



REPORT TO:	STRATEGIC SCRUTINY MEETING
DATE:	September 2021
TITLE:	Performance Overview
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Performance Overview

Victim Focused Framework (VFF)

The Constabulary has launched its new performance and accountability framework, the VFF, which provides clear strategic direction, with a strong focus on victims and quality of service. Corporate analysts are working closely with Senior Leaders to develop and track progress against relevant measures, which are reviewed in a series of monthly checkpoint meetings. Commanders are then held to account by the Deputy Chief Constable at a monthly Victim-Focused Review. Activity already being driven through this framework includes compliance with minimum standards of investigation, “golden-hour” principles, which ensure both an effective and efficient response for victims; Operation Hunter (targeting outstanding suspects and warrants) and an early arrest policy, which aims to deliver swifter justice.

National Crime and Policing Measures

Corporate analysts are part of a regional group sharing data to build an understanding of the Constabulary’s position. Proxy measures are required as some source data is not yet available. The regional group will work through these issues and provide updates to the regional DCCs’ meeting. As below, there are year-to-date (YTD) increases in firearms discharges and cybercrime, with a decrease evident in DA victim satisfaction compared with 2019.

Target	Measure	YTD 2019	YTD 2021
Reduce Murder/Homicide	Recorded Homicides	10	4
Reduce Serious violence	Firearms discharges	15	19
	Presentations to ED with knife/sharp object assault injuries	323*	266*
Reduce Neighbourhood Crime	Recorded Burglary, Robbery, Theft of/from vehicle, Theft from person	7214	4409
Improve satisfaction among victims (focus on DA)	% Victims Satisfied (internal surveys)	71%	73%
	% DA Victims Satisfied (internal surveys)	88%	83%
Tackle Cyber Crime	Recorded Online/Cyber-enabled crimes	1538	1633

* data provided is for full calendar years 2019 and 2020 rather than YTD 2019/2021 due to data availability

Recorded Crime and Outcomes

In the latest 12-month period compared with 2019/20, recorded crime volumes have decreased (-5%). Both periods under review included several months during which lockdown restrictions were in place. However, the long-term trend, (consistent with the national picture) is that crime is returning to pre-pandemic levels. In the financial year to date, all recorded crime is tracking almost 20% above 2020 volumes, (which were suppressed due to restrictions) but remains 5%

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below recorded levels in 2019. Clear increases have been observed in both incident demand and recorded crime during the first quarter of 2021/22. These trends are also consistent with national data and relate to the relaxation of restrictions from early March. **Anti-Social Behaviour (ASB)** incidents show an increase year-on-year but are now beginning to return to “normal” levels, as much of the increase was associated with reported breaches of COVID-19 restrictions.

Recorded **rape and sexual offences** increased during April and May but have since reduced to similar levels as 2019. Increases were linked to external events, including the Sarah Everard murder and vigil (which impacted reporting levels nationally) and a new website (“Everyone’s Invited) which encouraged survivors of sexual abuse to report it online. Detailed local analysis will be delivered through the Victim Focused Framework (VFF) set in train by CC Rowley.

Domestic Abuse (DA) has been steadily increasing since 2015 and this trend is projected to continue. The drivers include changes to recording practices from mid-2018 (additional “behavioural” crimes such as harassment and coercive control must now be recorded in addition to the most serious notifiable offence) and increased awareness through proactive campaigns, such as #noexcuseforabuse. Operation Provide in the West of the County has delivered proven increases to the safeguarding of victims and their engagement with other agencies. Learning from an independent evaluation is being collated and shared across the Constabulary.

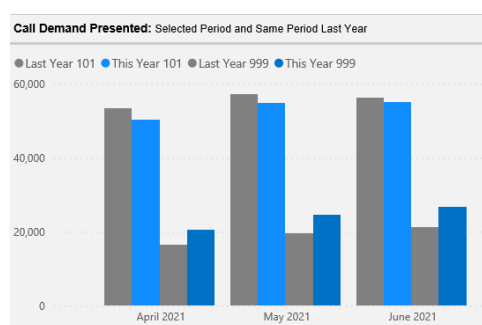
As per other categories, **Hate Crime** increased following lockdown release from March. This correlates with increases in public order offending since restrictions have lifted and is likely to be associated with the opening of the night-time economy. Over half of all hate crimes recorded since March 2021 were public order offences and a further quarter were violence without injury or malicious communications. The increases mostly relate to racial hate crimes and those targeting sexual orientation. Corporate analysts are exploring further to assist operational leaders’ understanding of these rises to facilitate appropriate tactical responses.

Overall crime outcomes have reduced slightly in the year to June 2021 (11.5% from 11.7% to June 2020). A current drive around investigative quality and accurate, timely recording is expected to improve this picture in the coming months.

Crime Survey England and Wales data is not currently available to police force area level – last provided in March 2020. When overall confidence stood at 74.3%, above the average for Lancashire’s most similar forces. The Constabulary is investing further in surveying to increase insight around victim/ wider community satisfaction and confidence. The project is due to launch in Quarter 3.

Force Control Room (FCR)

232k calls were presented to the FCR between April and June 2021 (compared with 224k for the same period in 2020) - an increase of 3.5% compared to the reduction of 16% seen in the last quarter (year on year).



101	999
160,365 Calls Presented	71,919 Calls Presented
131,752 Calls Answered	71,206 Calls Answered
48.0% Service Level	77.7% Service Level
17.6% Abandonment	0.9% Abandonment

Service levels during the latest period were met for 77.7% of 999 calls and for 48% of 101s. **Abandonment rates** were 0.9% for 999s and 17.6% for 101 calls.

Mitigating Factors

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- Emergency call demand continues to increase, (up 36% Apr-Jun vs. Jan-Mar), with monthly volumes now exceeding pre-COVID levels. Looking at the number of Grade 1s deployed to compared with 999 calls answered, this averaged 25% for the period, so only 1 in 4 calls answered represented “true” emergency demand.

999's	April	May	June	July
Calls Answered	20,474	24,461	26,271	28,773
G1's Deployed	5,366	5,945	6,408	6,827
%	26.2%	24.3%	24.4%	23.7%

Actions in response

- Daily review and forecasting of radio, call taking and supervision hours including intraday resource monitoring supported in August with enhanced PCRO overtime rates.
- Daily abstraction monitoring and review by SMT.
- Facilitator and Supervisor visibility of 999 calls answered.
- Close management of sickness / COVID absences and appropriate return to work processes are being followed.

Appendix A: Performance data for Strategic Scrutiny Meeting September 2021

PROTECTING LOCAL POLICING			
Measure	Previous 12 Month Period July 19- June '20	In Year Performance Vs Previous 12 Month Period	In Year Performance July '20- June '21
Grade 1 - Emergency Response Median Time to Arrive (Target <15 Mins)	10.1	+0.4 min	10.5
Grade 2 - Priority Response Median Time to Arrive (target <1 hour)	33.3	+2.9 min	36.2
Grade 3 - Routine Response Median Time to Arrive (<48 hours)	554.6	-172 min	382.6
999 Calls - Service Level < 10 secs	80.3%	+2%	82.3%
999 Calls - Time To Answer (Average)	8.15	-0.59 sec	7.56
999 Calls – Abandonment rate	0.8%	+0.1%	0.9%
101 Calls - Time To Answer (Average)	169.95	-62.52 sec	107.43
101 Calls – Abandonment rate	29.5%	-12%	17.5%

Missing person incidents have also increased considerably since lockdown release. Similar trends are being reported nationally, but as a “return to pre-COVID levels”. Across Lancashire, incidents have increased beyond previous levels. Volumes reduced slightly in July and will be monitored to understand whether this was a short-term trend. Most of the increase occurred in the West of the County and amongst children cared for by Local Authorities. **Mental Health (MH) incidents** have also increased compared with the previous 12 months (+9%) and accounted for 13% of all incidents logged in the year to June 2021. In the financial year to date, the majority of incidents logged were defined as “public safety” (95,755, 35% of all incidents; with 47,461 - 36% - of all deployments). Whilst this incident theme encompasses a wide range of sub-classes, including suspicious circumstances, missing persons reports and domestic incidents, the “concern

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for safety” class has also seen an increase in volume (+5%) in the last year, accounting for around 8% of all incidents logged and 12% of incidents deployed to. (It is important to note that MH incidents are identified by a qualifier and/or keyword rather than being a disposal theme, so there will likely be a considerable overlap across MH and concern for safety incidents. The two categories should not be considered mutually exclusive in terms of their impact on demand).

TACKLING CRIME & RE-OFFENDING			
Measure Taken from Recorded Crime dashboard unless stated with *	Previous 12 Month Period July 19- June '20	In Year Performance Versus Previous 12 Month Period	In Year Performance July 20- June '21
All Crime	132,732	Decrease (-5%,-6,605)	126,127
Violence with injury	14,908	Increase (+3%,+487)	15,395
Violence without injury	21,521	Decrease (-8%,-1,676)	19,845
Burglary Residential	6,683	Decrease (-20%,-1,342)	5,341
Robbery (Personal)	959	Decrease (-6%,-57)	902
Public Order	9,794	Increase (+4%,+425)	10,219
Number of Anti-Social Behaviour Incidents	73,264	Increase +20%,+14,352)	87,616

SUPPORTING VULNERABLE PEOPLE & VICTIMS			
Measure Taken from Recorded Crime dashboard unless stated with *	Previous 12 Month Period July 19- Jun '20	In Year Performance Versus Previous 12 Month Period	In Year Performance July 20- June '21
Rape	1,252	Increase (+7%,+88)	1,340
Other Sexual Offences	2,834	Increase (+6%,+167)	3,001
CSE Crime	514	Increase (+4%,+20)	534
Modern Slavery Crimes (Only introduced 1st April 2015)	129	Decrease (-3%,-4)	125
Domestic Abuse Crime	20,576	Increase (+15%,+3104)	23,680
Hate Crime	2,490	Increase (+11%,+277)	2,767
Missing Person Incidents*	8,980	Increase (+4%,+343)	9,323

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Concern for Safety Incidents* †	43,323	Increase (+5%, +2,082)	45,405
Mental Health Incidents** †	68,014	Increase (+9%, +6,346)	74,360

*Responding dashboard **MH dashboard † please note that these categories are not mutually exclusive

DEVELOPING CONFIDENT COMMUNITIES			
Measure	Previous 12 Month Period July 19- June '20	In Year Performance Versus Previous 12 Month Period	In Year Performance July 20- June '21
Confidence - CSEW (Overall Confidence)	Not Available	-	Not Available