OPCC Public Assurance Meeting Performance Report

19th March 2024

Contents

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

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

The data within this pack covers the **12 months to December 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:

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 Dec 23) compared against:		3 Year Trend	Tolerance		National Average (12 months to Nov)	MSG Average (12 months to Nov)
	Pre-Covid Baseline Jan 19 - Dec 19	Last 12 months					
RESPONDING TO THE PUBLIC							
All Calls Received	-12%	0%					
999 Calls Volume	26%	9%					
Call handling 999 answered in (10 seconds)	-3%	1%					
Call handling 999 abandoned	0%	0%					
101 Calls Volume	-31%	-7%					
Call handling 101 answered in (3 minutes)		14%					
Call handling 101 abandoned	6%	-1%					
Urgent Response Times - Urban	-20%	-9%					
Urgent Response Times - Rural	-5%	0%					
CRIME & INCIDENTS							
Calls for Service (Incidents)	4%	11%					
All Recorded Crime	-6%	-5%				-1%	-5%
NEIGHBOURHOOD CRIME							
Personal Robbery	-3%	-8%				8%	-5%
Burglary - Residential	-26%	-10%				Unable to compare due to recording changes	
Vehicle Crime	-30%	-16%				-2%	-3%
Theft from Person	-40%	-9%				15%	5%
ASB	-13%	-8%					
VIOLENCE & SERIOUS HARM							
Homicide	-14%	100%				-6%	-25%
Violence with Injury	7%	-2%				-3%	-7%
Violence Without Injury	0%	-6%				-2%	-5%
Killed & Seriously Injured	-22%	-5%					

Those shaded in Blue form part of the Beating Crime Plan	Current 12 months (to Dec 23) compared against:		3 Year Trend	Tolerance		National Average (12 months to Nov)	MSG Average (12 months to Nov)
	Pre-Covid Baseline Jan 19 - Dec 19	Last 12 months					
VAWG							
Domestic Abuse Incidents (DASH)	6%	-2%					
Sexual Offences - Rapes (Total)	14%	8%				-2%	-4%
Sexual Offences - Rapes (Non-Recent)	-18%	-14%					
Stalking & Harassment	3%	-6%				-6%	-14%
VULNERABILITY							
Child Sexual Exploitation	-16%	7%					
Missing Persons	-28%	-7%					
Hate Crimes	12%	10%					
Mental Health Incidents	68%	-15%					
Mental Health S.136	20%	-9%					
SERIOUS & ORGANISED CRIME							
Drug Offences	-17%	14%				1%	-2%
Firearms Offences (to Sep 2023)		-12%				2%	
Knife Crime (to Sep 2023)		-28%				2%	
MANAGING OFFENDERS							
BAIL	-64%	-67%					
RUI	-32%	-21%					
INVESTIGATIONS							
Outcomes - Positive	15%	13.08% (1.72%)				12%	14%
Outcomes - Out of Court Disposals	5%	3.22% (-0.14%)				4%	4%
VICTIM SATISFACTION & CONFIDENCE							
VCOP - % of eligble crimes with a contact contract	-5%	-3%					
User Satisfaction - Kept Informed	-1%	3%					
User Satisfaction - Overall	-5%	2%					

Teenagers arrested after stinger deployed in police chase through Sleaford

Another Gainsborough home boarded up by police over anti-social behaviour

Jail for man who 'misled' police after body found

Man, 74, arrested after 'serious assault' on New Year's Eve in Grantham

Three arrested in Gainsborough as police continue drug crackdown in town

Four arrested after alleged Boston late-night ram raid at shop

More than 100 Lincolnshire drivers arrested for drink driving in December 2023

15:05 30 January

Police suite becomes anti-violence hub

Lincolnshire

Lincolnshire men arrested as police seize 450 offensive weapons including knives and knuckle dusters

Man arrested after alleged serious assault outside Boston pub

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 — Dec-2023

Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
All Crimes	56341	-6.30%	-4.72%	↑	✓✓
VATP	22873	2.88%	-5.10%	↑	✓✓
Homicide	12	-14.29%	100.00%	↑	✓
VATP with Injury	6812	7.43%	-2.35%	↑	✓
VATP without Injury	8693	-0.47%	-6.36%	↑	✓
Stalking & Harassment (incl. Malicious Communications)	7349	3.00%	-6.10%	↓	✓✓
Sexual Offences	2503	7.75%	0.16%	↑	✓
Rape	964	8.80%	4.90%	↑	✓
Other Sexual Offences	1539	7.10%	-2.59%	↑	✓
Burglary	3036	-19.58%	-10.92%	↑	✓
Burglary - Residential	2069	-26.47%	-10.43%	↑	✓
Burglary - Business	967	-47.26%	-11.93%	↓	✓
Robbery	376	-2.34%	-1.31%	↑	✓
Personal Robbery	312	-2.50%	-7.96%	↑	✓
Business Robbery	64	-1.54%	52.38%	↑	✓

KEY CRIME & ASB INDICATORS — Dec-2023

Subject	12 Month Volume	Comparison Pre-Covid	Comparison Last 12 Months	Trend	Tolerance
Theft (exc Vehicles)	11399	-3.69%	4.29%	↑	✓
Theft from Person	164	-39.71%	-8.89%	↑	✓
Bicycle Theft	736	-25.58%	-23.09%	↑	✓
Shoplifting	5939	9.23%	18.38%	↑	✓
Other Theft	4560	-11.25%	-4.52%	↑	✓✓
Vehicle Crimes	2210	-29.51%	-15.65%	↑	✓
Theft of Vehicle	789	4.09%	-6.29%	↑	✓
Theft from Vehicle	1110	-38.57%	-21.28%	↑	✓
Drugs Offences	1608	-16.81%	13.64%	↑	✓
Drugs Trafficking	581	33.87%	61.39%	↑	✓
Drugs Possession	1027	-31.49%	-2.65%	↓	✓
Arson & Criminal Damage	5827	-14.55%	-12.82%	↓	✓
Public Order	4373	-14.29%	-14.91%	↓	✓
Possession of Weapons	630	6.42%	19.32%	↑	✓
Crimes Against Society	1506	16.29%	5.61%	↑	✓

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	59891	56341	-3550	-6.30%	56341	59131	-2790	-4.72%	↑	✓✓

All Recorded Crime
Force
56,341 crimes recorded in current 12-month period
-6% decrease on the pre Covid level
-5% decrease on previous 12 months

All Recorded Crime
All recorded crime is trending below the lower tolerance line.

Over the course of 2023 all recorded crime has generally trended below where it was in 2022. With a 5% reduction in crime seen over the last 12-months.


FORCE - All Crimes

Recorded — Average — +2 Dev — -2 dev — Rolling Seasonal Average
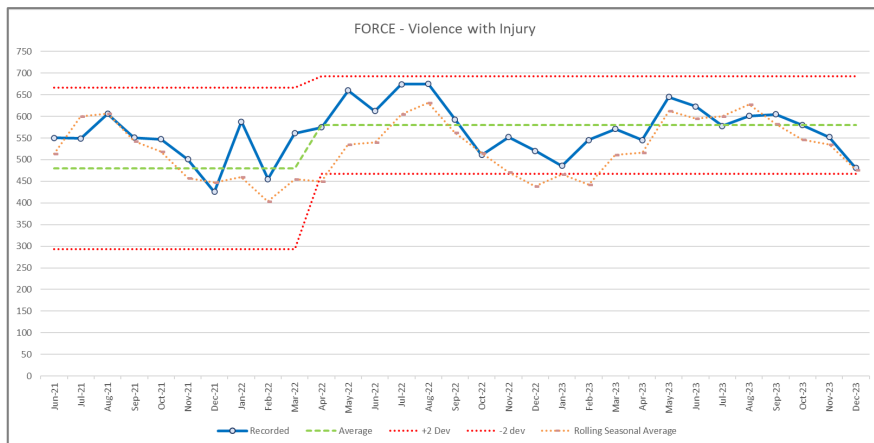
Violence with Injury

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	6341	6812	471	7.43%	6812	6976	-164	-2.35%	↑	✓

Violence with Injury
6,812 crimes recorded in current 12-month period
+7% increase on the pre Covid level
-2% decrease on previous 12 months
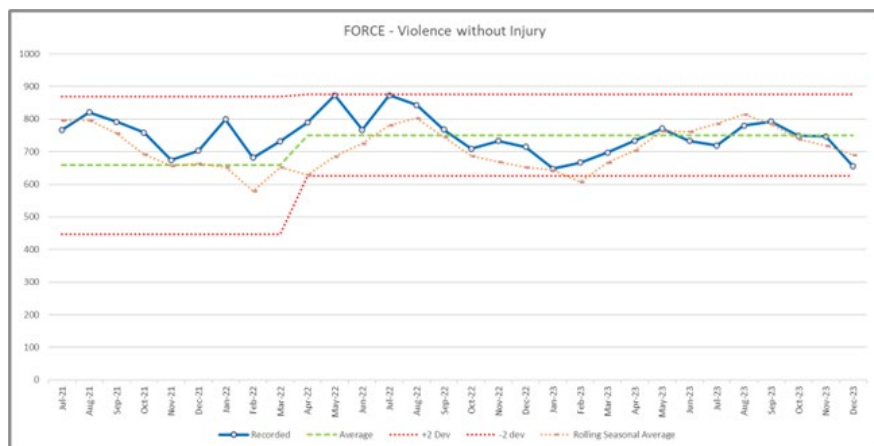
Violence without Injury

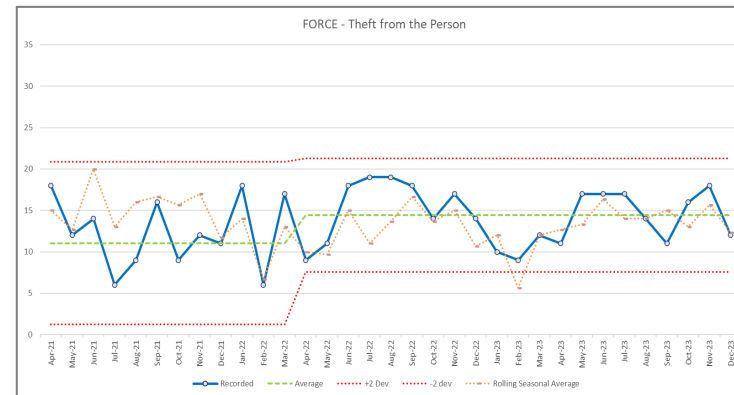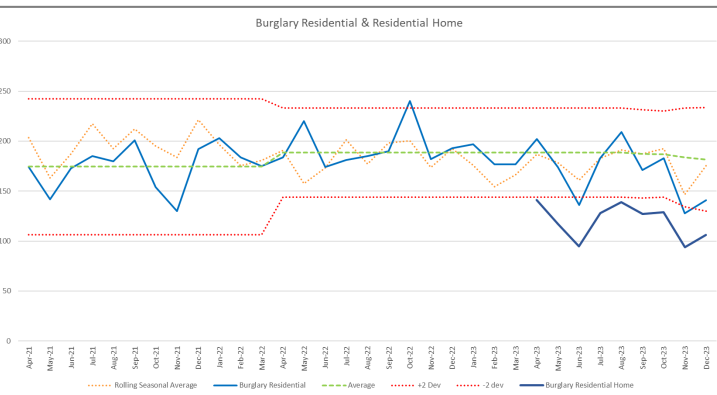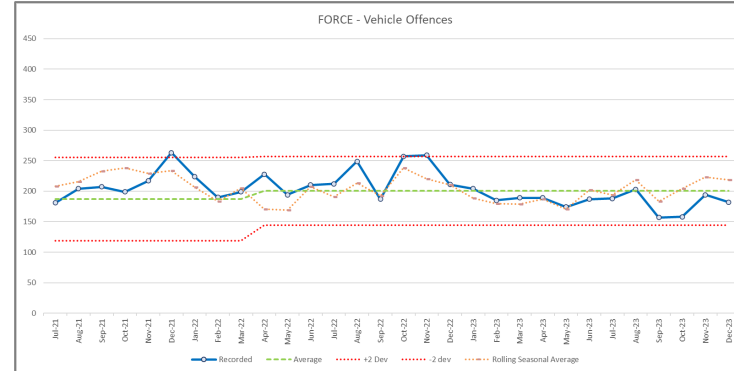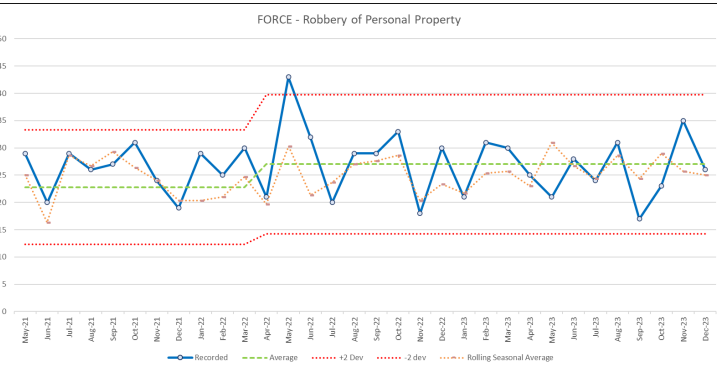| Local Policing Team Area	Pre COVID Baseline (Jan 19 - Dec 19)	Comparison			Comparison				Statistical	
		This Year	Volume Change	% Change	This Year	Last Year	Volume Change	% Change	Trend	Within Variance
FORCE	8734	8693	-41	-0.47%	8693	9283	-590	-6.36%	↑	✓

Violence Without Injury
8,693 crimes recorded in current 12-month period
-1% decrease on the pre Covid level
-6% decrease on previous 12 months

Violence
Violence With Injury and Violence Without Injury have both seen a decline. Violence With Injury has fallen by 2% over the last 12-months, whereas Violence Without Injury has reduced by 6%.

FORCE - Robbery of Personal Property

FORCE - Vehicle Offences

Burglary Residential & Residential Home

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	312	-8	-2.50%	312	339	-27	-7.96%	↑	✓

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	2069	-745	-26.47%	2069	2310	-241	-10.43%	↑	✓

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	2210	-925	-29.51%	2210	2620	-410	-15.65%	↑	✓

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	180	-16	-8.89%	↑	✓

Dwelling Burglary
The changes to the recording of residential burglaries which came into effect on 01/04/23, which separate out sheds/garages from 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
312 crimes recorded in current 12-month period
-3% decrease on the pre Covid level
-8% decrease on previous 12 months

Residential Burglary
2,069 crimes recorded in current 12-month period
-27% decrease on the pre Covid level
-10% decrease on previous 12 months

Vehicle Offences
2,210 crimes recorded in current 12-month period
-30% decrease on the pre Covid level
-16% 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
-9% decrease on previous 12 months

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

	% increase / decrease 12 months to Sep 23 (compared to prev. 12 mths)		Lincs Ranking Offences per 1000 pop. (Low is good)	Change from last Qtr
	ENGLAND & WALES	Lincolnshire		
Total recorded Crime Excluding Fraud	0	-1	14th (was 14th)	→
Violence against the person	-3	-3	16th (was 17th)	→
Homicide	-9	(numbers too small)	-	
Violence with injury	-3	0	19th (was 20th)	↑
Violence without injury	-1	-5	14th (was 16th)	↑
Stalking and harassment	-5	-2	17th (was 17th)	→
Death or serious injury - unlawful driving	+30	(numbers too small)	-	
Sexual offences	-3	-1	24th (was 19th)	↓
Robbery	+12	+1	13th (was 14th)	↑
Theft offences	+9	+7	14th (was 17th)	↑
Burglary	-1	+1	30th (was 30th)	→
Domestic burglary	-4	+5	30th (was 28th)	↓
Non-domestic burglary	+4	-5	28th (was 29th)	↑
Vehicle offences	+2	-4	10th (was 11th)	↑

	% increase / decrease 12 months to Sep 23 (compared to prev. 12 mths)		Lincs Ranking Offences per 1000 pop. (Low is good)	Change from last Qtr
	ENGLAND & WALES	Lincolnshire		
Theft from the person	+18	-1	2nd (was 3rd)	↑
Bicycle theft	-10	-12	29th (was 28th)	↓
Shoplifting	+32	+23	31st (was 34th)	↑
All other theft offences	+6	+5	12th (was 12th)	→
Criminal damage and arson	-5	-10	20th (was 24th)	↑
Drug offences	+2	+22	17th (was 11th)	↓
Possession of weapons offences	+8	+14	18th (was 17th)	↓
Public order offences	-10	-12	10th (was 9th)	↓
Miscellaneous crimes against society	+2	+12	26th (was 21st)	↓
Knife Crime (40 forces using new methodology)	+6	+4	8th (was 19th)	↑
Fraud & Computer Misuse offences referred by Action Fraud	-3	-12		
Firearms Offences	-3	-4		

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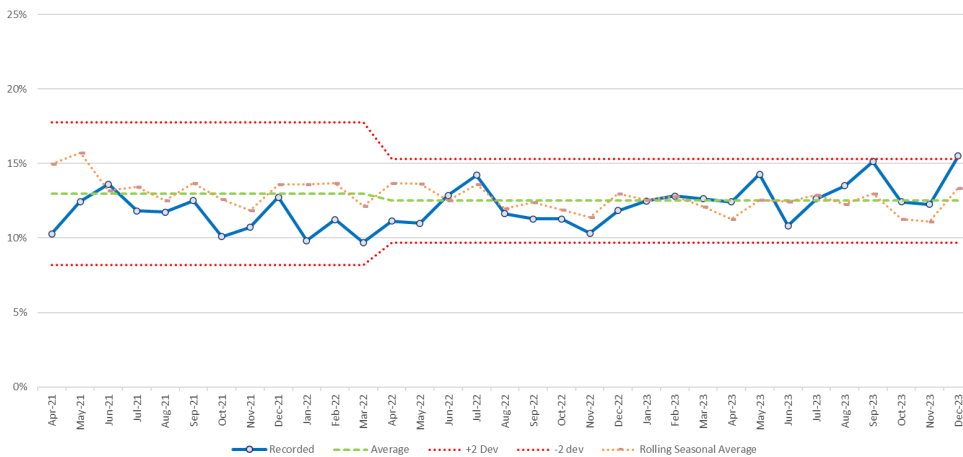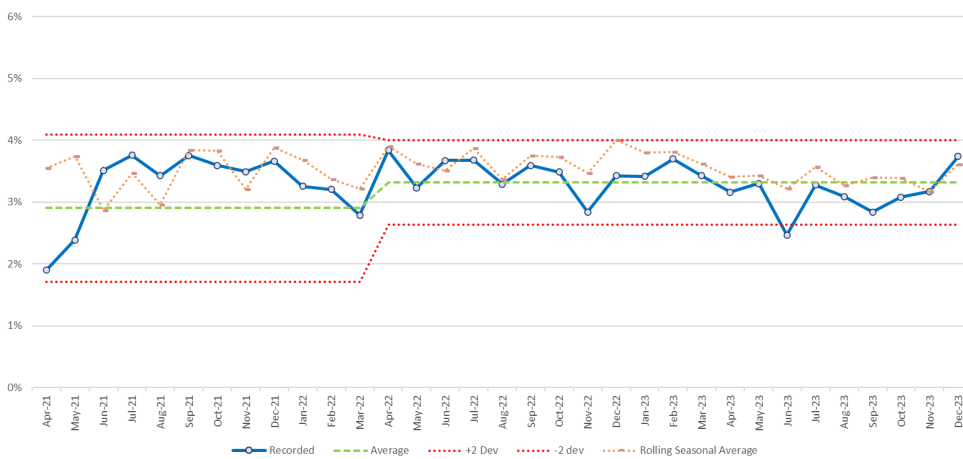
Key: Ranking Quartile

1st	2nd	3rd	4th

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	6919	-22.40%	6919	6898	0.30%		
	14.89%	13.08%	-1.81%	13.08%	11.36%	1.72%	↑	✓✓
Out of Court Disposals	2789	1704	-38.90%	1704	2049	-16.84%		
	4.58%	3.22%	-1.35%	3.22%	3.36%	-0.14%	↓	✓

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

6,919 positive outcomes recorded in the last 12 months
-22% decrease on the pre Covid level
No change on previous 12 months

On average 13% of all outcomes recorded are positive outcomes (last 12 months)
-2% decrease on the pre Covid level
+2% increase on previous 12 months
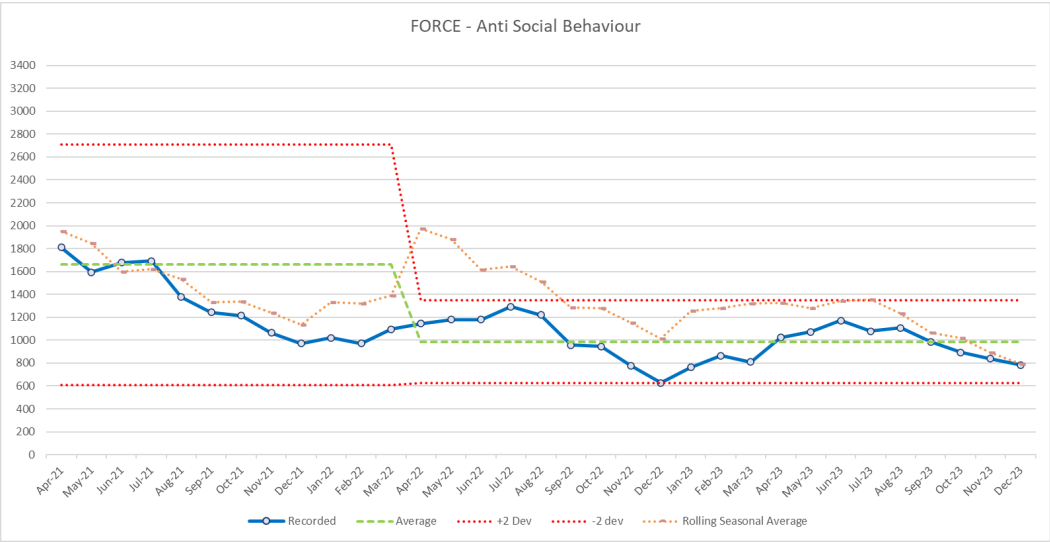
Out of Court Disposals
2 = Youth Caution, 3 = Adult Caution, 6 = Penalty Notice, 7 = Cannabis Warning , 8 = Community Resolution

1,704 out of court disposals recorded in the last 12 months
-39% decrease on the pre Covid level
-17% 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 Crime Standards Board has been developed to continuously monitor this area.

Stop Crime & ASB – Anti-Social Behaviour

FORCE - Anti Social Behaviour

Anti Social Behaviour

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	13093	11393	-1700	-12.98%	11393	12417	-1024	-8.25%	↓	✓

ASB
11,393 incidents recorded in current 12-month period
-13% decrease on the pre Covid level
-8% decrease on previous 12 months

Incidents below expected levels and are below pre-covid volumes

Anti-Social Behaviour

Anti-Social Behaviour (ASB) has seen a steady decrease over the last quarter following a seasonal increase over the summer period. It currently sits below the expected average. When comparing the 12-months of 2023 to the pre-Covid baseline (2019) a reduction of -13% is observed. When comparing 2022 to 2023 there is a reduction of -8%.

The Anti-Social Behaviour Partnership exists to ensure a consistent approach to case management, and to work together to identify hot spots, persistent offenders and those vulnerable to ASB. Cases are managed through a joint software system allowing for a co-ordinated approach to activity. A range of organisations are involved in the joint approach to tackling ASB including (but not limited to) the County and District Councils, Children's Service, Public Health, and Registered Housing Providers.

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.

Harecoursing Incidents	2021-2022	2022-2023	2023-2024
September	55	15	43
October	145	77	38
November	221	272	73
December	527	67	42
January	430	94	23
February	145	19	13
March	36	23	

Measurable Outputs
We have seen a year-on-year reduction in hare coursing, when comparing September-February data the 2023/24 season has seen a decrease of **-57%** compared to the previous season. An **-88%** reduction can be observed between the 2023/24 year and 2016/17 (Sept-Feb).
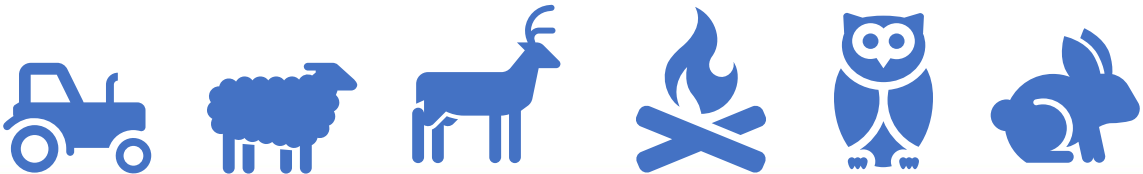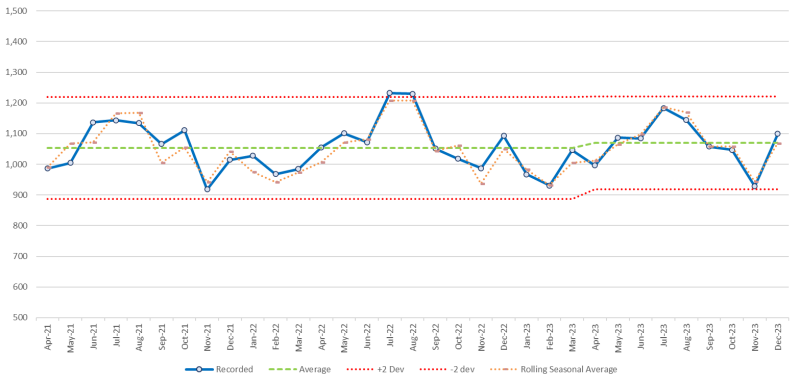
We will have communities who feel safe and protected from harm

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

FORCE - ALL DASH - DOMESTIC ABUSE

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	12570	755	6.39%	12570	12820	-250	-1.95%	↑	✓

Domestic Abuse - DASH
12,570 DASH recorded in current 12-month period
+6% increase on the pre Covid level
-2% decrease on previous 12 months

FORCE - TOTAL RAPE OFFENCES
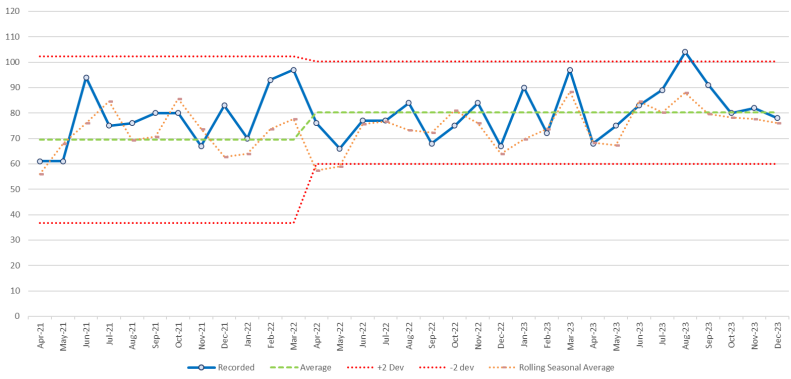
Rape

	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	1009	123	13.88%	1009	934	75	8.03%	↑	✓
Non-Recent Rapes	241	197	-44	-18.26%	197	228	-31	-13.60%	↓	✓
Recent Rapes	645	812	167	25.89%	812	706	106	15.01%	↑	✓

Sexual Offences - Rape
1,009 Rapes recorded in current 12-month period
+14% increase on the pre Covid level
+8% increase on previous 12 months
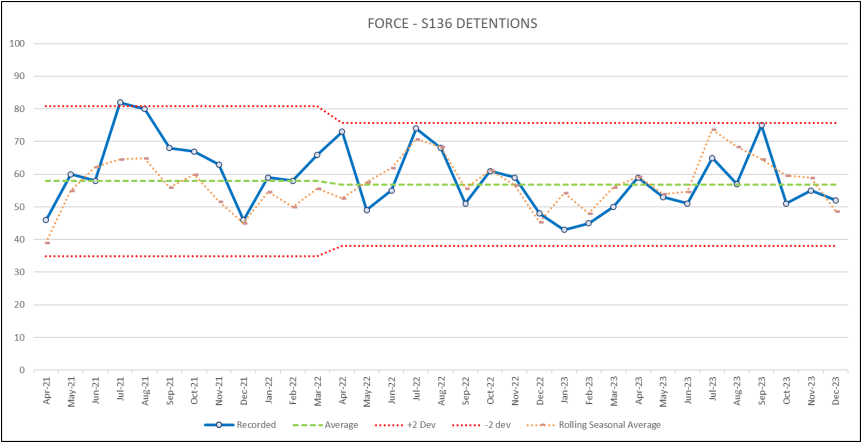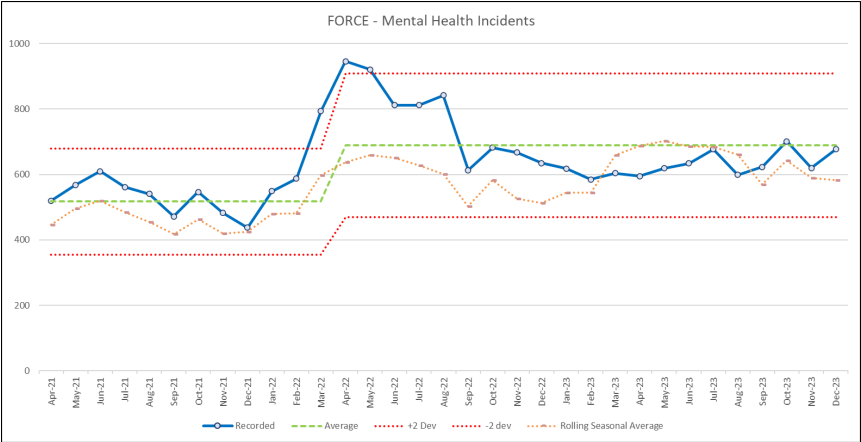

FORCE - Stalking & Harassment
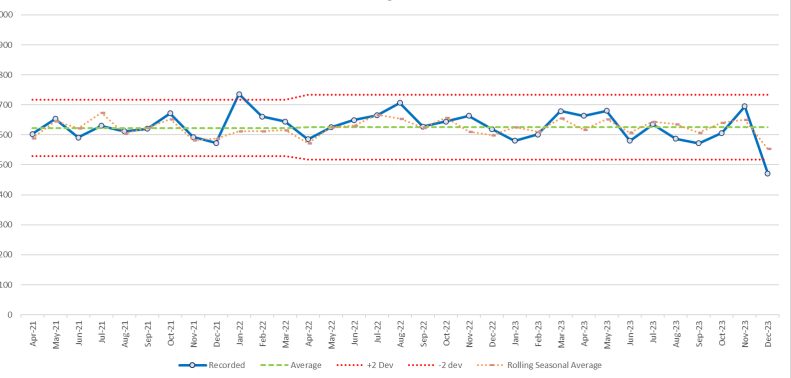
Stalking & Harassment

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	7135	7349	214	3.00%	7349	7826	-477	-6.10%	↓	✓✓

Stalking & Harassment
7,349 recorded in current 12-month period
+3% increase on the pre Covid level
-6% decrease on previous 12 months

FORCE - Mental Health Incidents

FORCE - S136 DETENTIONS

Mental Health Incidents

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	4505	7552	3047	67.64%	7552	8860	-1308	-14.76%	↑	✓

Mental Health Incidents
7,552 recorded in current 12-month period
+68% increase on the pre Covid level
-15% 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	656	111	20.37%	656	721	-65	-9.0%	↑	✓

Mental Health S.136 Detentions
656 recorded in current 12-month period
+20% increase on the pre Covid level
-9% decrease on previous 12 months

Mental Health
Ongoing work is taking place in relation to the Right Care, Right Person principals and how these will be introduced, ensuring that those experiencing mental health challenges are supported by the most appropriate organisation. Work is ongoing internally to increase our understanding of the mental health incidents that we are recording, ensuring these are appropriately flagged and the demand relating to these is recognised.
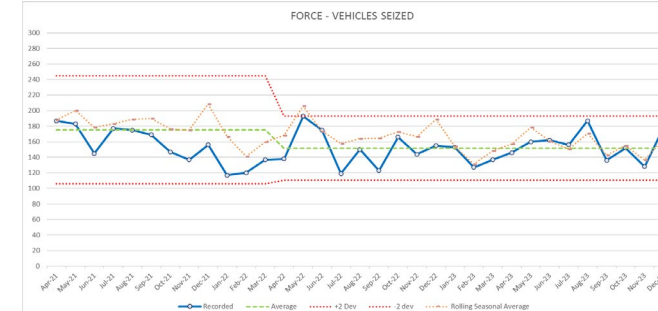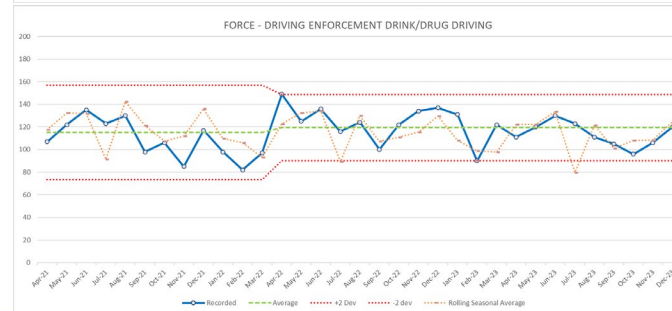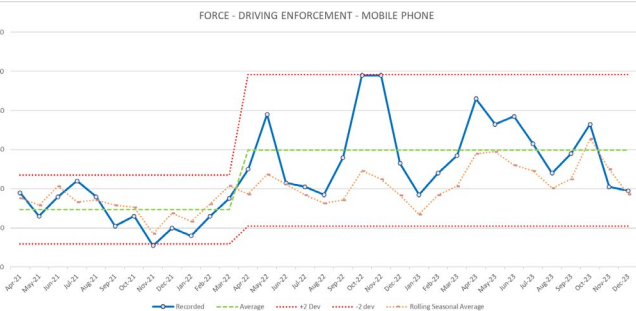
FORCE - KSI
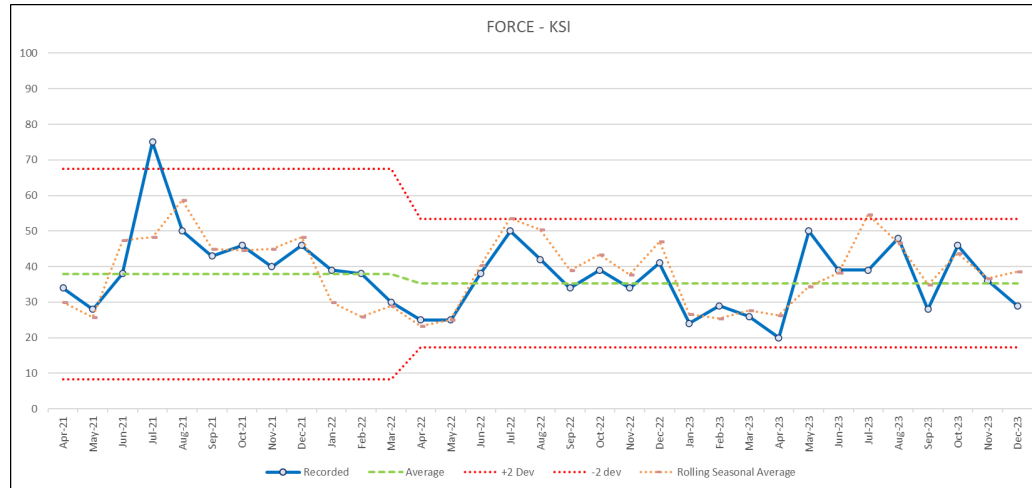
Road Safety - KSI

	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	42	-12	-22.22%	42	39	3	7.69%	↑	✓
Seriously Injured	480	372	-108	-22.50%	372	396	-24	-6.06%	↑	✓
KSI Total	**534**	**414**	**-120**	**-22.47%**	**414**	**435**	**-21**	**-4.83%**	↑	✓

KSI

414 KSI recorded in current 12-month period

-23% decrease on the pre Covid level

-5% decrease on previous 12 months

Driving Enforcement

Tickets a month (on average, last 12 months)

Speed = 150

Seatbelts = 54

Mobile phones =58

Dangerous driving = 45 (inc. arrests)

Drink/Drug driving = 114 (inc. arrests)

FORCE - DRIVING ENFORCEMENT - SPEED

FORCE - DRIVING ENFORCEMENT - SEATBELT

FORCE - DRIVING ENFORCEMENT - DANGEROUS DRIVING

FORCE - DRIVING ENFORCEMENT - MOBILE PHONE

FORCE - DRIVING ENFORCEMENT DRINK/DRUG DRIVING

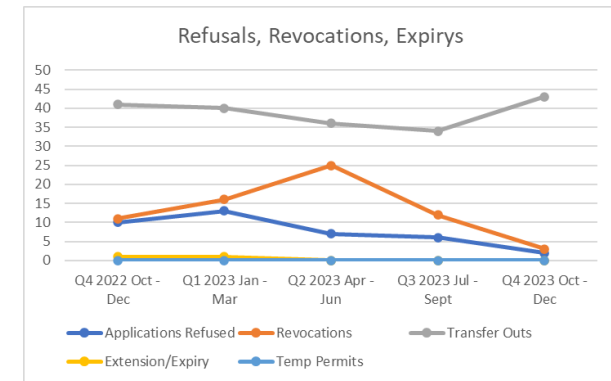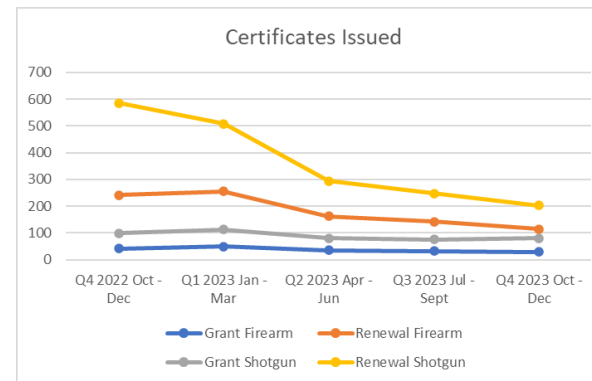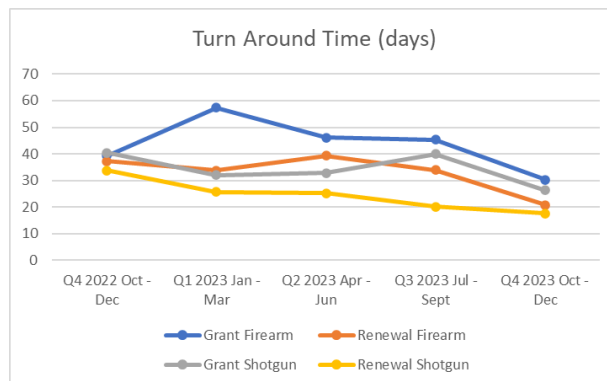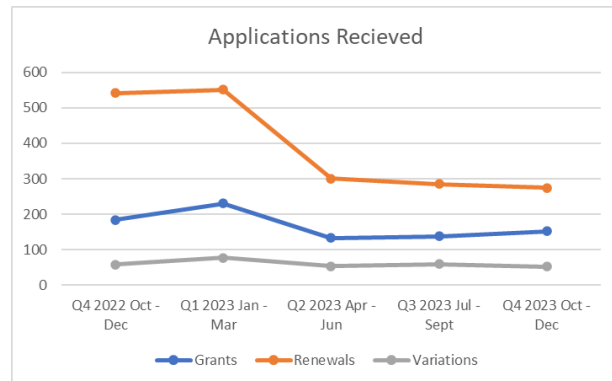FORCE - VEHICLES SEIZED
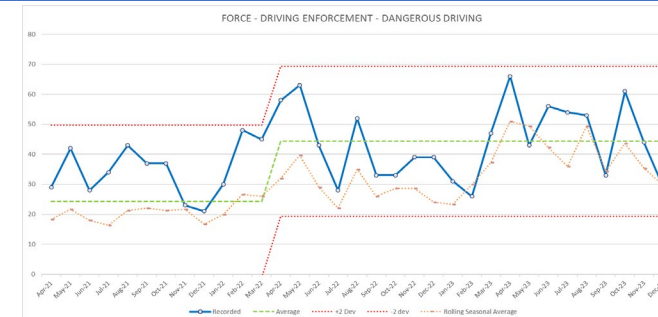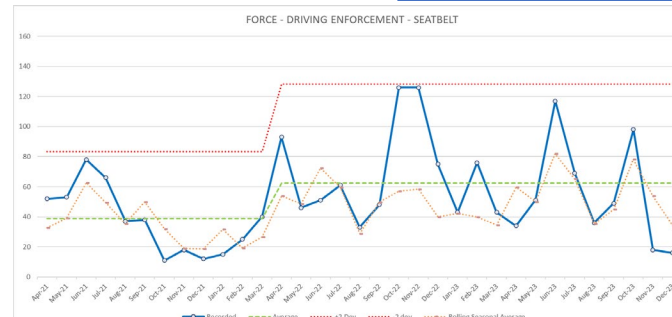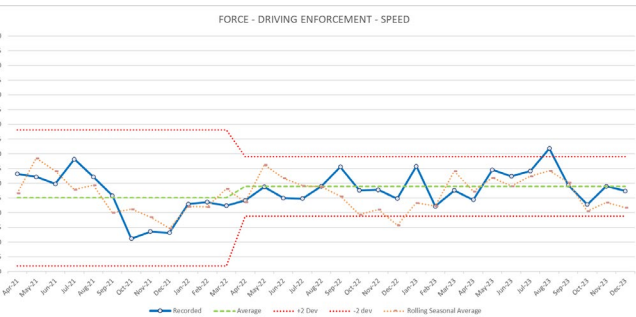
Vehicles Seized

152 vehicles seized each month (on average 12 months)

0% increase compared the previous 12 months

KPI	KPI Detail	Q4 2022 Oct - Dec	Q1 2023 Jan - Mar	Q2 2023 Apr - Jun	Q3 2023 Jul - Sept	Q4 2023 Oct - Dec
Number of applications received Grants/Renewals/Variations	Grants	184	230	133	138	152
	Renewals	542	551	301	285	274
	Variations	59	77	54	60	52
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	30.35 Days
	Renewal Firearm	37.2 Days	33.7 Days	39.3 Days	33.9 Days	20.8 Days
	Grant Shotgun	40.5 Days	32.1 Days	32.9 Days	39.9 Days	26.3 Days
	Renewal Shotgun	33.8 Days	25.7 Days	25.3 Days	20.1 Days	17.6 Days
Number of certificates issued (Grant & Renewal)	Grant Firearm	42	49	35	32	29
	Renewal Firearm	242	255	162	142	114
	Grant Shotgun	99	113	80	75	81
	Renewal Shotgun	585	507	294	248	203
Number of applications refused		10	13	7	6	2
Number of revocations		11	16	25	12	3
Number of notice of sales		1384	1460	1119	1050	805
Number of transfer outs		41	40	36	34	43
Number of extension/expiry		1	1	0	0	0
Temp permits given due to expiry		0	0	0	0	0

Data in this area is provided quarterly. The number of applications across all three areas is trending closely to the previous quarter. Turnaround times have seen a reduction in the number of days taken to process applications and are well within the national KPIs. The number of certificates issued has dropped slightly this quarter but remains relatively similar to the previous quarter. Revocations and refusals have dropped and there has been an increase in Transfers Out. There has been a reduction across all areas, apart from Transfer Out, when comparing Q4 of 2023 to Q4 of 2022. The number of days to process applications has also decreased across the board when comparing Q4 of 2023 to Q4 of 2022.
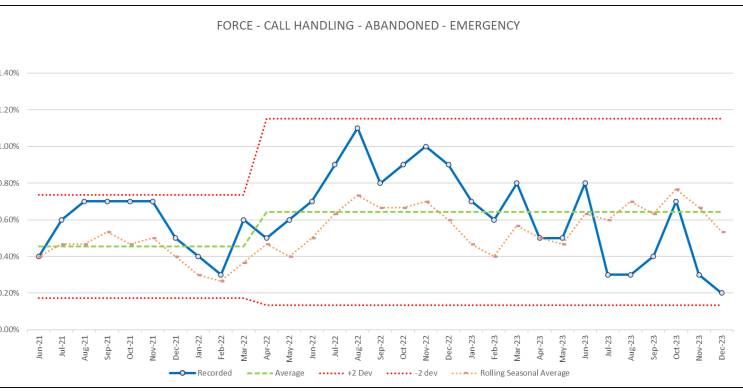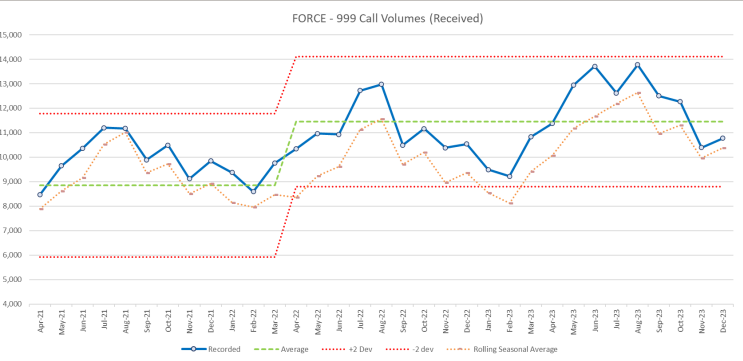
We will be people focused and offer the highest standard of care with sustained reductions in repeat calls for service

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

	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	139911	28492	25.57%	139911	128239	11672	9.10%	↑	✓

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%	90.88%	-	-2.80%	90.88%	90.01%	-	0.88%	↓	✓✓

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%	0.51%	-	0.12%	0.51%	0.73%	-0.22%	↑	✓

999 call volumes
139,911 calls received in last 12 months
+26% increase on the pre Covid level
+9% increase on the last 12 months

999 call handling (10 seconds)
91% answered within 10s (latest 12 months)
-3% decrease on the pre Covid level
No change on the last 12 months

999 calls abandoned
0.5% calls abandoned in last 12 months (average)
No change on the pre covid level
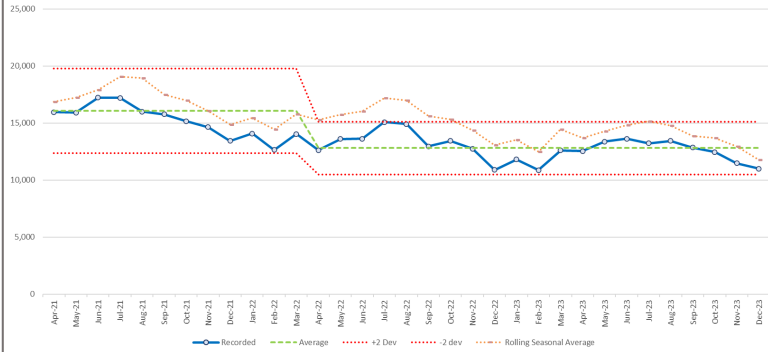No change on the previous year

999 Call Volumes / Call Handling
The number of 999 calls has dropped off following the seasonal summer peak, and whilst there has been a small increase in December this is below the average line and roughly mirrors the same point last year.

Call handling has seen a recent increase with 95% of calls during December being answered within 10 seconds, trending just above the upper tolerance line. Abandonment rates have seen a decrease over recent months, with this falling to 0.2% in December.
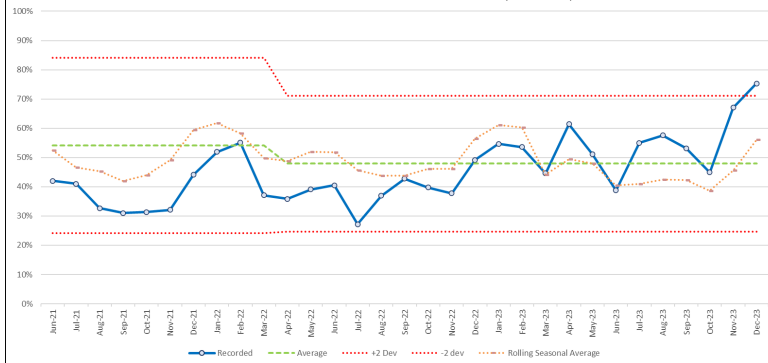
FORCE - 101 Call Volumes (Received)
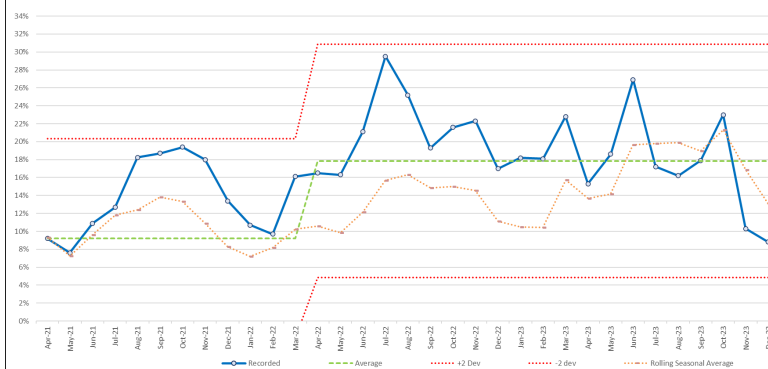
Call Handling - Non Emergency (3 Minutes)

		Comparison			Statistical	
	This Year	**Last Year**	**Volume Change**	**% Change**	**Trend**	**Within Variance**
% within 3 minutes	54.8%	41.1%	-	13.7%	↑	✓✓

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%	17.78%	-	6.09%	17.78%	18.78%	-1.00%	↑	✓✓

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

101 calls abandoned
18% calls abandoned in last 12 months (average)
+6% increase on the pre covid level
-1% decrease on the previous year

FORCE - CALL HANDLING - NON EMERGENCY (3 Minutes)

101 Call Handling
The volume of 101 calls has decreased over recent months and is in a very similar position to the same time last year. **75.3%** of calls in December were answered within 3 minutes, and **88.3%** were answered within 10 minutes. Abandonment rates were down to **8.80%**.

The 101 performance is starting to show some improvements. November and December 2023 performance is above the 65% target. The reduction in average wait times has also had a positive impact on the abandonment rate in December 2023. There is still some work to do in the area to get to 6% or below but it is noticeably significantly lower than the national average. There has also been an improvement in the number of calls answered within 10 minutes but still below the force target but heading in the right direction.
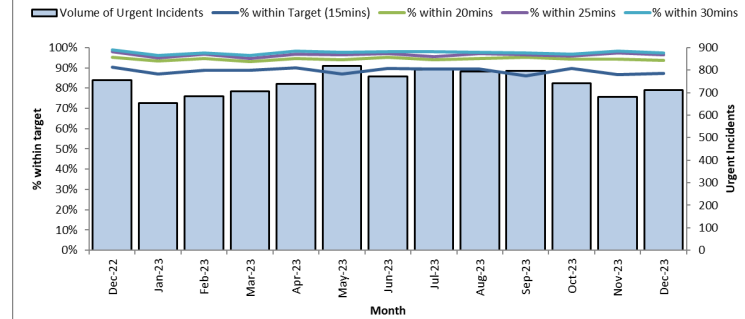

FORCE - CALL HANDLING - ABANDONED - NON EMERGENCY

Urban - Urgent Incidents and % attended within target - Logged to Arrive
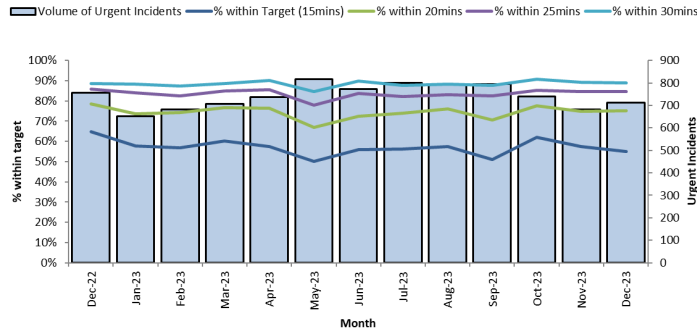
Logged to Arrive	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Volume of Urgent Incidents	801	794	795	740	682	712
Average Attended Time	00:23:16	00:22:58	00:20:16	00:16:57	00:22:42	00:22:10
% within Target (15mins)	56.17%	57.34%	50.96%	61.91%	57.59%	54.88%
% within 20mins	73.80%	76.10%	70.46%	77.59%	74.83%	75.04%
% within 25mins	82.23%	83.21%	82.42%	85.27%	84.48%	84.64%
% within 30mins	87.65%	88.20%	87.59%	90.75%	89.31%	88.80%

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

Rural - Urgent Incidents and % attended within target - Logged to Arrive
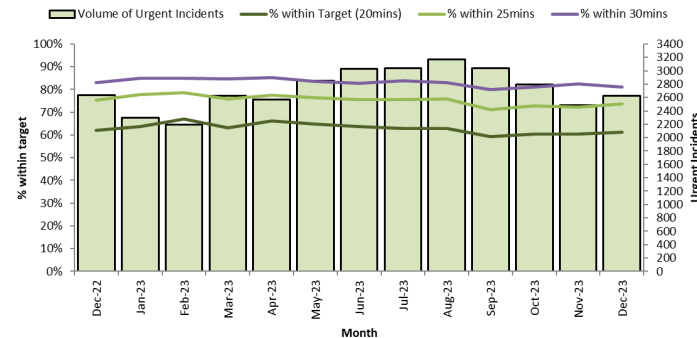
Logged to Arrive	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Volume of Urgent Incidents	3039	3168	3039	2797	2483	2630
Average Attended Time	00:24:13	00:23:42	00:32:46	00:31:13	00:29:32	00:23:00
% within Target (20mins)	62.88%	62.97%	59.28%	60.30%	60.44%	61.15%
% within 25mins	75.43%	75.79%	71.21%	72.85%	72.24%	73.63%
% within 30mins	83.74%	82.97%	79.86%	81.07%	82.50%	81.11%

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

Urgent Response Times – Logged to Arrive (12m average)
Urban
57% responded to in 15 minutes
88% responded to in 30 minutes
Average attended time is 34:54 minutes – **it should be noted that an outlier in May is impacting this figure. The average falls to 23:48 minutes when that incident is removed.**
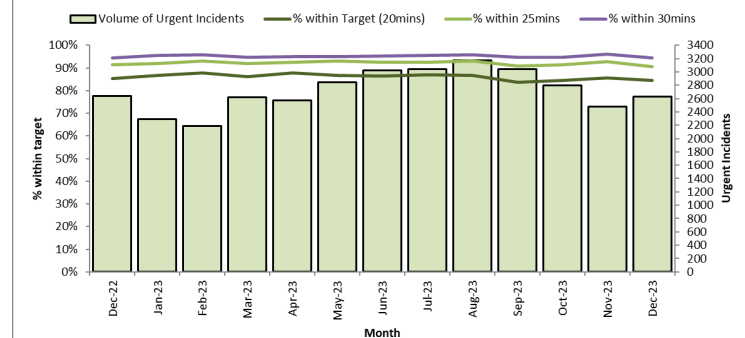
Rural
63% responded to in 20 minutes
83% responded to in 30 minutes
Average attended time is 30:07 minutes

Caution - Methodology for logged to arrive
This data relates specifically to the closing grade of the incidents. 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.

Urgent Response Times – Assigned to Arrive (12m average)
Urban
88% responded to in 15 minutes
97% responded to in 30 minutes
Average attended time is 09:09 minutes
Rural
86% responded to in 20 minutes
95% responded to in 30 minutes
Average attended time is 11:52 minutes

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%	71.08%	-4.98%	71.08%	69.28%	1.80%	↓	✓
Kept Informed Force Satisfaction	59.17%	58.05%	-1.12%	58.05%	55.36%	2.69%	↓	✓

User Satisfaction
Overall Satisfaction
71% of users are satisfied overall (last 12 months average)
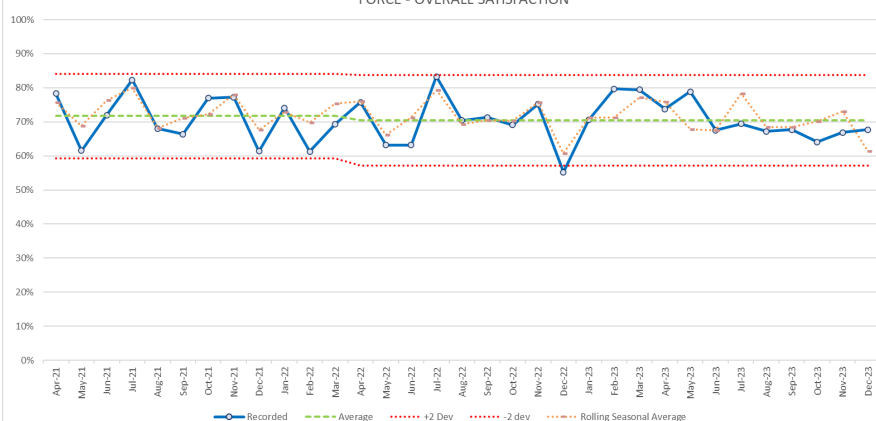-5% decrease on the pre Covid level
2% increase on previous 12 months

Kept Informed
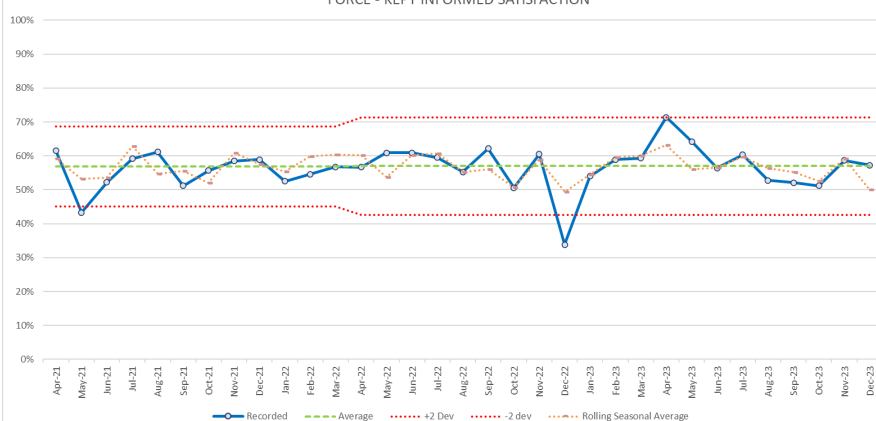58% of users are satisfied with being kept informed (last 12 months average)
-1% decrease on the pre Covid level
3% increase on the previous 12 months

FORCE - OVERALL SATISFACTION

FORCE - KEPT INFORMED SATISFACTION

User Satisfaction / Insight
The following updates relate to victim satisfaction:
- Putting Victims First Board continues to take place bi-monthly with representation from all commands and victim service providers.
- Victim Information leaflet has been revised to include updated information and a QR code which takes victims direct to the Support for Victims and Witnesses Page (available in 10 languages)
- Officers have the same QR code on their mobile data terminals to share with victims.
- Officers have received direct briefing in relation to the importance and obligation to leave their name and contact details with victims of crime.
- Officers have received direct briefing in relation to the importance of a victim needs assessment.
- Re-design of Pronto underway to automate some tasks to ensure compliance and improve consistent service to victim, in addition to enhanced equality monitoring data.
- Processes have been improved to ensure those reporting online or via telephone are consistently offered the referral to Victim Lincs and victim services.
- Operation Soteria – National Operating Model for RASSO investigation being implemented.
- Ongoing Lincolnshire Rape Survivor end to end experience insight project.
- Regional and National engagement concerning VCOP compliance metrics.
- Victim Satisfaction for January 2024 (Vehicle, Violence Against the Person & Burglary) 66.9% satisfied overall, 87.5% satisfied for Residential Burglary.