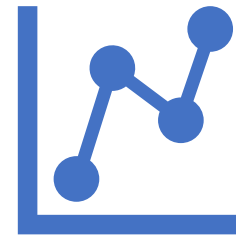
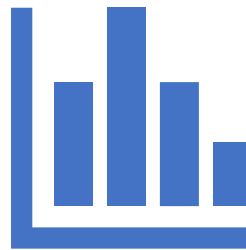


OPCC Public Assurance Meeting Performance Report

18th December 2023



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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 September 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

	Current 12 months (to Sept 23) compared against:							
Those shaded in Blue form part of the Beating Crime Plan	Pre-Covid Baseline Jan 19 - Dec 19	Last 12 months	3 Year Trend	Tolerance		National Average (12 months to Aug)	MSG Average (12 months to Aug)	
RESPONDING TO THE PUBLIC								
All Calls Received	-11%	-1%						
999 Calls Volume	24%	10%						
Call handling 999 answered in (10 seconds)	-4%	0%						
Call handling 999 abandoned	0%	0%						
101 Calls Volume	-30%	-9%						
Call handling 101 answered in (3 minutes)		10%						
Call handling 101 abandoned	8%	1%						
Single Online Home								
Urgent Response Times - Urban	-20%	-12%						
Urgent Response Times - Rural	-5%	0%						
CRIME & INCIDENTS								
Calls for Service (Incidents)	3%	11%						
All Recorded Crime	-4%	-2%				0%	-5%	
NEIGHBOURHOOD CRIME								
Personal Robbery	-3%	-7%				7%	-7%	
Burglary - Residential	-20%	3%				Unable to compare due to recording changes		
Vehicle Crime	-23%	-6%				3%	1%	
Theft from Person	-40%	-2%				14%	-1%	
ASB	-14%	-16%						
Rural Crime								
VIOLENCE & SERIOUS HARM								
Homicide	-29%	11%				-12%	-28%	
Violence with Injury	7%	-1%				-3%	-6%	
Violence Without Injury	0%	-6%				-2%	-5%	
Killed & Seriously Injured	-22%	-8%						
VAWG								
Domestic Abuse Incidents (DASH)	-7%	-1%						
Sexual Offences - Rapes (Total)	12%	6%				-4%	-5%	
Sexual Offences - Rapes (Non-Recent)	-11%	-12%						
Stalking & Harassment	5%	-3%				-5%	-13%	



Performance Overview

	Current 12 months (to Sept 23) compared against:						
Those shaded in Blue form part of the Beating Crime Plan	Pre-Covid Baseline Jan 19 - Dec 19	Last 12 months	3 Year Trend	Tolerance	National Average (12 months to Aug)	MSG Average (12 months to Aug)	
VULNERABILITY							
Repeat Victims							
Child Sexual Exploitation	-14%	21%					
Missing Persons	-27%	-7%					
Hate Crimes	6%	2%					
Mental Health Incidents	67%	-10%					
Mental Health S.136	22%	-9%					
SERIOUS & ORGANISED CRIME							
Drug Offences	-15%	20%			1%	-2%	
Firearms Offences (to June 2023)		-7%			11%		
Knife Crime (to June 2023)		3%			4%		
Modern Slavery & Human Trafficking							
MANAGING OFFENDERS							
Suspects Outstanding							
Suspects Wanted on Arrest							
Arrests							
BAIL	-48%	-56%					
RUI	-29%	-20%					
Re-Offending							
Ancillary Orders							
INVESTIGATIONS							
Forensics							
Outcomes - Positive	15%	13% (1.15%)			11%	14%	
Outcomes - Out of Court Disposals	5%	3% (-0.24%)			4%	4%	
Criminal Justice							
VICTIM SATISFACTION & CONFIDENCE							
VCOP - % of eligible crimes with a contact contract	-9%	-6%					
User Satisfaction - Kept Informed	-3%	-2%					
User Satisfaction - Overall	-5%	1%					
User Satisfaction - Confidence							



Man jailed for six years after sex offences involving child that date back 25 years



Man charged with eight offences after cross-border investigation



Police to expand Skegness policing tactics after bank holiday success



£170k of drugs found in Ingoldmells caravan on holiday park as five men charged with offences



Beating Burglary Together: Three-year sentence for Lincoln offender

Steven Scrimshaw has been sentenced to three years in prison for a burglary

25 Sep 2023



Ten arrested as police launch Operation Stronghold crackdown in Gainsborough



Five charged in connection with Class A drugs possession and supply

They will appear at court today

22 Sep 2023

News



Lincoln store that was caught selling illegal vapes to minors loses alcohol licence

Driver allegedly caught travelling at 126 mph on A46 Lincoln Bypass



Boy, 15, arrested on suspicion of dangerous driving after two seriously injured in crash





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

We will see sustained reductions in offending



Crime & ASB Summary

KEY CRIME & ASB INDICATORS					Sep-2023
Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
All Crimes	57356	-4.42%	-1.65%	↑	✓
VATP	23043	3.64%	-3.55%	↑	✓
Homicide	10	-28.57%	11.11%	↓	✓
VATP with Injury	6790	7.08%	-1.12%	↑	✓
VATP without Injury	8722	-0.14%	-5.83%	↑	✓
Stalking & Harassment (incl. Malicious Communications)	7512	5.28%	-2.92%	↑	✓
Sexual Offences	2526	8.74%	0.00%	↑	✓
Rape	963	8.69%	3.44%	↑	✓
Other Sexual Offences	1563	8.77%	-2.01%	↑	✓
Burglary	3281	-21.97%	-0.79%	↑	✓
Burglary - Residential	2239	-20.43%	3.08%	↑	✓
Burglary - Business	1042	-36.66%	-8.19%	↑	✓
Robbery	372	-3.38%	-1.06%	↑	✓
Personal Robbery	309	-3.44%	-6.93%	↑	✓
Business Robbery	63	-3.08%	43.18%	↑	✓

KEY CRIME & ASB INDICATORS					Sep-2023
Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
Theft (exc Vehicles)	11503	-2.81%	10.11%	↑	✓
Theft from Person	164	-39.71%	-1.80%	↑	✓
Bicycle Theft	798	-19.31%	-14.10%	↑	✓
Shoplifting	5813	6.92%	21.53%	↑	✓
Other Theft	4728	-7.98%	3.50%	↑	✓
Vehicle Crimes	2410	-23.13%	-6.30%	↑	✓
Theft of Vehicle	853	12.53%	5.70%	↑	✗
Theft from Vehicle	1242	-31.27%	-8.14%	↑	✓✓
Drugs Offences	1645	-14.90%	20.34%	↑	✓
Drugs Trafficking	579	33.41%	83.23%	↑	✓
Drugs Possession	1066	-28.89%	1.43%	↓	✓
Arson & Criminal Damage	5931	-13.02%	-12.15%	↑	✓
Public Order	4509	-11.62%	-13.29%	↑	✓
Possession of Weapons	619	4.56%	15.92%	↑	✓
Crimes Against Society	1517	17.23%	12.45%	↑	✓



Stop Crime & ASB – Overall Recorded Crime

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
FORCE	59890	57356	-2534	-4.42%	57356	58321	-965	-1.65%	↑	✓

All Recorded Crime

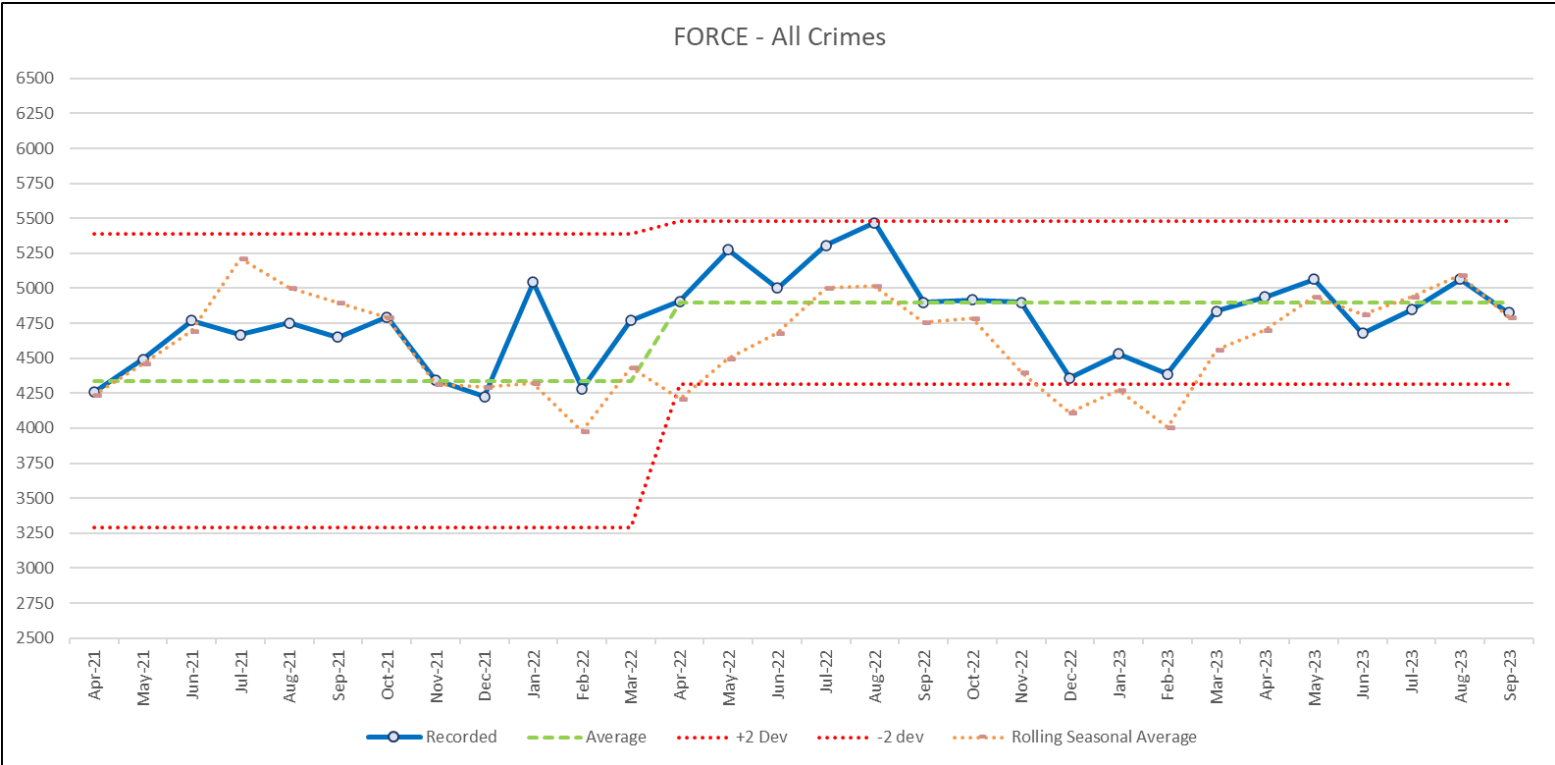
Force

57,356 crimes recorded in current 12-month period
 -4% decrease on the pre Covid level
 -2% decrease on previous 12 months

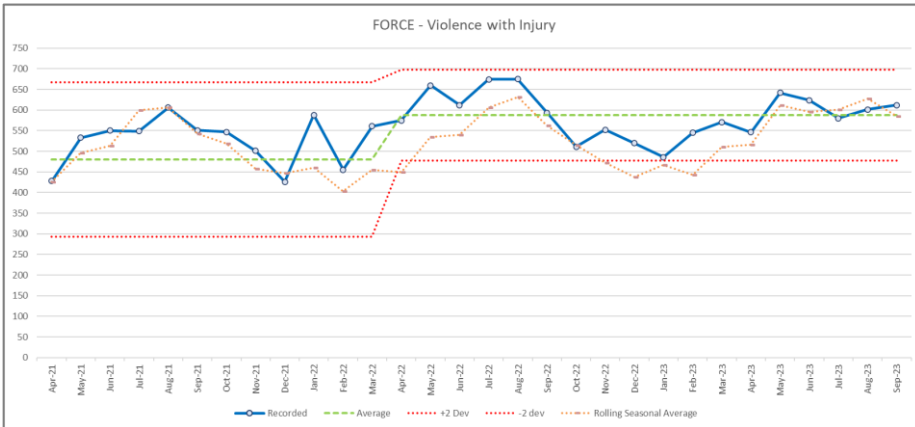
All Recorded Crime

All recorded crime is just under the average point and well within tolerance.

Numbers are very similar to the same period last year, although the August peak is reduced. Overall crime throughout the summer period (June, July, August) has trended below the seasonal average.



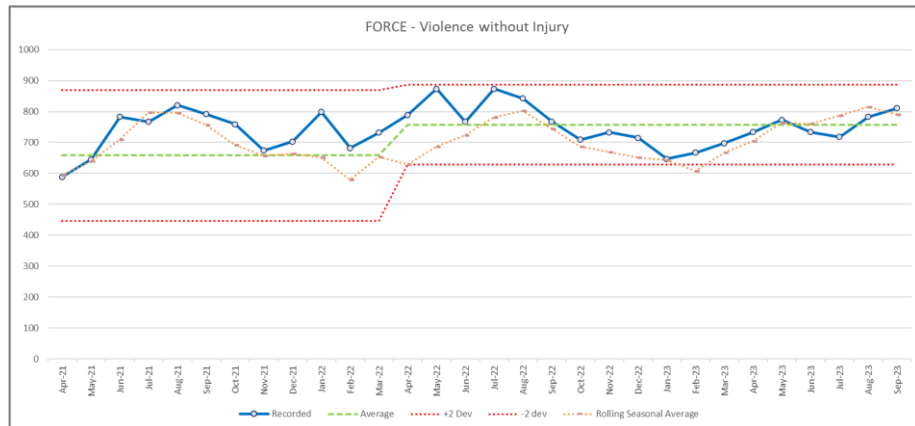
Stop Crime & ASB – Violence



Violence with Injury										
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	6341	6790	449	7.08%	6790	6867	-77	-1.12%	↑	✓

Violence with Injury

6,790 crimes recorded in current 12-month period
 +7% increase on the pre Covid level
 -1% decrease on previous 12 months



Violence without Injury										
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	8734	8722	-12	-0.14%	8722	9262	-540	-5.83%	↑	✓

Violence Without Injury

8,722 crimes recorded in current 12-month period
 No change on the pre Covid level
 -6% decrease on previous 12 months

Violence

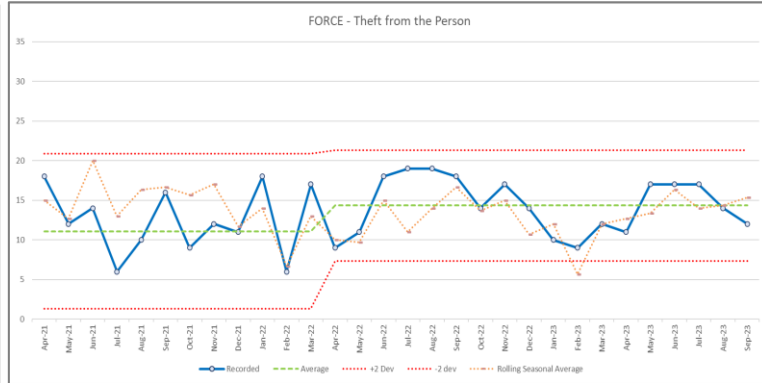
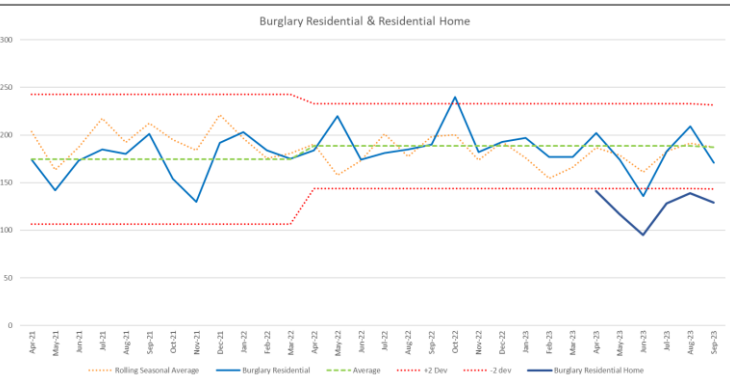
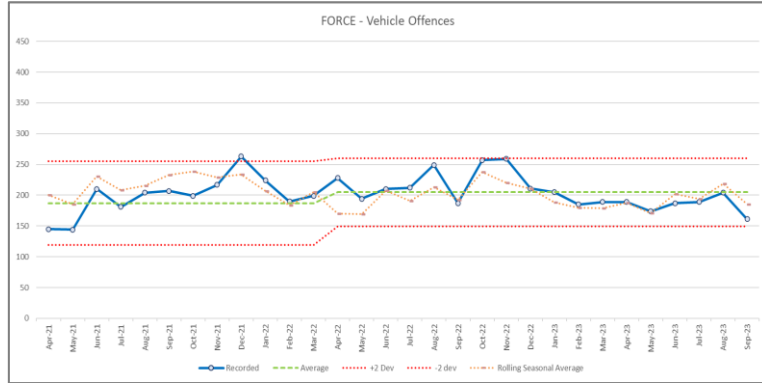
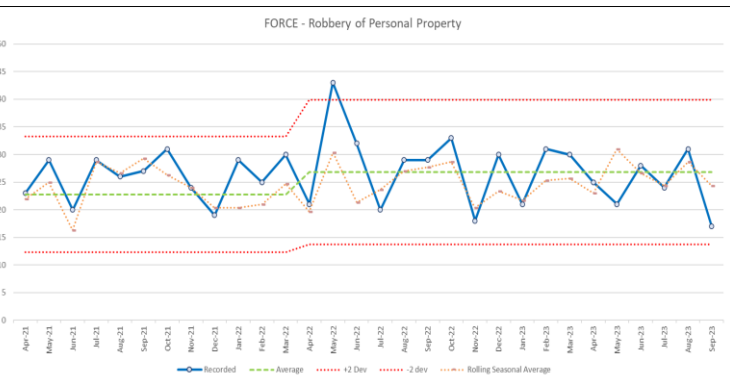
There has been a small rise in violence this quarter, although numbers have remained within tolerance and trending just above average. Violence without Injury was below the seasonal average during the summer period (June, July and August), and Violence with Injury was trending below the summer seasonal average for 2/3 of the period.

The Happening – an immersive, educational experience based in Sleaford and aimed at preventing and deterring young people from carrying knives has opened for the pilot phase with feedback received from the first groups. This will formally open in the new year.

Following the successful use of knife arches and wands on the coast over the summer, the Force have been successful in gaining funding for further equipment for use across the county.



Stop Crime & ASB – Neighbourhood Crime



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	309	-11	-3.44%	309	332	-23	-6.93%	↑	✓

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	2239	-575	-20.43%	2239	2172	67	3.08%	↑	✓

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	2410	-725	-23.13%	2410	2572	-162	-6.30%	↑	✓

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	164	-108	-39.71%	164	167	-3	-1.80%	↑	✓

Dwelling Burglary

The changes to the recording of residential burglaries which came into effect on 01/04/23, which separate out sheds/garages from actual dwellings and will improve our data capture and monitoring. The chart depicting residential burglaries is now tracking the total number of burglaries and those that are specifically occurring in the home as a separate measure.

Robbery of Personal Property
 309 crimes recorded in current 12-month period
 -3% decrease on the pre Covid level
 -7% decrease on previous 12 months

Residential Burglary
 2,239 crimes recorded in current 12-month period
 -20% decrease on the pre Covid level
 +3% increase on previous 12 months

Vehicle Offences
 2,410 crimes recorded in current 12-month period
 -23% decrease on the pre Covid level
 -6% decrease on the previous 12 months

Theft from the Person
 164 crimes recorded in current 12-month period
 -40% decrease on the pre Covid level
 -2% decrease on previous 12 months



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

	% increase / decrease 12 months to Jun 23 (compared to prev. 12 mths)		Lincs Ranking Offences per 1000 pop. (Low is good)	Change from last Qtr		% increase / decrease 12 months to Jun 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	+2	+4	14 th (was 14 th)	→	Theft from the person	+20	+26	1 st (was 2 nd)	↑
Violence against the person	-1	+2	16 th (was 17 th)	↑	Bicycle theft	-5	+6	29 th (was 28 th)	↓
Homicide	-10	(numbers too small)	-		Shoplifting	+25	+27	33 rd (was 34 th)	↑
Violence with injury	-1	+6	19 th (was 20 th)	↑	All other theft offences	+11	+10	13 th (was 12 th)	↓
Violence without injury	(no change)	-2	15 th (was 16 th)	↑	Criminal damage and arson	-3	-2	22 nd (was 24 th)	↑
Stalking and harassment	-2	+3	18 th (was 17 th)	↓	Drug offences	+2	+19	15 th (was 11 th)	↓
Death or serious injury - unlawful driving	+15	(numbers too small)	-		Possession of weapons offences	+13	+10	18 th (was 17 th)	↓
Sexual offences	-2	+1	20 th (was 19 th)	↓	Public order offences	-4	-4	9 th (was 9 th)	→
Robbery	+11	(no change)	13 th (was 14 th)	↑	Miscellaneous crimes against society	+6	+9	22 nd (was 21 st)	↓
Theft offences	+10	+12	17 th (was 17 th)	→	Knife Crime (40 forces using new methodology)	+3	-14	13 th (was 19 th)	↑
Burglary	-1	+3	31 st (was 30 th)	↓	Fraud & Computer Misuse offences referred by Action Fraud	-9	-10		
Domestic burglary	-4	+4	29 th (was 28 th)	↓					
Non-domestic burglary	+6	-1	31 st (was 29 th)	↓					
Vehicle offences	+6	+2	10 th (was 11 th)	↑	Firearms Offences	+13	-7		

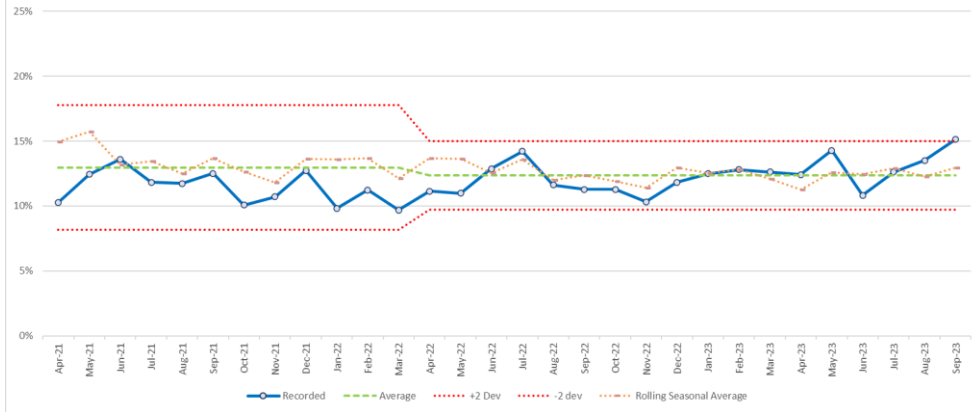
Source: Data is taken from the latest Office of National Statistics (ONS) crime publication – year ending June 2023 [Crime in England and Wales: year ending June 2023 - Office for National Statistics \(ons.gov.uk\)](#) Ranking is based on the number of offences per 1000 population, except knife crime which is based on 100,000 population

Key: Ranking Quartile

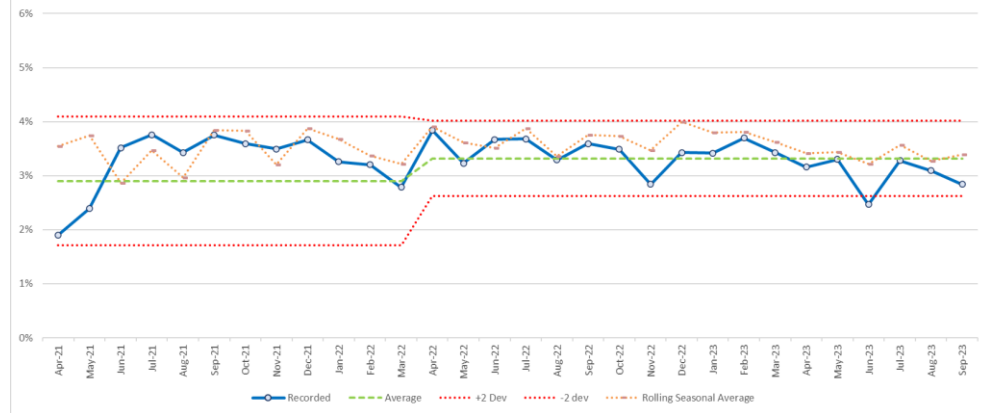
1 st	2 nd	3 rd	4 th
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Stop Crime & ASB – Positive Outcomes

FORCE - POSITIVE CRIME OUTCOMES 1-8



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



	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison		Comparison			Statistical	
		This Year	Change	This Year	Last Year	Change	Trend	Within Variance
Positive Outcomes	8916	7354	-17.52%	7354	6375	15.36%		✓✓
	14.89%	12.51%	-2.38%	12.51%	11.37%	1.15%	↓	
Out of Court Disposals	2789	1896	-32.02%	1896	1948	-2.67%		✓
	4.58%	3.20%	-1.37%	3.20%	3.44%	-0.24%	↓	

Positive Outcomes

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

7,354 positive outcomes recorded in the last 12 months
-18% decrease on the pre Covid level
+15% increase on previous 12 months

On average 13% of all outcomes recorded are positive outcomes (last 12 months)
-2% 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

1,896 out of court disposals recorded in the last 12 months
-32% decrease on the pre Covid level
-3% decrease 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

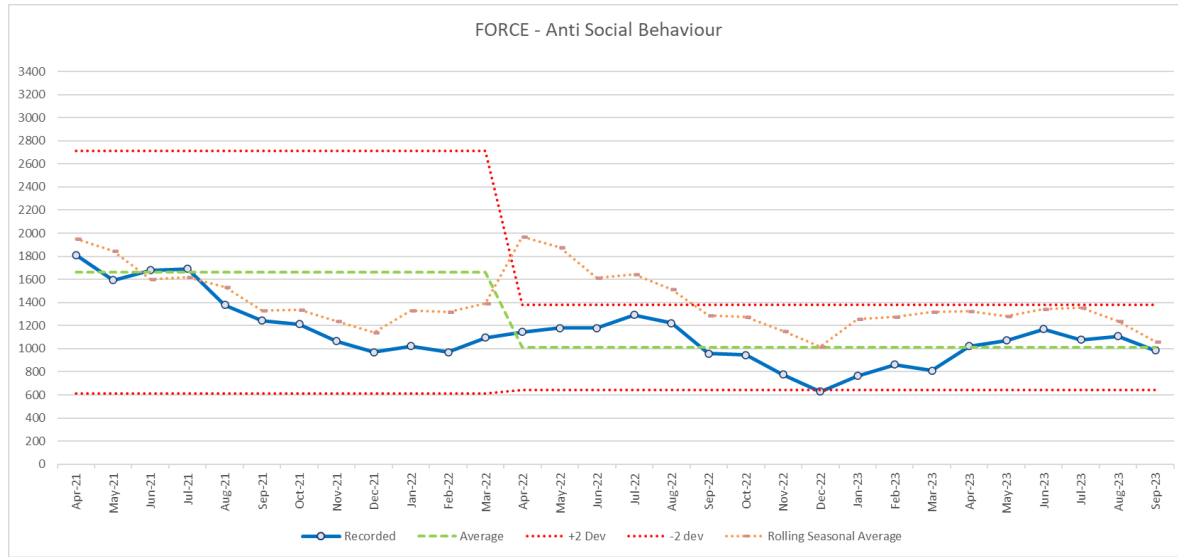
Positive Outcomes

Positive outcomes have steadily risen over the last few months. The Investigation Improvement Plan is currently being developed and the associated board has been reviewed, with the Crime Standards Board being introduced to monitor these changes.



Stop Crime & ASB – Anti-Social Behaviour

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
FORCE	13093	11230	-1863	-14.23%	11230	13314	-2084	-15.65%	↓	✓

ASB

11,230 incidents recorded in current 12-month period
 -14% decrease on the pre Covid level
 -16% decrease on previous 12 months

Incidents below expected levels and are below pre-covid volumes

Anti-Social Behaviour

The multi-agency Safer Lincolnshire Partnership core priority group is focused on Neighbourhood ASB across the county. Evidence-based focused areas include scoping requirements for mediation in Lincolnshire, the proposed roll out of a Noxious Odours Policy (following a successful pilot in the Boston area), tackling the nuisance of odours caused by personal cannabis consumption in a domestic setting by way of ASB incremental approach across partnerships; also looking at the crossover between noise nuisance and ASB.

Utilising engagement, prevention and targeting, neighbourhood policing teams are working in partnership to record, problem solve, and share best practice in relation to preventing and case managing ASB, locally, regionally, and nationally. This provides an evidence base to access new and innovative opportunities in both practice and funding, further enhancing the offer to our communities.

We continue to deliver education to young people, data share across partners and engage with communities to support and empower them to protect and safeguard themselves against ASB, including the creation of safer spaces.



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 – Organised rural and wildlife crime

Op Actaeon –deer poaching supported by NPT and Specialist Operations

Op Close –theft of underground BT copper cable supported by NPT

Equine crime supported by NPT

Op Foldyard –livestock theft supported by NPT

Op Galileo –hare coursing supported by NPT and Specialist Operations

Op Gunpowder –theft of overhead power lines supported by NPT and Specialist Operations

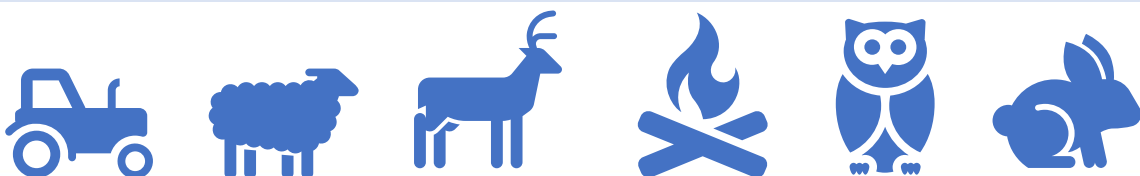
Op Liquids -Agricultural/construction machinery supported by NPT and Specialist Operations

Op Prometheus -theft of equipment from solar and wind farms supported by NPT

Op Recall –sheep worrying supported by NPT

Op Traverse –illegal fish poaching supported by NPT

Op Walrus (Catherine) –theft of agricultural GPS supported by NPT and Specialist Operations



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.
- Figures below are up to and including 17/11/2023.

Harecoursing Incidents	2021-2022	2022-2023	2023-2024
September	55	15	43
October	145	77	38
November	221	272	47
December	527	67	
January	430	94	
February	145	19	
March	36	23	

Measurable Outputs

Increase in the number of dogs seized

•2 men in Lincolnshire are the first to have been charged and sentenced under new laws. They were ordered to pay an equal share of £11,144 kennelling and veterinary costs in addition to fines, victim surcharge and prosecution costs.

Reduction in the number of incidents – specifically Hare Coursing

•50% reduction of Op Liquids offences

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





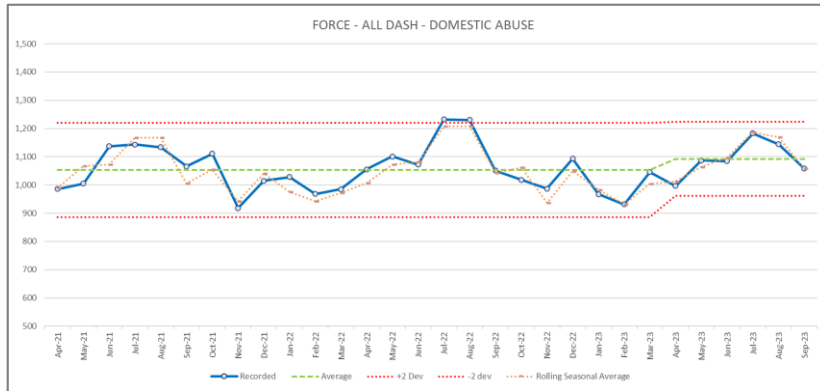
We will have communities who feel safe and protected from harm

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



Domestic Abuse / Rape / Stalking & Harassment

FORCE - ALL DASH - DOMESTIC ABUSE



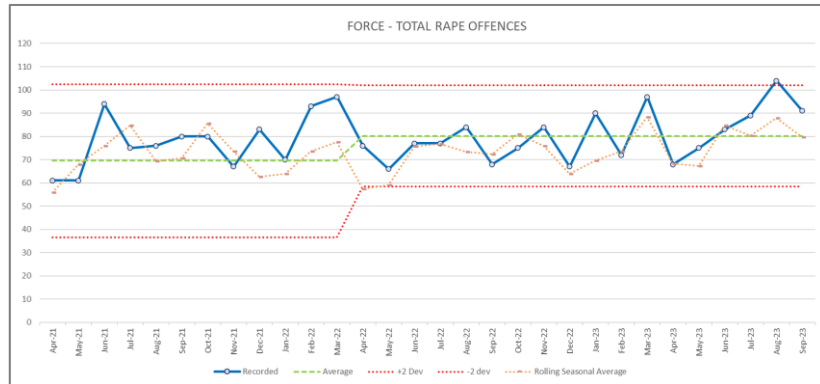
Domestic Abuse

	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	12594	779	6.59%	12594	12766	-172	-1.35%	↑	✓

Domestic Abuse - DASH

12,587 DASH recorded in current 12-month period
 +7% increase on the pre Covid level
 -2% decrease on previous 12 months

FORCE - TOTAL RAPE OFFENCES



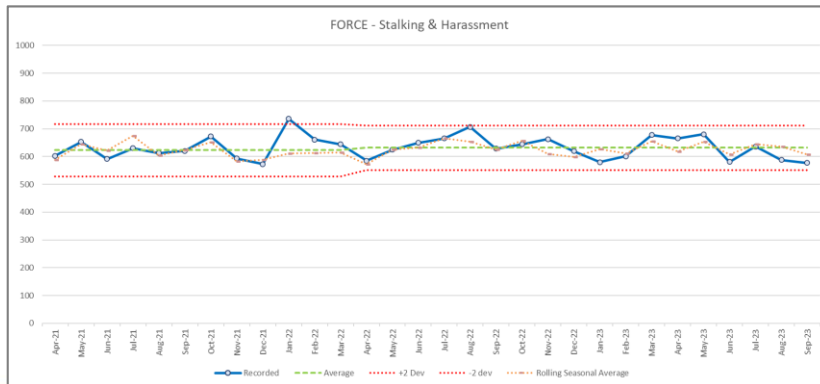
Rape

	Pre COVID Baseline (Jan 19 - Dec)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This year	Last Year	Volume Change	% Change	Trend	Within Variance
Total Rapes	886	995	109	12.30%	995	938	57	6.08%	↑	✓
Non-Recent Rapes	241	214	-27	-11.20%	214	244	-30	-12.30%	↓	✓
Recent Rapes	645	781	136	21.09%	781	694	87	12.54%	↑	✓

Sexual Offences - Rape

995 Rapes recorded in current 12-month period
 +12% increase on the pre Covid level
 +6% increase on previous 12 months

FORCE - Stalking & Harassment



Stalking & Harassment

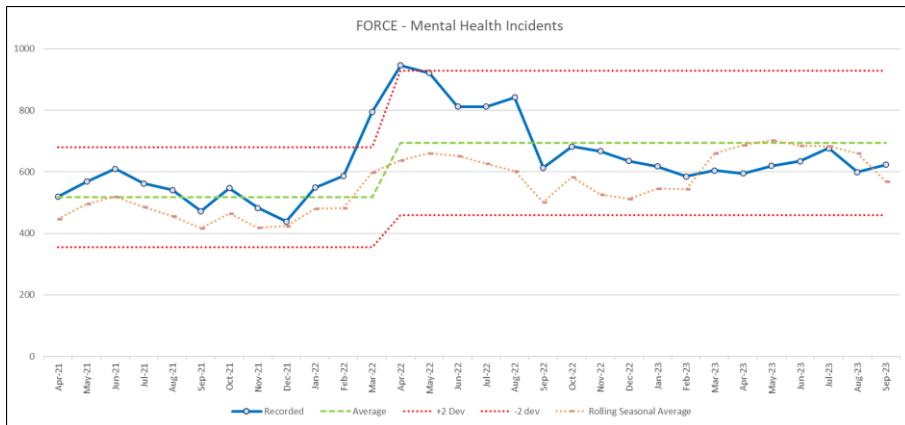
Local Policing Team Area	Pre COVID Baseline (Jan 19 - Dec)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	7135	7512	377	5.28%	7512	7738	-226	-2.92%	↑	✓

Stalking & Harassment

7,512 recorded in current 12-month period
 +5% increase on the pre Covid level
 -3% decrease on previous 12 months

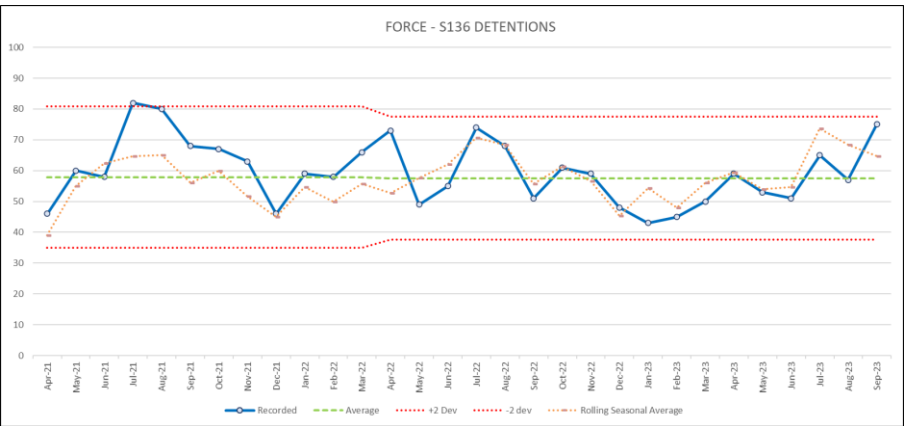


Protect from Harm - Mental Health – S.136



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
FORCE	4505	7538	3033	67.33%	7538	8344	-806	-9.66%	↑	✓

Mental Health Incidents
 7,538 recorded in current 12-month period
 +67% increase on the pre Covid level
 -10% decrease on previous 12 months



Mental Health - S136 Detentions										
	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
S136 Detentions	545	666	121	22.20%	666	729	-63	-8.6%	↑	✓

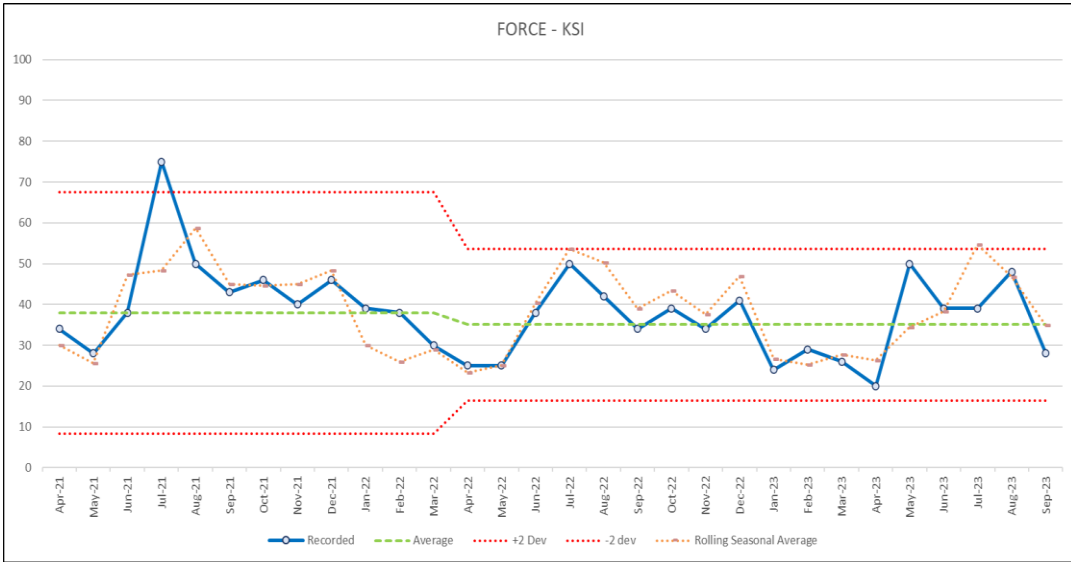
Mental Health S.136 Detentions
 666 recorded in current 12-month period
 +22% increase on the pre Covid level
 -9% decrease on previous 12 months

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 have seen an increase in S136 detentions in the last month, although this doesn’t appear to have continued into October. As of September, Secure Care have been used to triage patients to health-based places of safety. We have also seen limited availability of mental health professionals within the Force Control Room able to provide guidance to officers.

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

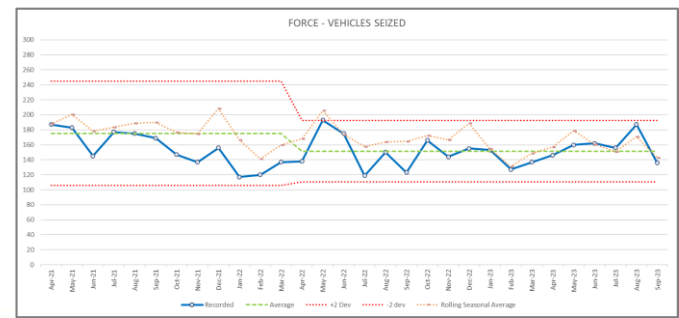
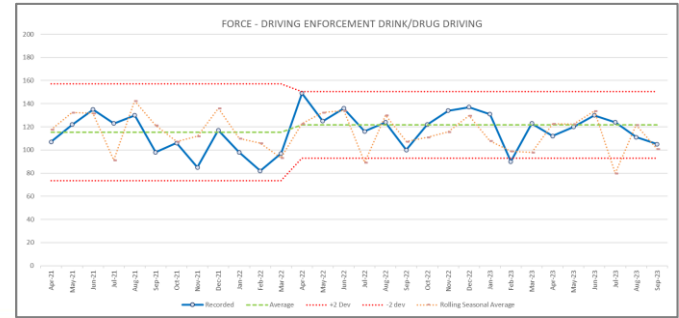
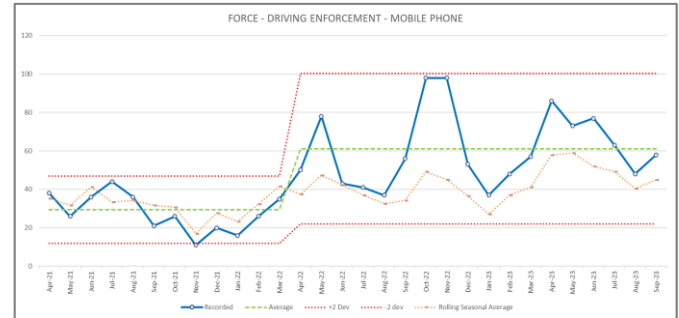
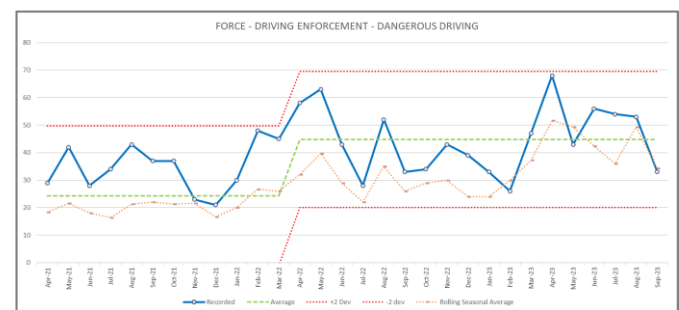
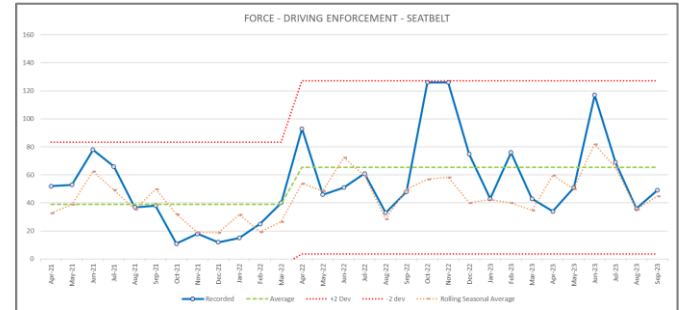
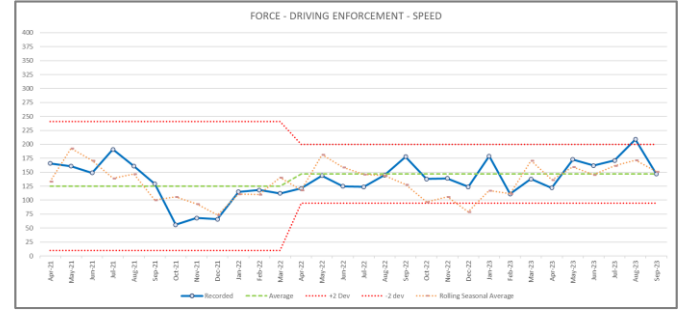
Protect from Harm – Road Safety



	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	40	-14	-25.93%	40	37	3	8.11%	↓	✓
Seriously Injured	480	377	-103	-21.46%	377	416	-39	-9.38%	↓	✓
KSI Total	534	417	-117	-21.91%	417	453	-36	-7.95%	↓	✓

KSI
 417 KSI recorded in current 12-month period
 -22% decrease on the pre Covid level
 -8% decrease on previous 12 months

Driving Enforcement
 Tickets a month (on average, last 12 months)
 Speed = 151
 Seatbelts = 70
 Mobile phones = 66
 Dangerous driving = 44 (inc. arrests)
 Drink/Drug driving = 120 (inc. arrests)

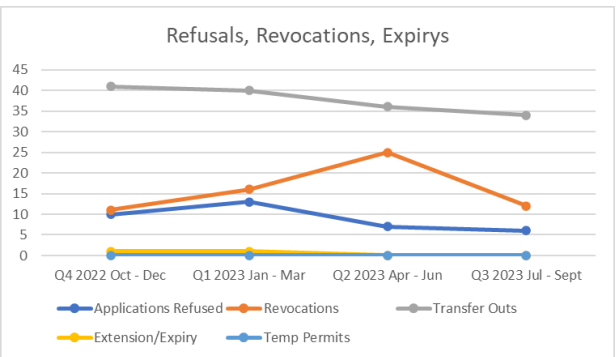
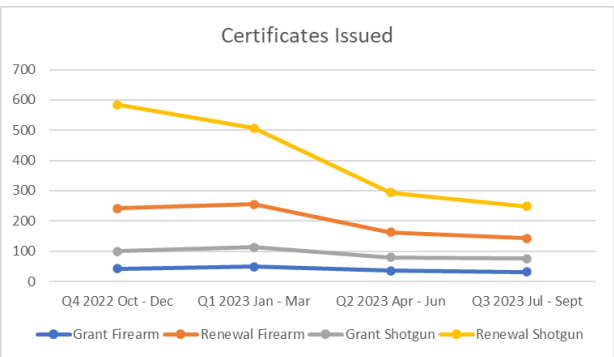
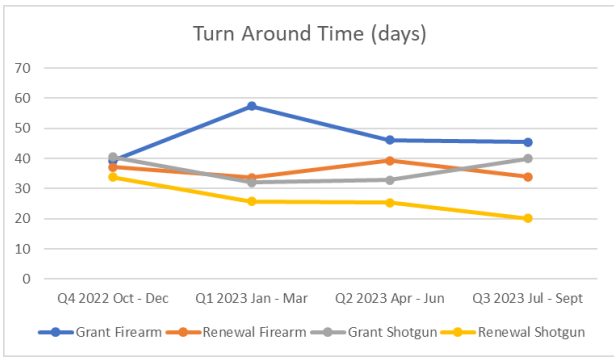
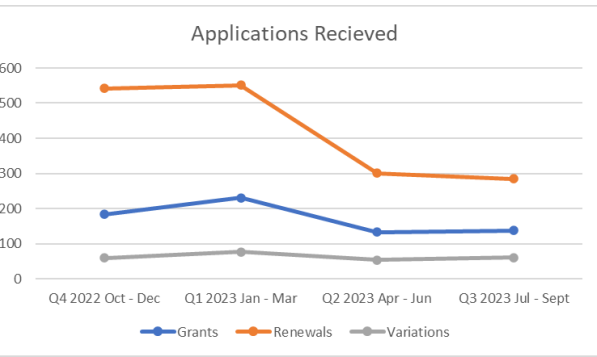


Vehicles Seized
 152 vehicles seized each month (on average 12 months)
 7% increase compared the previous 12 months



Firearms Licensing

KPI	KPI Detail	Q4 2022 Oct - Dec	Q1 2023 Jan - Mar	Q2 2023 Apr - Jun	Q3 2023 Jul - Sept
Number of applications received Grants/Renewals/Variations	Grants	184	230	133	138
	Renewals	542	551	301	285
	Variations	59	77	54	60
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	45.4 Days
	Renewal Firearm	37.2 Days	33.7 Days	39.3 Days	33.9 Days
	Grant Shotgun	40.5 Days	32.1 Days	32.9 Days	39.9 Days
	Renewal Shotgun	33.8 Days	25.7 Days	25.3 Days	20.1 Days
Number of certificates issued (Grant & Renewal)	Grant Firearm	42	49	35	32
	Renewal Firearm	242	255	162	142
	Grant Shotgun	99	113	80	75
	Renewal Shotgun	585	507	294	248
Number of applications refused		10	13	7	6
Number of revocations		11	16	25	12
Number of notice of sales		1384	1460	1119	1050
Number of transfer outs		41	40	36	34
Number of extension/expiry		1	1	0	0
Temp permits given due to expiry		0	0	0	0



Firearms Licensing

Data in this area is provided quarterly. The number of applications across all three areas is trending closely to the previous quarter. Turnaround times are also similar. Reductions have been seen in turnaround times for renewals of shotguns and firearms, with times increasing for shotgun grants. The number of certificates issued is relatively similar to the previous quarter. Following a spike in the previous quarter the number of revocations has dropped this quarter.

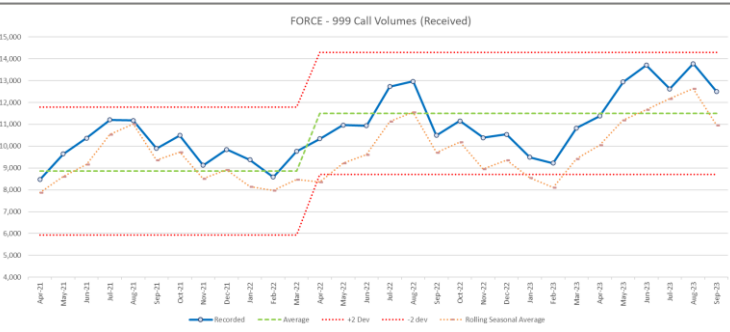


We will be people focused and offer the highest standard of care with sustained reductions in repeat calls for service

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



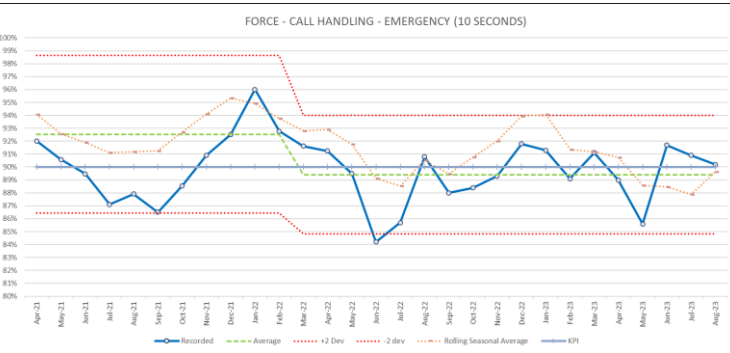
Call Volumes - 999 Calls Received										
	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
999 Calls	111419	138559	27140	24.36%	138559	125615	12944	10.30%	↑	✓

999 call volumes
 138,559 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)
 90% answered within 10s (latest 12 months)
 -4% decrease on the pre Covid level
 No change on the last 12 months

999 calls abandoned
 0.64% calls abandoned in last 12 months (average)
 +0.3% increase on the pre covid level
 No change on the previous year

Call Handling - Emergency (10 seconds)										
	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
% within 10 seconds	93.68%	89.70%	-	-3.98%	89.70%	90.03%	-	-0.33%	↓	✓

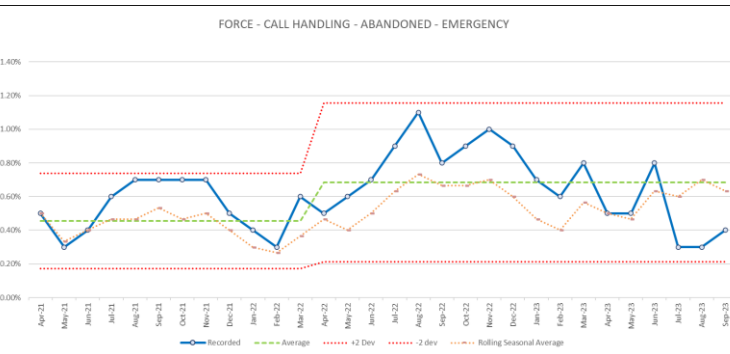


Call Handling - Abandoned										
	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	% Change	Trend	Within Variance	
Abandoned 999	0.39%	0.64%	-	0.25%	0.64%	0.65%	-0.01%	↑	✓	

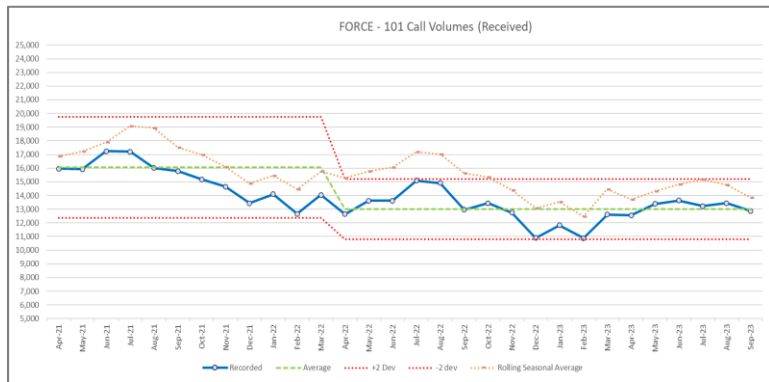
999 Call Volumes / Call Handling

As predicted, based on data from the previous 2 years, we saw the number of 999 calls decrease during September. Whilst the trajectory mirrors the previous year the volume remains higher, with 999 calls 9% higher than the same period last year.

Unusually, we have seen call handling drop and abandonment increase. Usually when the number of calls falls, we see positive correlation in these areas. This has not been the case this month as, whilst the call rate has fallen it is still high.



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	49.7%	39.5%	-	10.2%	↓	✓

101 call handling (3 minutes)
 50% answered within 3 minutes (latest 12 months)
 10% increase on the last 12 months

Call Handling - Abandoned									
	Pre COVID 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%	19.34%	-	7.66%	19.34%	17.93%	1.41%	↑	✓

101 calls abandoned
 19% calls abandoned in last 12 months (average)
 +8% increase on the pre covid level
 +1% increase on the previous year

101 Call Handling

The volume of 101 calls has remained relatively consistent over the last few months. It is trending just under the same period during 2022.

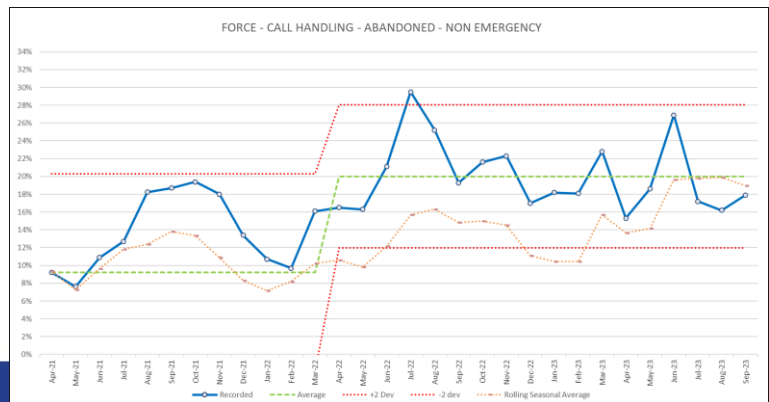
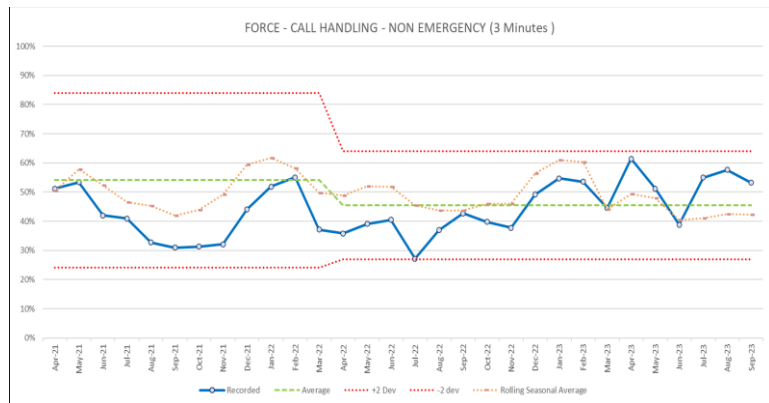
The following explains some of the challenges we face and some of the solutions we have been implementing to ensure our service to our communities continues to improve:

FCR Resourcing:

17 new starters joined the FCR in September and are going through training. There are a further 10 currently being tutored so not yet signed off. It is anticipated that with training and tutor periods the department will be in a stronger position by the start of the new year. Long-term sickness, maternity and other abstractions impact resourcing but are being managed. In January there will a recruitment intake to reach 90 and maintain that number.

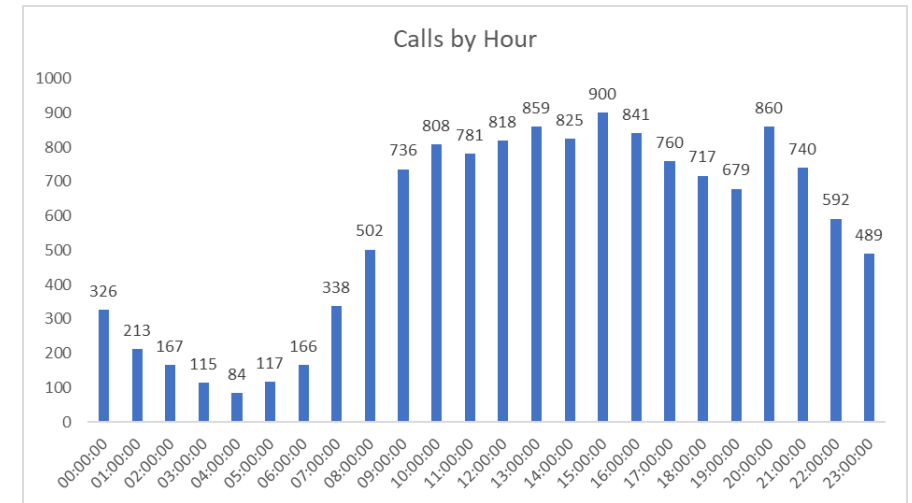
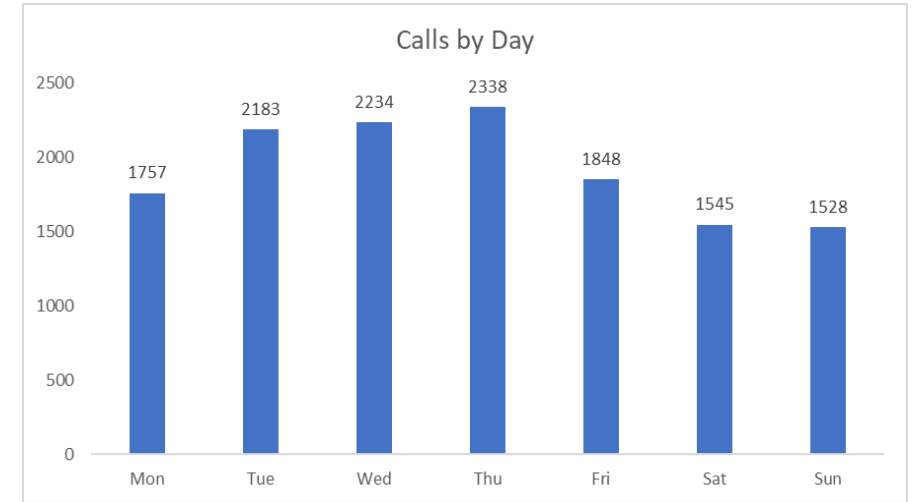
Technology:

A new date for LPR7 is being planned as the programme team are currently in the testing phase, ensuring that the changes are fit for purpose. Motorola have introduced a new product owner for Contact Management. Everyone is currently working towards an October 2024 go live for Contact Management, which is dependent on successful UAT and a business pilot to ensure that the impact of the change can be understood, this will include recording calls for service which are not currently recorded so will impact on Switchboard times etc. but will also ensure compliance with the draft NSIRA 2023 changes. Work is ongoing with DDAT and C&C Programme to resolve a number of issues within the control room with computers which is impacting on service delivery. The unify upgrade is still progressing and if agreed with PDS, we will hopefully be able to switch on functionality such as Life of a Call with enhanced licences.



August 101 Calls by Hour & Day

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00:00	43	38	38	51	38	49	69
01:00:00	22	36	30	25	24	35	41
02:00:00	21	19	25	28	20	35	19
03:00:00	16	12	14	24	12	17	20
04:00:00	17	6	6	11	13	9	22
05:00:00	9	14	17	17	10	30	20
06:00:00	11	28	29	29	23	30	16
07:00:00	51	58	52	48	48	53	28
08:00:00	64	90	85	87	70	51	55
09:00:00	110	108	125	131	89	81	92
10:00:00	107	149	123	154	109	87	79
11:00:00	109	118	141	134	115	81	83
12:00:00	118	133	130	156	113	80	88
13:00:00	111	152	156	147	125	90	78
14:00:00	103	140	143	157	131	84	67
15:00:00	130	139	166	163	116	89	97
16:00:00	92	153	144	152	124	70	106
17:00:00	94	130	122	137	131	66	80
18:00:00	94	116	120	142	94	87	64
19:00:00	82	107	104	140	81	85	80
20:00:00	124	144	162	131	117	92	90
21:00:00	109	117	134	108	87	96	89
22:00:00	61	110	90	93	91	66	81
23:00:00	59	66	78	73	67	82	64



101 Call Demand

This data looks at 101 demand during the month of August. Providing an indication as to those periods where demand was at it's highest. Figures utilised are the average calls over the course of the month.



Average 101 Wait Times

Average time taken to answer 101 calls to call taker in HH/MM/SS.

July 2023

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00:00	00:02:34	00:12:02	00:00:48	00:01:43	00:01:12	00:03:32	00:03:48
01:00:00	00:00:33	00:03:17	00:00:38	00:01:35	00:23:10	00:01:51	00:03:31
02:00:00	00:02:13	00:01:14	00:00:05	00:02:04	00:38:33	00:02:19	00:04:10
03:00:00	00:00:42	00:00:42	00:01:20	00:00:01	00:23:30	00:07:58	00:00:32
04:00:00	00:00:38	00:00:01	00:04:21	00:00:01	00:05:46	00:01:47	00:00:25
05:00:00	00:02:43	00:01:23	00:00:14	00:00:05	00:08:31	00:00:01	00:01:42
06:00:00	00:00:58	00:05:39	00:06:48	00:01:01	00:06:47	00:02:12	00:02:51
07:00:00	00:00:25	00:01:43	00:00:30	00:00:02	00:02:31	00:00:19	00:00:10
08:00:00	00:01:52	00:03:27	00:00:35	00:00:31	00:01:12	00:00:07	00:00:00
09:00:00	00:07:30	00:10:33	00:04:34	00:03:41	00:06:49	00:00:31	00:00:53
10:00:00	00:16:56	00:14:13	00:15:37	00:09:22	00:12:51	00:09:15	00:02:02
11:00:00	00:21:56	00:13:54	00:07:40	00:16:06	00:14:11	00:06:46	00:05:44
12:00:00	00:19:19	00:09:16	00:07:12	00:15:35	00:18:21	00:04:41	00:06:11
13:00:00	00:14:02	00:09:21	00:10:40	00:18:15	00:18:36	00:06:16	00:01:55
14:00:00	00:11:23	00:04:12	00:12:13	00:10:38	00:15:41	00:05:07	00:00:36
15:00:00	00:09:03	00:03:13	00:12:21	00:12:09	00:13:48	00:03:04	00:02:36
16:00:00	00:07:44	00:08:28	00:09:23	00:11:53	00:14:25	00:02:24	00:02:46
17:00:00	00:09:27	00:09:52	00:06:46	00:18:20	00:09:01	00:00:49	00:00:28
18:00:00	00:12:36	00:04:34	00:09:18	00:21:57	00:04:44	00:01:18	00:03:49
19:00:00	00:08:03	00:05:29	00:09:46	00:28:16	00:10:00	00:01:23	00:05:37
20:00:00	00:06:36	00:01:56	00:11:13	00:11:18	00:07:28	00:01:08	00:04:45
21:00:00	00:01:40	00:00:46	00:21:32	00:21:33	00:04:35	00:02:04	00:09:36
22:00:00	00:05:53	00:00:38	00:19:36	00:25:08	00:11:49	00:05:11	00:07:07
23:00:00	00:06:06	00:00:46	00:11:32	00:17:11	00:03:43	00:03:15	00:04:04

August 2023

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00:00	00:03:47	00:13:54	00:01:54	00:12:22	00:01:05	00:05:04	00:07:18
01:00:00	00:01:24	00:01:51	00:18:14	00:07:10	00:00:27	00:01:24	00:05:05
02:00:00	00:00:47	00:01:54	00:03:55	00:11:01	00:00:53	00:11:27	00:01:40
03:00:00	00:00:01	00:00:01	00:12:09	00:00:17	00:00:01	00:03:38	00:01:33
04:00:00	00:01:26	00:00:08	00:00:01	00:00:39	00:00:11	00:00:39	00:00:51
05:00:00	00:00:01	00:02:15	00:00:21	00:01:12	00:00:27	00:02:25	00:12:18
06:00:00	00:00:01	00:01:34	00:04:31	00:06:07	00:04:23	00:07:26	00:06:09
07:00:00	00:05:54	00:00:14	00:00:23	00:00:01	00:00:02	00:02:16	00:01:15
08:00:00	00:02:38	00:00:57	00:01:09	00:00:24	00:01:00	00:00:09	00:02:27
09:00:00	00:05:33	00:03:19	00:02:54	00:01:41	00:04:31	00:01:12	00:03:37
10:00:00	00:15:50	00:07:27	00:03:40	00:07:46	00:10:30	00:07:00	00:11:57
11:00:00	00:20:22	00:05:11	00:02:20	00:06:47	00:08:55	00:09:44	00:17:45
12:00:00	00:29:10	00:04:30	00:01:52	00:07:01	00:12:01	00:03:24	00:22:41
13:00:00	00:21:57	00:04:48	00:02:17	00:09:00	00:09:39	00:01:32	00:18:49
14:00:00	00:22:43	00:07:04	00:01:45	00:05:47	00:16:07	00:04:35	00:04:58
15:00:00	00:16:26	00:04:49	00:04:34	00:08:13	00:11:30	00:04:34	00:02:42
16:00:00	00:27:33	00:03:09	00:06:29	00:05:23	00:03:16	00:01:12	00:06:36
17:00:00	00:30:50	00:09:52	00:03:24	00:02:32	00:04:11	00:00:29	00:05:30
18:00:00	00:37:23	00:13:30	00:09:27	00:05:56	00:08:35	00:02:39	00:03:45
19:00:00	00:15:13	00:23:22	00:19:54	00:06:41	00:03:05	00:02:16	00:03:09
20:00:00	00:20:53	00:14:24	00:10:54	00:04:30	00:03:36	00:00:59	00:07:39
21:00:00	00:14:45	00:17:59	00:11:06	00:00:55	00:02:43	00:03:08	00:14:41
22:00:00	00:05:20	00:12:30	00:16:21	00:02:31	00:02:39	00:02:37	00:10:40
23:00:00	00:16:28	00:22:21	00:25:15	00:02:41	00:08:07	00:03:49	00:02:38

101 Wait Times

This data compares the average wait time for 101 calls to be answered by a call taker during the months of July and August. Comparing these months side-by-side highlights the lack of consistency and subsequent challenges in promoting quieter periods.

On average it took **6 minutes 12 seconds** for a 101 call to be answered during August.
 The longest wait time for a 101 call to be answered during August was **2 hours 54 minutes and 38 seconds**.

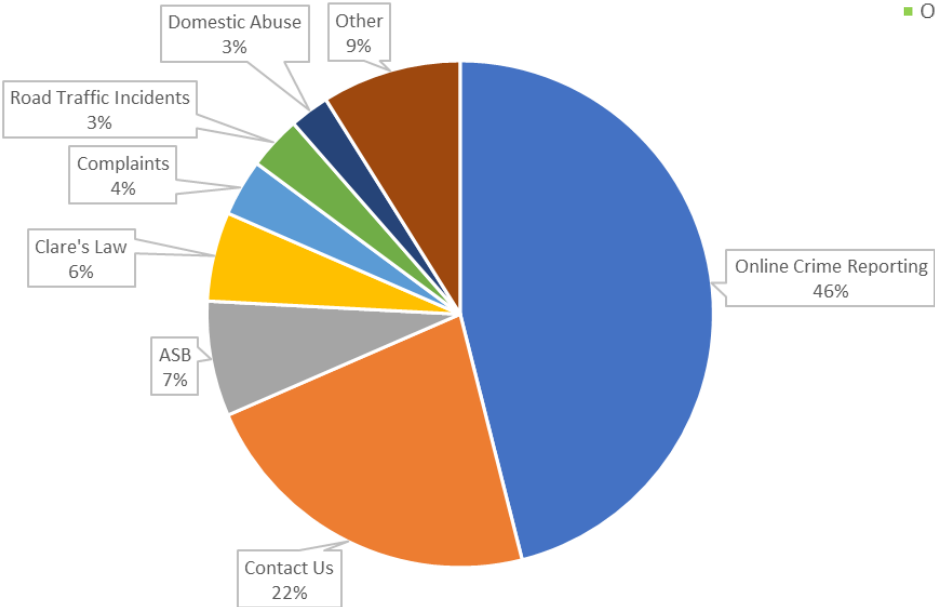


Online Reporting

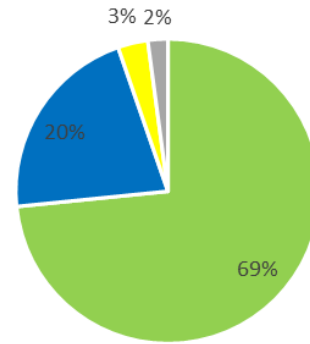
Online Reporting

Over the last 12-months **22,196** forms have been submitted using Single Online Home (SOH). Of these the majority have been online crime reports, with this accounting for around **46%** of all forms submitted. Looking at September's data from the Incident Resolution Team, around **14%** of Online Crime Reporting forms resulted in no crime being recorded, highlighting that not all submissions translate into the creation of a crime.

Types of Forms Submitted Online

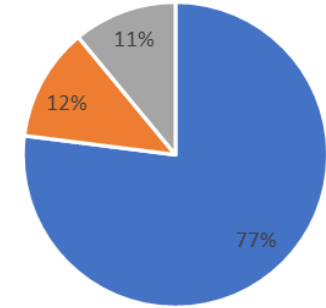


Initial Method of Contact



■ Online Reporting ■ Called 101 ■ Spoke with an Officer ■ Attended a Station

Which Secondary Contact Method Would You Have Used?



■ Call 101 ■ Wouldn't Have Done Anything ■ Attended a Station

Those utilising the website were asked 'did you do any of the following before using the website today?'. This highlights the initial method of contact for the majority (**69%**) was the website, with **20%** of people trying 101 first. In each case the primary reason is crime submission. The number of Clare's Law enquiries carried out online is greater in those that spoke to an officer or attended a station first.

Individuals were then asked, 'if you hadn't been able to use the website, what would you have done?'. The majority of people (**77%**) would have gone on to call 101, with **12%** not opting to do anything and **11%** would've visited a station.

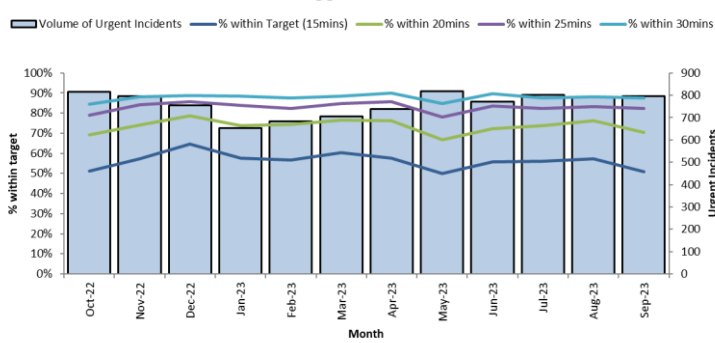
Of those that wouldn't have done anything 77% were using the website for online crime recording, 18% for Clare's Law, 3% related to road traffic and 2% related to ASB.

It should be noted that these questions are only asked when the following forms are submitted and are therefore not available for all online queries – Online Crime Reporting, Road Traffic Incidents, Clare's Law, Sarah's Law, ASB. Missing Persons and Covid Reporting.



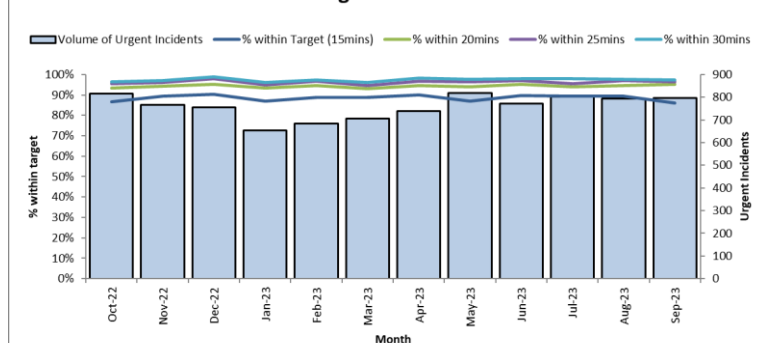
Responding to the Public - Urgent Response

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

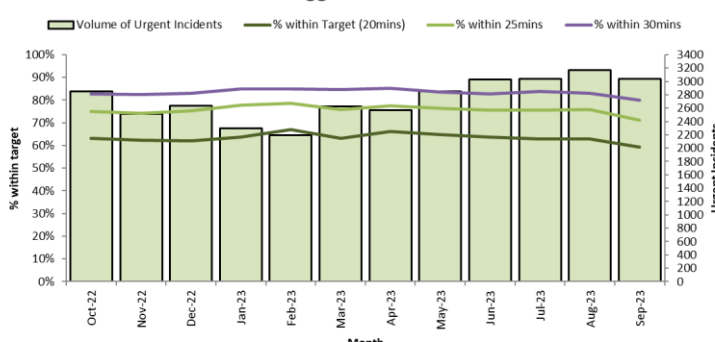


Logged to Arrive	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Volume of Urgent Incidents	738	817	772	801	794	795
Average Attended Time	00:20:52	02:36:43	00:23:13	00:23:16	00:22:58	00:20:16
% within Target (15mins)	57.44%	50.00%	55.77%	56.17%	57.34%	50.96%
% within 20mins	76.24%	66.88%	72.36%	73.80%	76.10%	70.46%
% within 25mins	85.64%	77.97%	83.58%	82.23%	83.21%	82.42%
% within 30mins	90.09%	84.69%	89.76%	87.65%	88.20%	87.59%

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

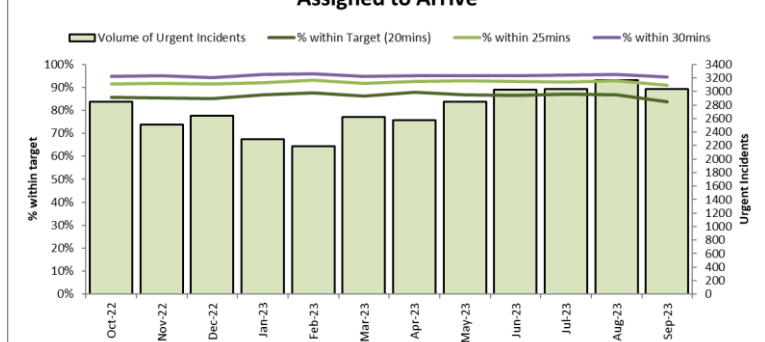


Rural - Urgent Incidents and % attended within target - Logged to Arrive



Logged to Arrive	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Volume of Urgent Incidents	2573	2848	3026	3039	3168	3039
Volume of Urgent Incidents	2112	2317	2422	2503	2536	2473
Average Attended Time	00:23:55	01:08:36	00:25:51	00:24:13	00:23:42	00:32:46
% within Target (20mins)	66.10%	64.83%	63.67%	62.88%	62.97%	59.28%
% within 25mins	77.51%	76.35%	75.56%	75.43%	75.79%	71.21%
% within 30mins	85.13%	83.60%	82.62%	83.74%	82.97%	79.86%

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



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

Urban

56% responded to in 15 minutes
 88% responded to in 30 minutes
 Average attended time is 35:46 minutes – **it should be noted that an outlier in May is impacting this figure. The average falls to 24:40 minutes when that incident is removed.**

Rural

63% responded to in 20 minutes
 83% responded to in 30 minutes
 Average attended time is 31:47 minutes

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

Urban

89% responded to in 15 minutes
 97% responded to in 30 minutes
 Average attended time is 09:02 minutes

Rural

86% responded to in 20 minutes
 95% responded to in 30 minutes
 Average attended time is 11:53 minutes

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.

Help those in Need – User 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%	71.14%	-4.91%	71.14%	70.62%	0.53%	↓	✓
Kept Informed Force Satisfaction	59.17%	56.19%	-2.98%	56.19%	57.71%	-1.52%	↑	✓

User Satisfaction

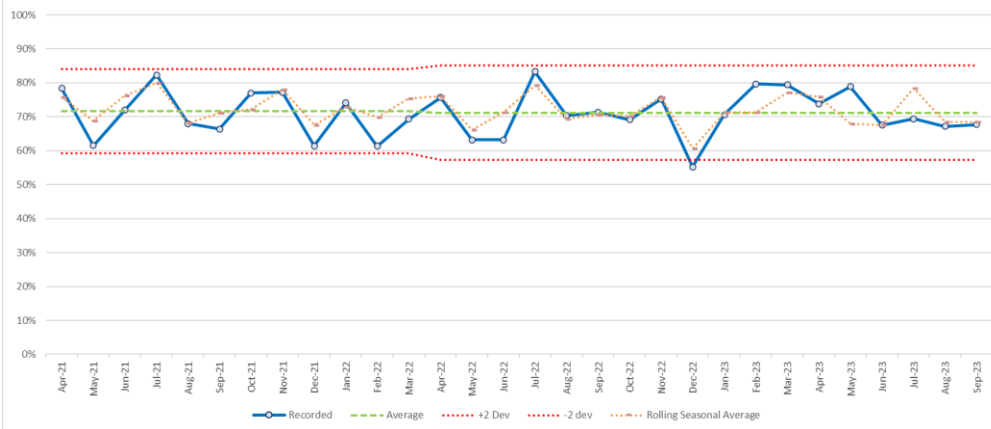
Overall Satisfaction

71% of users are satisfied overall (last 12 months average)
 -5% decrease on the pre Covid level
 +1% increase on previous 12 months

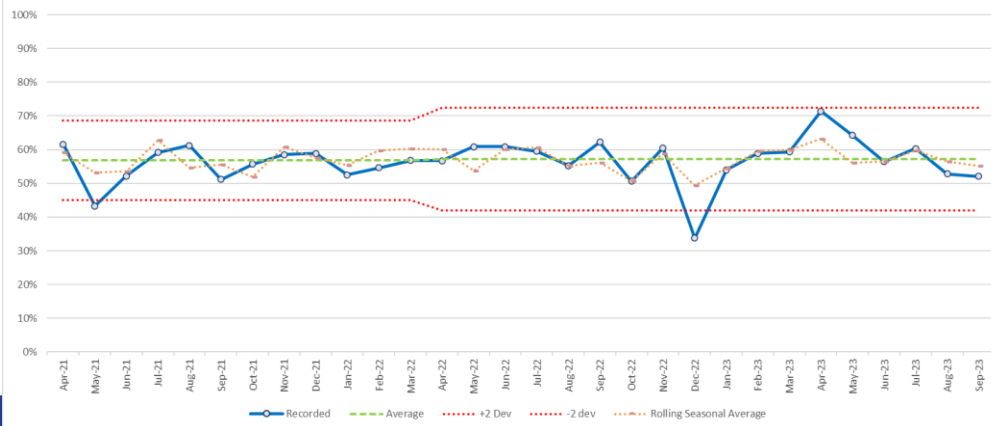
Kept Informed

56% of users are satisfied with being kept informed (last 12 months average)
 -3% decrease on the pre Covid level
 -2% decrease on the previous 12 months

FORCE - OVERALL SATISFACTION



FORCE - KEPT INFORMED SATISFACTION



User Satisfaction / Insight

The following updates relate to victim satisfaction:

- Victim and Witness Strategy 2023-25 published with delivery plan
- Repeat Victim Policy ready for launch (VLOG planned ready for Niche template changes)
- Revised Victim Right to Review process implemented in line with 2023 NPCC guidance
- Regular Performance management of Victim Contact through local performance and PVF meetings
- Work with Victim Lincs/Outreach Services to improve uptake and provision of police SPOCS
- Continuation of Pronto development of VCOP module to promote greater automation of VCOP
- Work undertaken to understand dissatisfaction (telephone/FTF crimes) this has prompted work with CMB to improve information provided to victims
- VCOP Audit being undertaken throughout October 2023
- Online Surveying project with Lincs University progresses launch by end Dec 2023.
- NSHE funding secured for bespoke Lincolnshire Rape Survivor end to end experience insight project.
- Lynchpin mapping all elements of user insight/victim insight across organisation to enable overview
- Continuation of regional and national consultation on VCOP performance metrics

