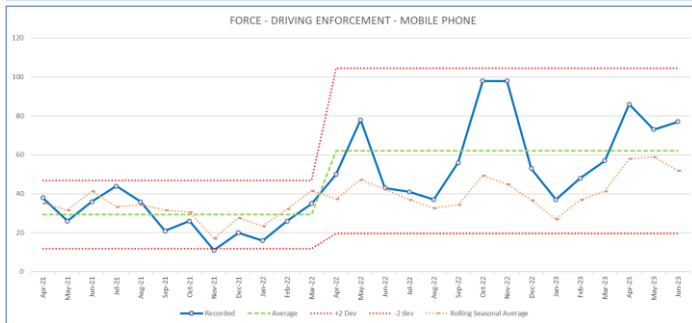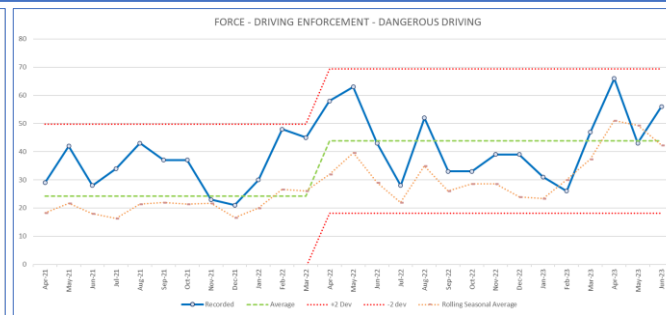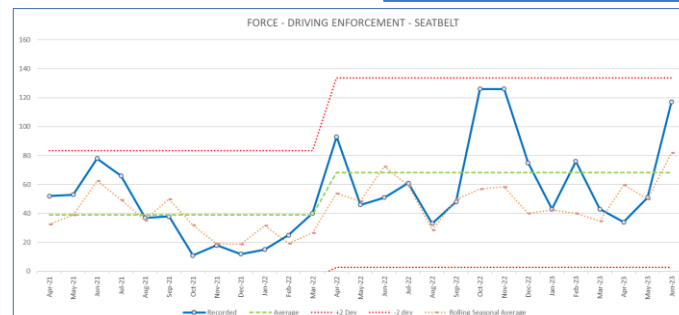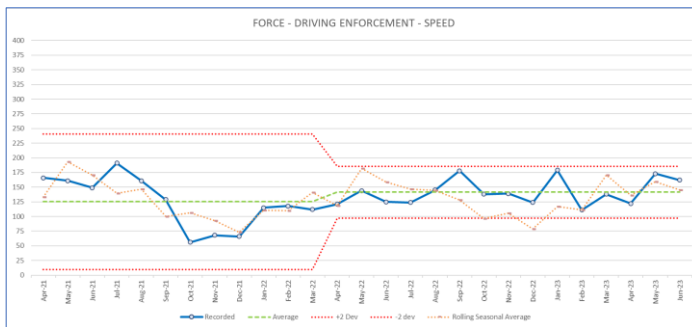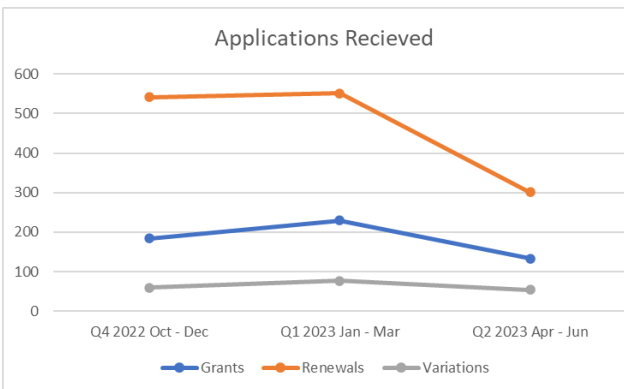
Firearms Licensing

KPI	KPI Detail	Q4 2022 Oct - Dec	Q1 2023 Jan - Mar	Q2 2023 Apr - Jun
Number of applications received Grants/Renewals/Variations	**Grants**	184	230	133
	Renewals	542	551	301
	Variations	59	77	54
Average turn around time (in days) for applications (in compliance with national guidance) ***National Guidance 56 days for Firearms & Shotgun grants & renewals. 84 days for Firearms grants ***	**Grant Firearm**	39.3 Days	57.4 Days	46.1 Days
	Renewal Firearm	37.2 Days	33.7 Days	39.3 Days
	Grant Shotgun	40.5 Days	32.1 Days	32.9 Days
	Renewal Shotgun	33.8 Days	25.7 Days	25.3 Days
Number of certificates issued (Grant & Renewal)	**Grant Firearm**	42	49	35
	Renewal Firearm	242	255	162
	Grant Shotgun	99	113	80
	Renewal Shotgun	585	507	294
Number of applications refused		10	13	7
Number of revocations		11	16	25
Number of notice of sales		1384	1460	1119
Number of transfer outs		41	40	36
Number of extension/expiry		1	1	0
Temp permits given due to expiry		0	0	0

Firearms Licensing
Quarterly data is shared by firearms licensing.

We continue to be one of the top performing Firearms Licensing departments in the Country

Applications Recieved

Turn Around Time (days)

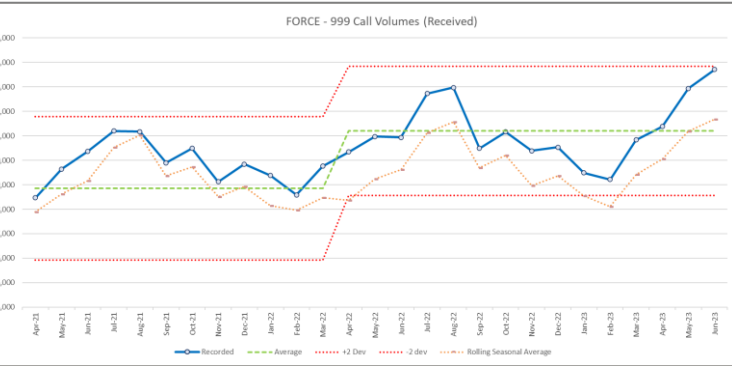
Certificates Issued

Refusals, Revocations, Expirys

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

FORCE - 999 Call Volumes (Received)

FORCE - CALL HANDLING - EMERGENCY (10 SECONDS)

FORCE - CALL HANDLING - ABANDONED - EMERGENCY

Call Volumes - 999 Calls Received

	Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
999 Calls	111419	135849	24430	**21.93%**	135849	121698	14151	11.63%	↑	✓

Call Handling - Emergency (10 seconds)

	Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
% within 10 seconds	93.68%	88.69%	-	-4.99%	88.69%	90.34%	-	-1.65%	↓	✓

Call Handling - Abandoned

	Baseline (Jan 19 - Dec 19)	Comparison			Comparison			Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	% Change	Trend	Within Variance
Abandoned 999	0.39%	0.79%	-	0.40%	0.79%	0.58%	0.21%	↑	✓

999 call volumes
135,849 calls received in last 12 months
+22% increase on the pre Covid level
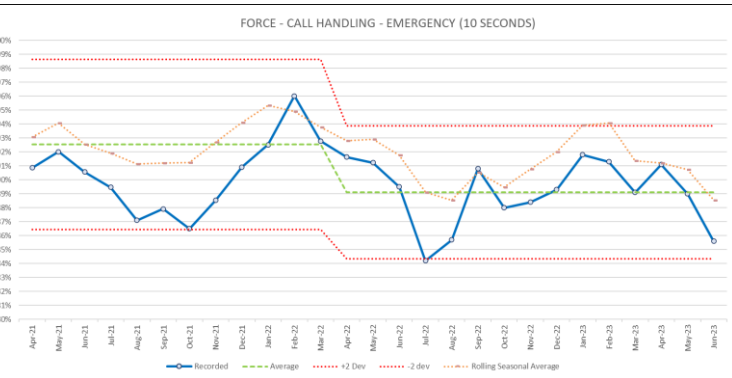+12% increase on the last 12 months

999 call handling (10 seconds)
89% answered within 10s (latest 12 months)
-5% decrease on the pre Covid level
-2% decrease on the last 12 months

999 calls abandoned
0.79% calls abandoned in last 12 months (average)
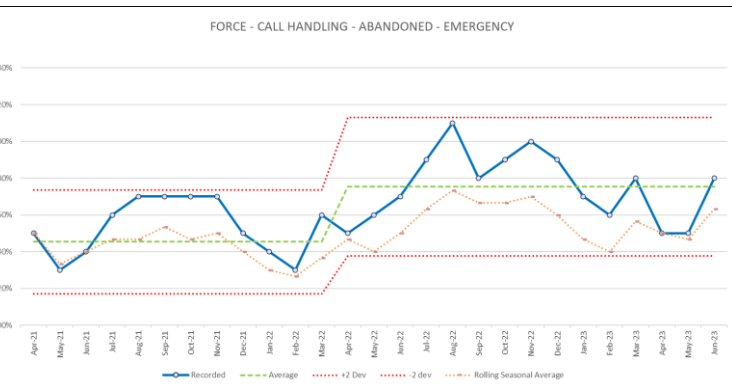+0.4% increase on the pre covid level
+0.2% increase on the previous year

999 Call Volumes / Call Handling
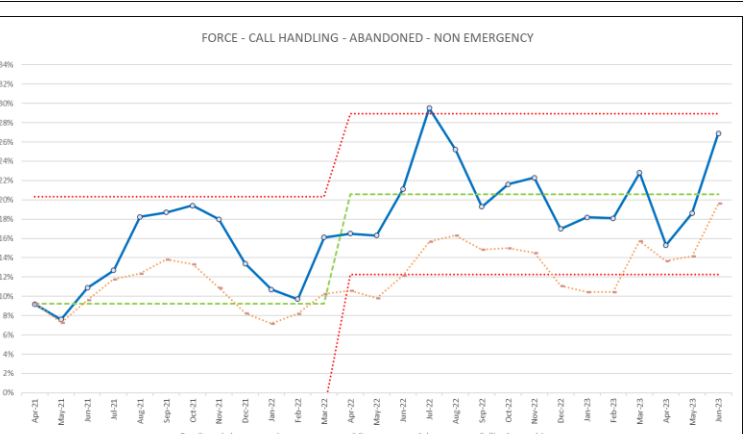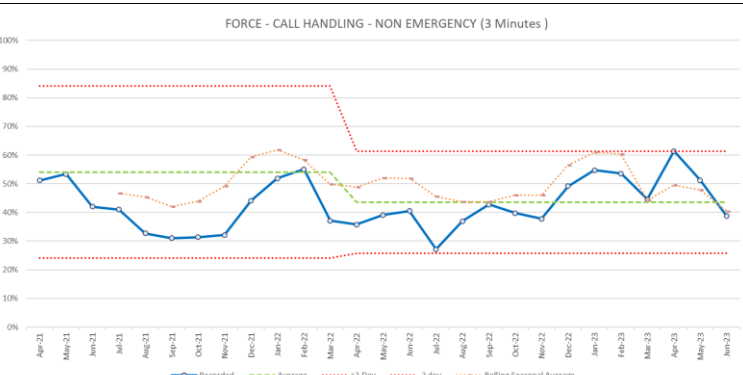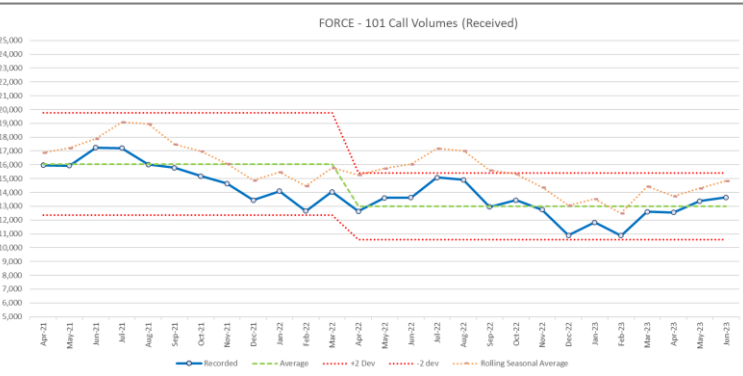June saw a further increase in 999 call volumes, with this higher than previous years.

Nationally there is a focus on 999 calls and those that are potentially being made accidentally, particular as a result of changes with Android phones. The FCR are working with media to raise awareness of abandoned 9 calls and the change in messaging to stay on the line rather than hang up as this speeds up the call resolution for the FCR. This is different to the previous messaging and against people's normal reaction so will be a continued media message.

The volume of abandoned 999 calls has doubled from 61 a day in November 2022, to 110 a day. This is largely believed to be due to the Android update mentioned above.

The demand to deal with the increase in 999 calls impacts on the call handling times but we are still achieving good performance with 89% answered in 10 seconds.

FORCE - 101 Call Volumes (Received)

FORCE - CALL HANDLING - NON EMERGENCY (3 Minutes)

FORCE - CALL HANDLING - ABANDONED - NON EMERGENCY

Call Handling - Non Emergency (3 Minutes)

	Comparison				Statistical	
	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
% within 3 minutes	44.8%	39.3%	-	5.5%	↓	✓

Call Handling - Abandoned

	Baseline (Jan 19 - Dec 19)	Comparison		Comparison			Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	% Change	Trend	Within Variance
Abandoned 101	11.68%	21.23%	-	9.55%	21.23%	15.99%	5.25%	↑	✓

101 call handling (3 minutes)
45% answered within 3 minutes (latest 12 months)
5.5% increase on the last 12 months

101 calls abandoned
21% calls abandoned in last 12 months (average)
+10% increase on the pre covid level
+5% increase on the previous year

101 Call Handling
101 calls rose slightly this month. Call handling rates dropped and abandonment increased, although this is likely to be linked to the large increase in 999 calls and resourcing these as a priority.

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:
Work is continuing to focus on reaching 90 FTE in call takers by the end of the year including their initial training and tutor phases. The plan includes the progression into controller vacancies to ensure both sides are at establishment. The number of leavers has reduced considerably since last summer which appears to be linked to harmonisation, pay increases and more staff (and therefore better working conditions). Staff utilisation rates remain high due to the increase in demand but the overall workforce feedback is more positive than this time last year. There is continued focus on identifying and reducing failure demand.

Technology:
The design of a contact management solution is still ongoing. Work is also ongoing, through weekly FCR/IT meetings, to resolve a number of significant performance issues with many IT systems in the FCR which are impacting on the effectiveness of the teams. The Unify upgrade is also being progressed which brings new functionality including greater reporting and analytics.
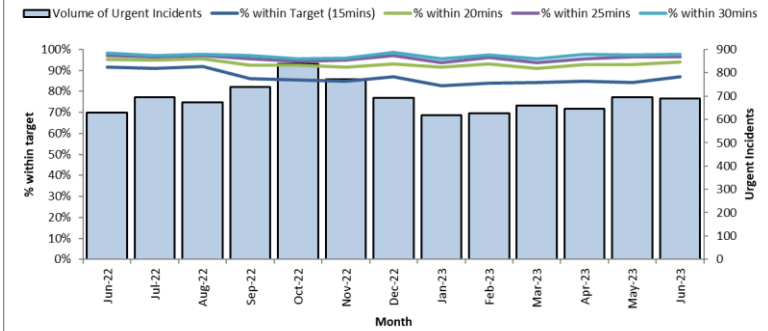
Responding to the Public - Urgent Response

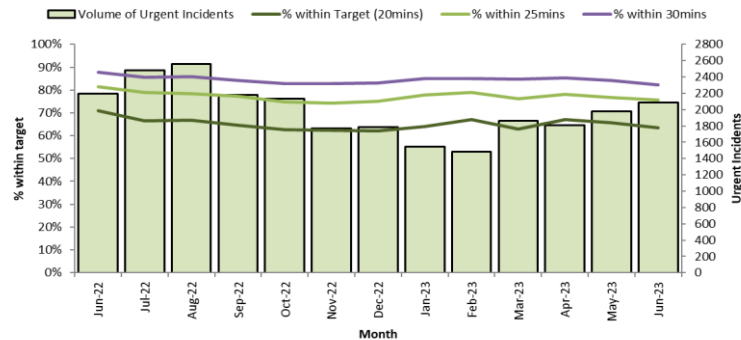Urban - Urgent Incidents and % attended within target - Logged to Arrive
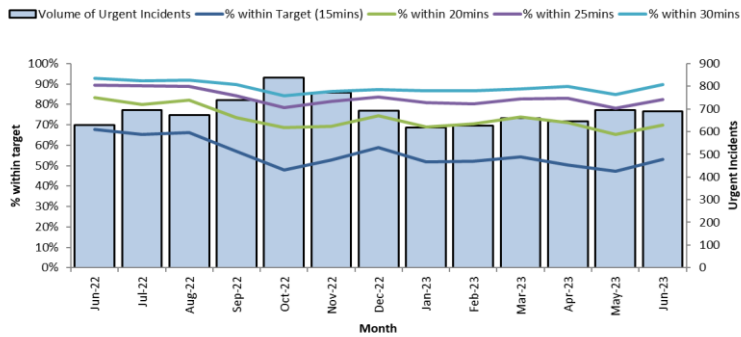
Logged to Arrive	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Volume of Urgent Incidents	617	626	659	645	694	688
Average Attended Time	00:28:09	00:22:18	00:32:40	00:22:12	00:21:26	00:20:34
% within Target (15mins)	51.70%	52.24%	54.32%	50.39%	47.26%	53.05%
% within 20mins	68.88%	70.61%	73.75%	71.01%	65.27%	69.77%
% within 25mins	80.88%	80.19%	82.55%	83.10%	78.24%	82.27%
% within 30mins	86.55%	86.58%	87.71%	88.84%	84.73%	89.68%

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

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

Logged to Arrive	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Volume of Urgent Incidents	1545	1485	1860	1810	1977	2089
Average Attended Time	00:21:21	00:23:25	00:25:49	00:21:45	00:27:06	00:24:43
% within Target (20mins)	63.95%	66.94%	63.01%	67.18%	65.71%	63.57%
% within 25mins	77.73%	79.06%	76.18%	78.01%	76.68%	75.59%
% within 30mins	84.92%	84.98%	84.73%	85.41%	84.12%	82.38%

Rural - Urgent Incidents and % attended within target - Assigned to Arrive
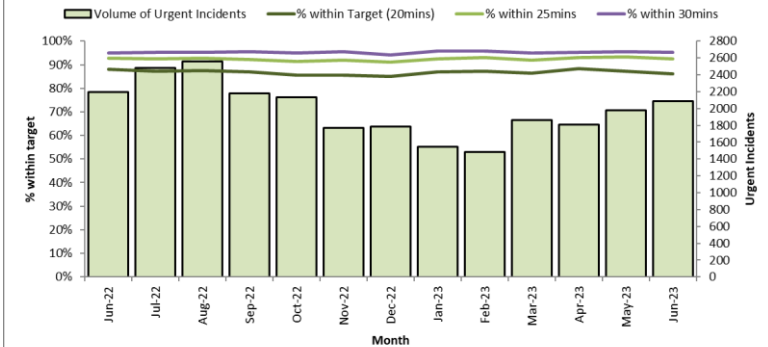
Caution - Methodology for logged to arrive
Previous data (pre-Sept) extracted by NSPIS was based on the opening & closing grading of an incident being urgent, whereas Guardian only has an option to extract a closing grading. This may mean that an incident originally starts as a priority but due to the 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
55% responded to in 15 minutes
88% responded to in 30 minutes
Average attended time is 23:29 minutes
Rural
65% responded to in 20 minutes
84% responded to in 30 minutes
Average attended time is 23:49 minutes

Urgent Response Times – Assigned to Arrive (12m average)
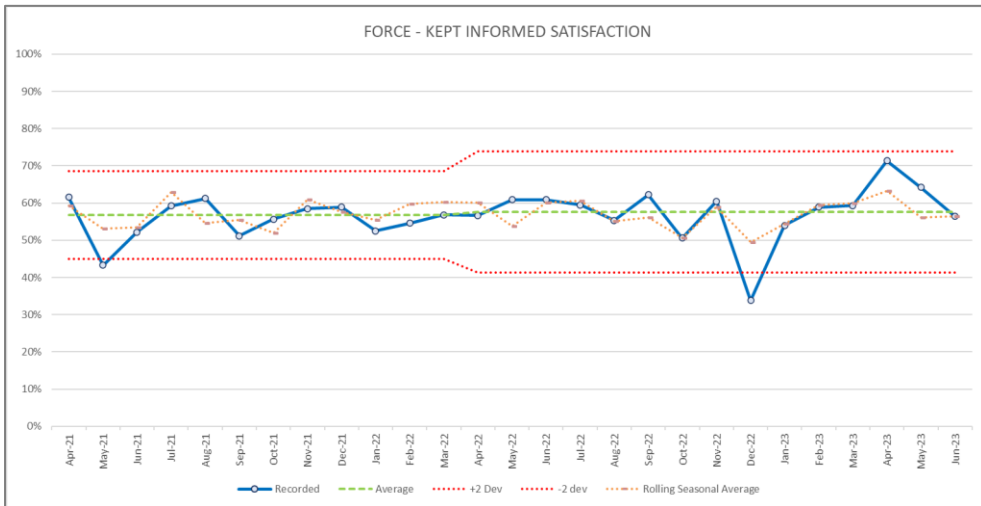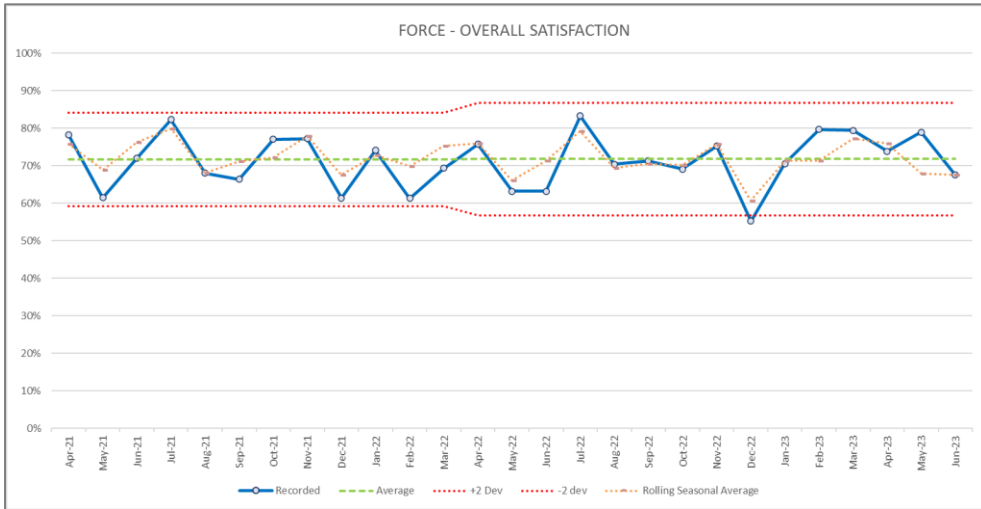**Urban**
86% responded to in 15 minutes
97% responded to in 30 minutes
Average attended time is 9:29 minutes
Rural
87% responded to in 20 minutes
95% responded to in 30 minutes
Average attended time is 11:34 minutes

Official

Help those in Need – User Satisfaction

FORCE - OVERALL SATISFACTION

FORCE - KEPT INFORMED SATISFACTION

	User Satisfaction							
Local Policing Team Area	**Pre COVID Baseline Avg (Jan 19 - Dec 19)**	**Comparison**		**Comparison**			**Statistical**	
		This Year Avg	**% Change**	**This Year Avg**	**Last Year Avg**	**% Change**	**Trend**	**Within Variance**
Overall Force Satisfaction	76.05%	72.87%	-3.18%	72.87%	69.93%	2.94%	↑	✓
Kept Informed Force Satisfaction	59.17%	57.18%	-2.00%	57.18%	57.26%	-0.08%	↑	✓

User Satisfaction
Overall Satisfaction
73% of users are satisfied overall (last 12 months average)
-3% decrease on the pre Covid level
+3% increase on previous 12 months

Kept Informed
57% of users are satisfied with being kept informed (last 12 months average)
-2% decrease on the pre Covid level
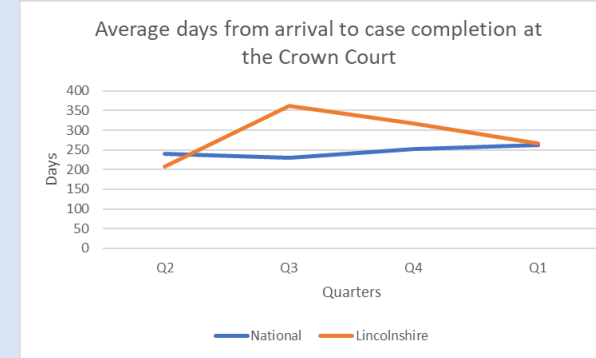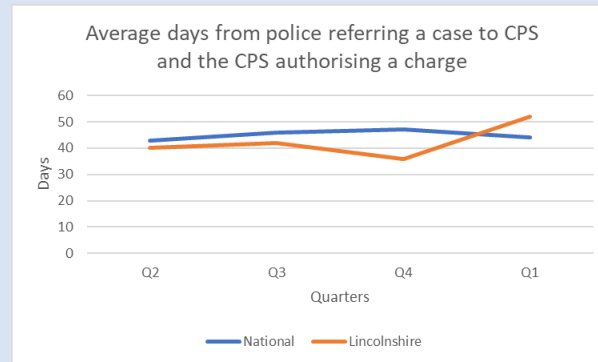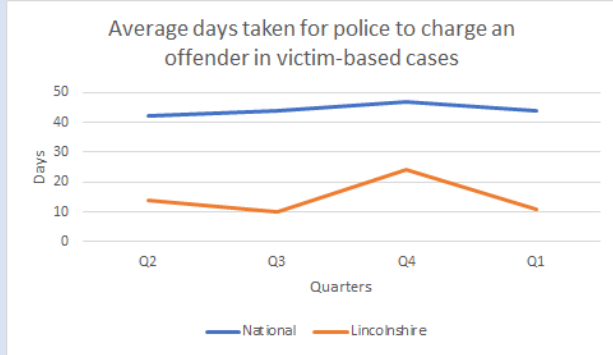No change on the previous 12 months

User Satisfaction / Insight
- Victims & Witnesses Communications Plan 2023 launched
- 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 18th April at PVF meeting.
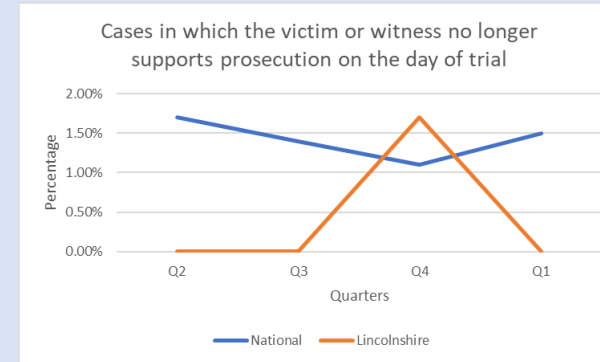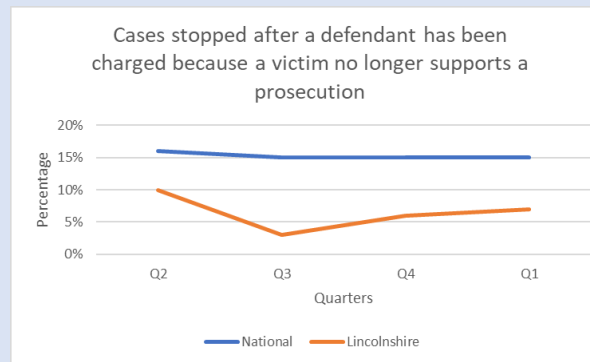
Criminal Justice - Quarterly

Criminal Justice

The below relates to data regarding criminal justice and will be included quarterly. Home - CJS Dashboard (justice.gov.uk)

Q1 relates to the period January to March 2023. In most metrics, Lincolnshire is comparable or better than the National position.

Improving Timeliness

Average days taken for police to charge an offender in victim-based cases

Average days from police referring a case to CPS and the CPS authorising a charge

Average days from arrival to case completion at the Crown Court

Increasing Victim Engagement

Investigations closed because the victim does not support police action

Cases stopped after a defendant has been charged because a victim no longer supports a prosecution

Cases in which the victim or witness no longer supports prosecution on the day of trial

Improving Quality of Justice

Victim-based offences where an offender is issued with a successful outcome

Post-trial cases where the decisions to charge and proceed to trial are correct

Cases which resulted in a completed trial or guilty plea