



POLICE & CRIME
COMMISSIONER
for Leicestershire

Prevention | Partnership | Protection

PERFORMANCE


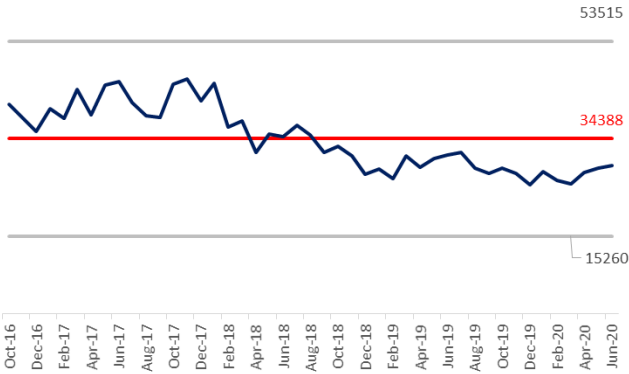


REPORT

Q1 2020/21

Leicestershire Police Performance Report

1. Calls

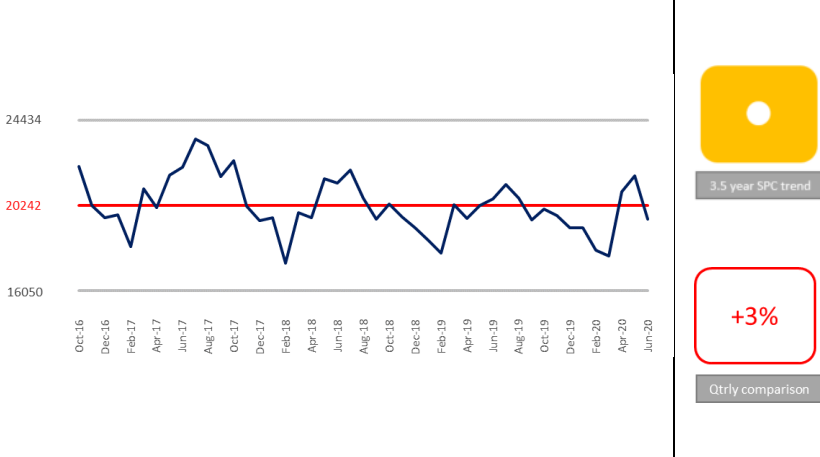
KPI		Performance	Commentary
1.1	Number of 999 Calls	<p>15808</p> <p>12159</p> <p>8510</p> <p>3.5 year SPC trend</p> <p>-19.6%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the number of 999 calls is stable within the upper and lower control limits.</p> <p>A seasonal trend clearly exists in the chart, however for the last financial year this appears to be at a higher level. However the volumes of 999 calls recorded over the last quarter have seen a drop, resulting in the monthly volumes being below the mean.</p> <p>The quarterly comparison to the previous year suggests a -19.6% decrease.</p>
1.2	999 Calls answered within 10 seconds	<p>100%</p> <p>94%</p> <p>86%</p> <p>3.5 year SPC trend</p> <p>+2pp</p> <p>Qtrly comparison</p>	<p>At the end of quarter 1, on average, 96% of all 999 calls were answered within 10 seconds.</p> <p>Performance has improved throughout last year due to the introduction of a new software that enables call handlers to more easily switch between 999 and 101 calls. This has improved the performance for both 999 and 101 calls. This can be seen on the chart.</p> <p>The quarterly comparison to the previous year suggests an increase of 2 percentage points in the number of 999 calls answered within 10 seconds.</p>

1.3	999 Abandonment Rate	 <p>Q1 2020/21 99.7%</p>	<p>The abandonment rate at the end of quarter one 2020/21 was 0.3%.</p> <p>The average time to answer a 999 call for quarter one was 2 seconds, which has increased from the previous quarter four (2019/20) performance (1.3 seconds).</p>	
1.4	Number of 101 Calls	 <p>53515 34388 15260</p> <p>Oct-16 Dec-16 Feb-17 Apr-17 Jun-17 Aug-17 Oct-17 Dec-17 Feb-18 Apr-18 Jun-18 Aug-18 Oct-18 Dec-18 Feb-19 Apr-19 Jun-19 Aug-19 Oct-19 Dec-19 Feb-20 Apr-20 Jun-20</p>	 <p>3.5 year SPC trend</p>  <p>-5.5%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the number of 101 calls is stable within the upper and lower control limits. There has been a series of points (22 months data) where the volume of 101 calls has been below the mean value, this suggests some prolonged bias exists. This suggests that there has been a large, prolonged shift from the average and for better statistical monitoring it is recommended that the control limits are reset.</p> <p>The quarterly comparison to the previous year suggests a -5.5% decrease, which supports the above theory.</p>

<p>1.5</p>	<p>101 Calls answered within 30 seconds</p>		<p>3.5 year SPC trend</p> <p>+12pp</p> <p>Qtrly comparison</p>	<p>At the end of quarter one, on average 67% of all 101 calls were answered within 30 seconds. This represents a significant improvement in performance when compared to the proportions seen earlier in the year.</p>
<p>1.6</p>	<p>101 Abandonment Rate</p>	<p>2020/21 Q1 88.8%</p>		<p>The abandonment rate at the end of quarter one was 11.2%. The largest abandonment recorded over the first quarter was 13.4% in April 2020.</p> <p>The average time to answer a 101 call for quarter one (2020/21) was 1 minute and 2 seconds, which has increased from Quarter 4 performance (41 seconds).</p>
<p>1.7</p>	<p>Number online crime reports</p>		<p>3.5 year SPC trend</p> <p>-40%</p> <p>Qtrly comparison</p>	<p>The statistical process chart for the number of online crime reports is stable within the control limits. There was a sustained increasing trend for the period Mar 18 – June 2019 however this has now started to fall and return to around the mean values.</p> <p>The volume of online crime reports recorded over the past 12 months have remained stable with approximately 650 reports recorded each month.</p>

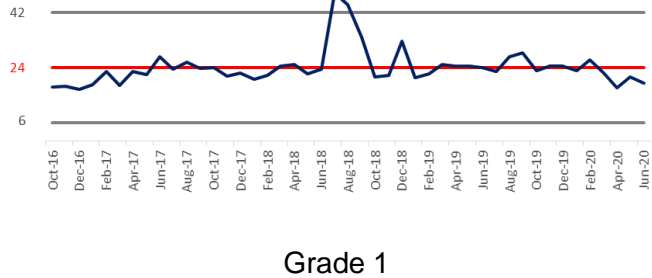
Leicestershire Police Performance Report

2. Incidents

KPI	Performance	Commentary
2.1 Total number of Incidents	 <p>The chart displays the total number of incidents recorded over a period from October 2016 to June 2020. The y-axis represents the number of incidents, ranging from 16,050 to 24,434. A red horizontal line indicates the 3.5-year Statistical Process Control (SPC) trend at 20,242 incidents. The data shows a seasonal pattern with peaks in summer months. A red box highlights a +3% quarterly comparison.</p>	<p>The statistical process control chart indicates that the number of incidents recorded is stable within the upper and lower control limits.</p> <p>There does appear to be a seasonal pattern with a peak in summer months to the number of incidents recorded, however following a period where the monthly variation has been much smaller, in the most recent quarter there has been a larger increase in the number of incidents recorded.</p> <p>The quarterly comparison represents a small increase in incidents recorded.</p>

2.2

Response Time by grade



3.5 year SPC trend

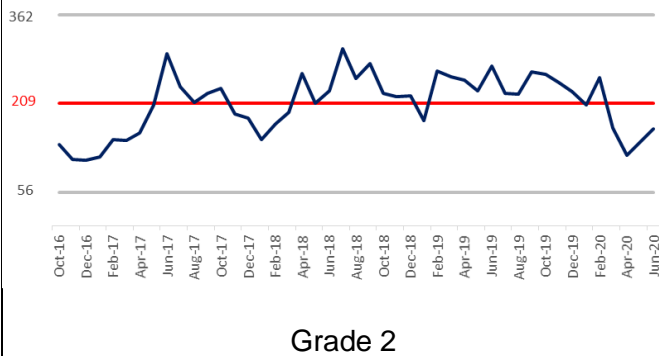
-21.8%

Qtrly comparison

The statistical process control chart for Grade 1 response time indicates that the average time to respond to a grade 1 incident has generally been stable around the mean value of 24 minutes, but in the most recent quarter, this is now below the mean. This shows that response times have improved meaning officers are attended grade 1 incidents in a shorter amount of time.

The chart indicates a period considered 'out of control' throughout July and August 2018 where the average response time was 48 and 44 minutes respectively. These months represent special cause variation that indicated further analysis was required to understand the reasons behind the spike. The analysis indicated that this period was the 2018 world cup where the Force received a significant uplift in demand resulting in an increased response time.

The quarterly comparison suggests that there has been an improvement in response times, with a significant decrease in the Grade 1 response times compared to last year.



3.5 year SPC trend

-42.9%

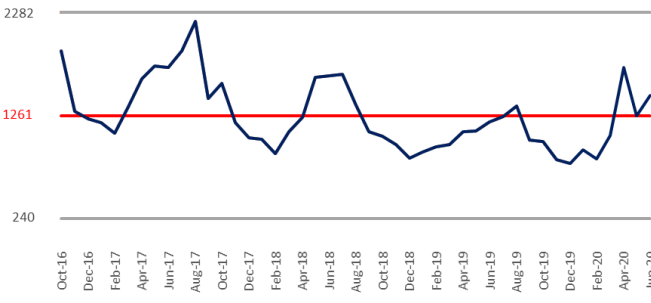
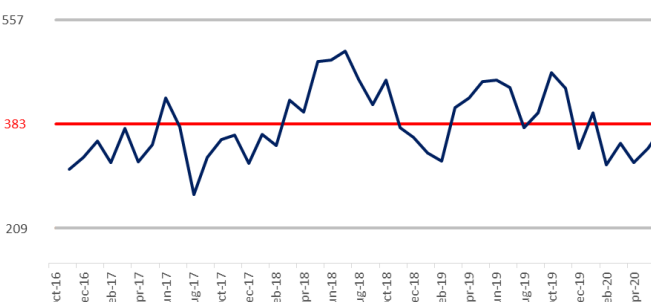
Qtrly comparison

The statistical process control chart for Grade 2 response time indicates that the average time to respond to a grade 2 incident is also stable and below the mean.

There has been a significant reduction in the average response time for Grade 2 incidents in March 2020 as can be seen on the chart, this coincides with the introduction of the Force's new Target Operating Model.

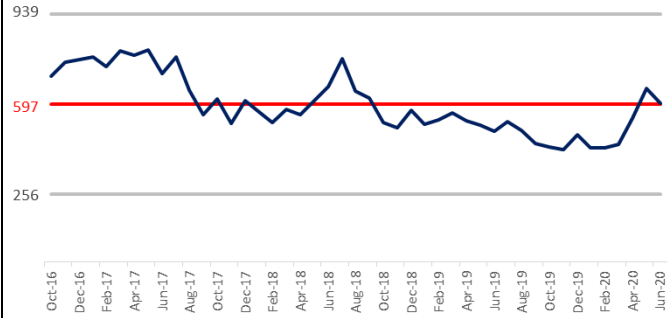
The chart suggests more monthly variation when compared to the response times for Grade 1 incidents. The chart does also display a slight seasonal pattern with an increase in average response times over the summer months, this correlates with the seasonal trend in the number of incidents recorded, however this is not so prominent in the more recent months.

The quarterly comparison suggests that response times for grade

				<p>2 incidents have improved in the most recent quarter, with a significant decrease being seen, compared to the same quarter of the previous year where grade 2 response times were higher.</p>
<p>2.3</p>	<p>Number of ASB Incidents</p>	 <p>3.5 year SPC trend</p> <p>+31.1%</p> <p>Qtrly comparison</p>	<p>↑</p> <p>The statistical process control chart for the number of ASB incidents indicates that whilst the number recorded on a monthly basis is stable between the control limits, there also exists a shift from the mean.</p> <p>A seasonal trend clearly exists in the chart, which is supported by the peaks in ASB incidents in the most recent quarter (2020/21 Q1). This is supported by the large percentage increase in ASB incidents reported in the quarterly comparison. However, it is likely that COVID-19 could be attributed to this increase.</p>	
<p>2.4</p>	<p>Number of Missing Person Incidents</p>	 <p>3.5 year SPC trend</p> <p>-22.5%</p> <p>Qtrly comparison</p>	<p>○</p> <p>The statistical process control chart for missing person incidents is stable around the mean and within the control limits.</p> <p>The quarterly comparison suggests that there has been a significant decrease in the number of missing person incidents in this quarter, compared to the same quarter of the previous year.</p>	

2.5

Number Domestic Incidents



3.5 year SPC trend



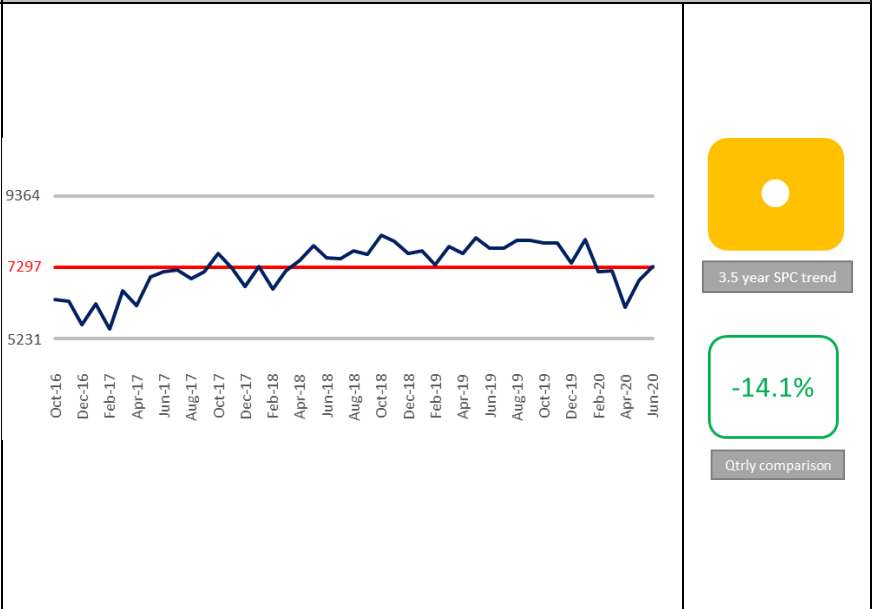
Qtrly comparison

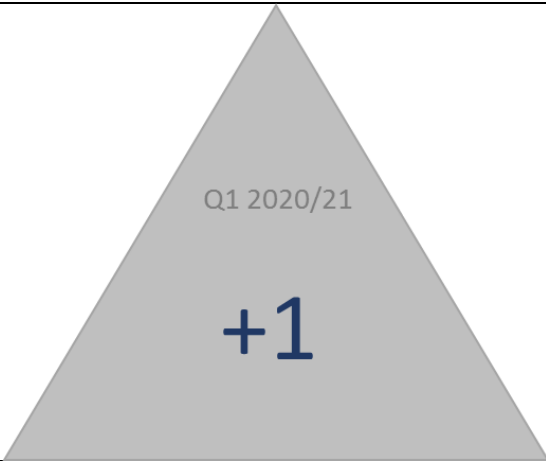
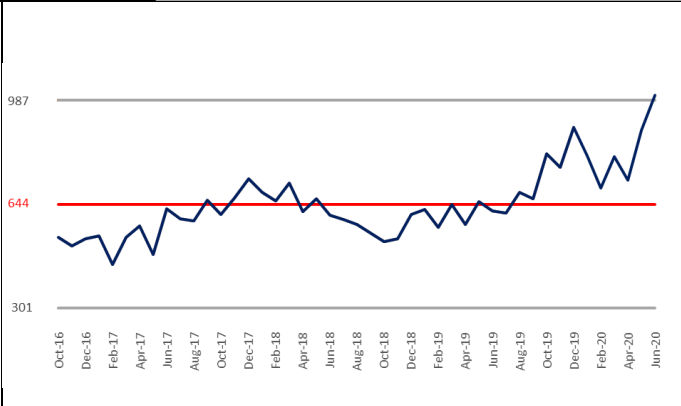


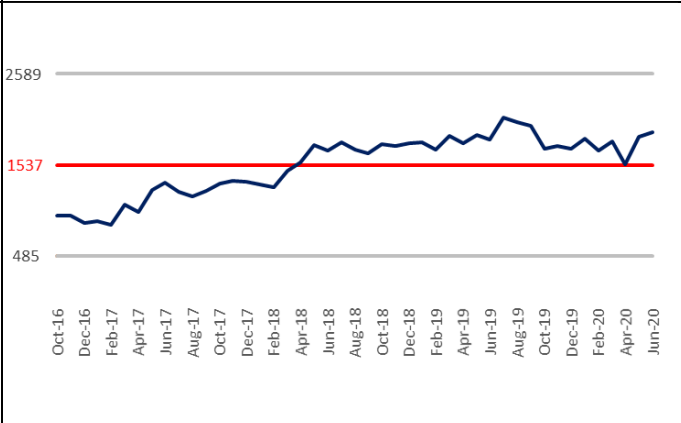

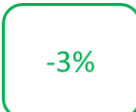
The statistical process control chart for the number of Domestic incidents indicates that previously, the number recorded on a monthly basis has remained stable below the mean, until the most recent quarter whereby there has been an increase in the number of domestic incidents towards the mean.

The quarterly comparison shows that there has been a significant increase in the number of domestic incidents recorded, thus confirming what is stated above.

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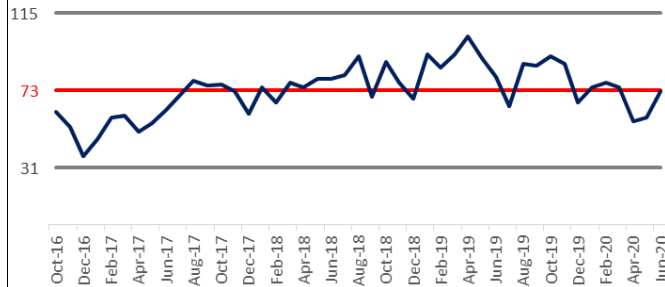
3. Crime

KPI		Performance	Commentary
3.1	All Crime	 <p>The chart displays the monthly volume of recorded crime from October 2016 to June 2020. The y-axis ranges from 5231 to 9364. A red horizontal line represents the 3.5-year Statistical Process Control (SPC) trend at 7297. The data points fluctuate around this mean, with a notable dip in April 2020. A callout box indicates a -14.1% quarterly comparison for April 2020.</p>	<p>The statistical process control chart indicates that the total volume of recorded crime is extremely stable within the upper and lower control limits around the mean.</p> <p>There has been relatively slight shift from the mean since April 2018, other than a slight drop in April 2020.</p> <p>Following on from the slight reduction in the total number of crimes recorded in February and March 2020, there has been a further reduction in April 2020, with the number of crimes still below the mean in May 2020 and only just returning to mean values in June 2020. This can be attributed to COVID-19.</p> <p>The quarterly comparison showing a significant reduction in the number of total crimes recorded compared to the same quarter of the previous year approves the above theory.</p>

3.2	Homicides		<p>In quarter one 2020/21 there has been 3 homicides, which is one more homicide than in the same period of the previous year.</p>
3.3	Violence with Injury offences		 <p>3.5 year SPC trend</p>  <p>+41%</p> <p>Qtrly comparison</p> <p>The statistical process control chart indicates that the number of violence with injury offences recorded throughout quarter 1 2020/21 have breached the upper control limit in June 2020. Further analysis is recommended to understand the cause of this breach, but it is believed that changes to the recording of violence with injury offences may have something to do with this significant increase.</p> <p>The above is supported by the quarterly comparison which is significantly higher than the previous year.</p>
3.4	Violence without Injury offences		 <p>3.5 year SPC trend</p>  <p>-3%</p> <p>Qtrly comparison</p> <p>The statistical process control chart indicates that the volume of violence without injury offences recorded is extremely stable within the upper and lower control limits.</p> <p>There has been a number of points (since April 2018) where the volume of recorded violence without injury offences has been above the mean value, this suggests some prolonged bias exists and could indicate that the control limits could be reset for the two distinct periods on the chart. This can in part be explained by a rise in stalking and harassment offences which make up a large proportion of the category.</p>

<p>3.4.1</p>	<p>Stalking and Harassment Offences</p>		<p>3.5 year SPC trend</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of stalking and harassment offences recorded has remained relatively stable within the upper and lower control limits, up until June 2020 where there has been a large spike in these offences, with the volume in that month only just being under the upper control limit.</p> <p>There has been a series of points (since April 2018) where the volume of stalking and harassment offences has consistently been above the mean value and the trend appears to be continually increasing. Further investigation needs to be conducted to understand the drivers of this increase. This is also supported by the quarterly comparison which also suggests a large increase when compared to the previous year.</p> <p>However, these large increases could partly be explained by the change in recording of stalking of harassment offences.</p>
<p>3.5</p>	<p>Knife offences</p>		<p>3.5 year SPC trend</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of knife offences recorded has been extremely stable around the mean and within the upper and lower control limits.</p> <p>In the most recent quarter the number of knife offences has remained stable, and the quarterly comparison is only showing a small increase in knife offences when compared to the same quarter of the previous year.</p> <p>There have been changes in the way that knife offences are recorded due to them previously being quite inaccurate. The data is currently reviewed and updated to increase accuracy which has caused changes to previously reported data. Therefore, only data from April 2019, where it was first updated has been included and the control limits reset to be able to analyse the data more accurately. Without doing this, a significant decrease in knife offences would have been seen, which would only have been attributed to inaccurate recordings of knife offences and unlikely to be a decrease in actual knife crime.</p>

3.6 Rape Offences



3.5 year SPC trend



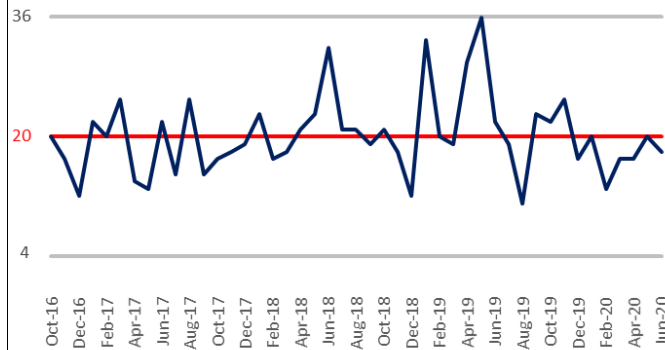
Qtrly comparison

Although some monthly variation can be identified, the volume of rape offences is within the control limits and has returned to around the mean volume in most recent months.

The most recent quarter has generally seen lower levels of rape offences, particularly in April and May 2020, however, this is still within the control limits and close to the mean volume of rape offences.

The above is supported by the quarterly comparison whereby there has been a significant decrease in the number of rape offences recorded in the last quarter when compared to the same quarter of the previous year.

3.6.1 Historical Rape offences



3.5 year SPC trend

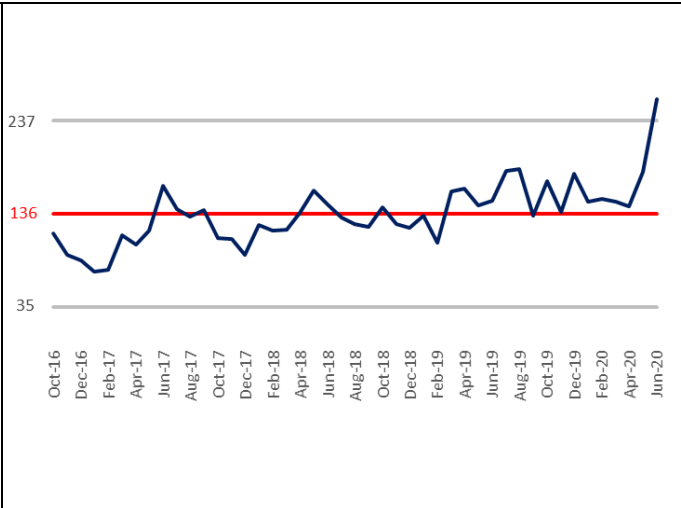


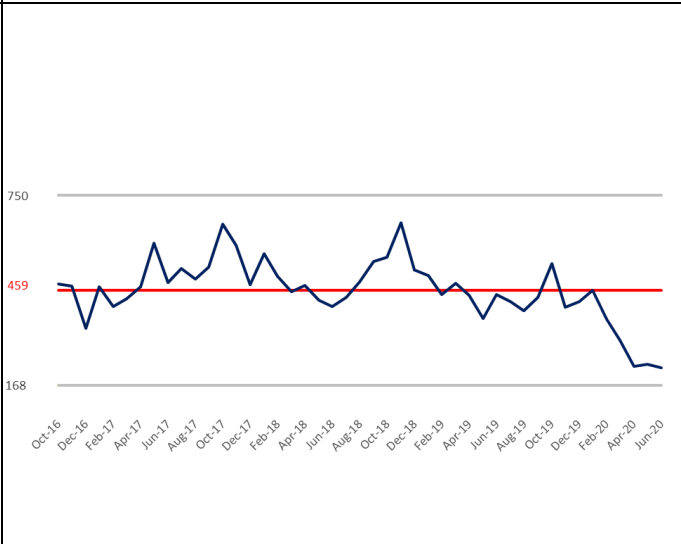

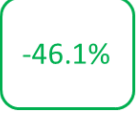


Qtrly comparison

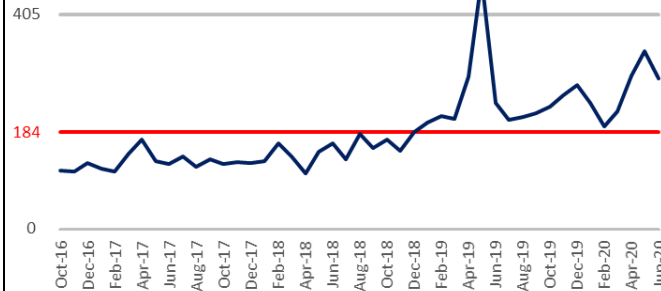
The statistical process control chart indicates that the volume of historical rape offences (365 days between start date and recorded date) recorded is stable within the upper and lower control limits.

It can be seen on the chart that this measure experiences large fluctuations in recorded offences, particularly in the previous financial year. However, in the last quarter, the month on month variation has been smaller than previously, and the volume of historic rapes each month in the most recent quarter has been below the mean.

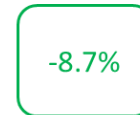
The above is supported by the quarterly comparison whereby there has been a significant decrease in the number of historic rapes recorded when compared to the same time period of the previous year.

3.7	Hate Offences		 <p>3.5 year SPC trend</p>  <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of hate offences recorded has breached the upper control limit in June 2020 after a period of being relatively stable. Further analysis is recommended to understand the cause of this breach.</p> <p>The quarterly comparison shows a significant increase in the number of hate offences recorded in the most recent quarter compared to the same quarter of the previous year. In the most recent quarter, there has been a large variation in the monthly volumes recorded compared to previous months where this has been more stable.</p>
3.8	Burglary Offences		 <p>3.5 year SPC trend</p>  <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of residential burglary offences recorded is stable within the upper and lower control limits.</p> <p>The most recent months have seen significant reductions recorded in burglary residential offences. The most recent quarter has volumes of burglary offences nearing the lower control limit. It is likely that these reductions can be attributed to COVID-19.</p> <p>The quarterly comparison shows a significant decrease in burglary offences in the most recent quarter when compared to the same quarter of the previous year. This reduction approves the above theory.</p>

3.9 Drug Offences



3.5 year SPC trend



Qtrly comparison

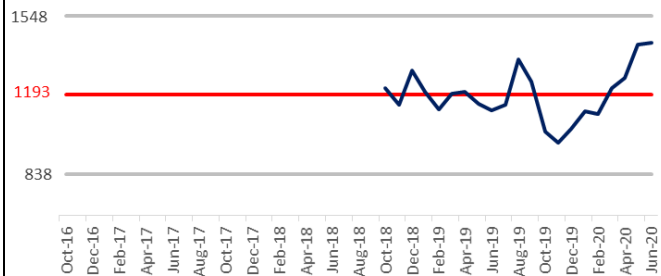
The statistical process control chart indicates that the volume of drugs offences recorded is stable within the upper and lower control limits.

The trend appears to be generally increasing overall, however there is a large variation in the volume of drug offences month on month, with a peak in drug offences being seen in May 2020.

The quarterly comparison shows that there has been a moderate reduction in the number of drug offences recorded in the most recent quarter, when compared to the same quarter of the previous year.

The chart shows a single point exception which breaches the 3 standard deviation control limit in May 2019, this can be attributed to the proactive activity undertaken throughout Op Lionheart.

3.10 Domestic Abuse Crimes



3.5 year SPC trend



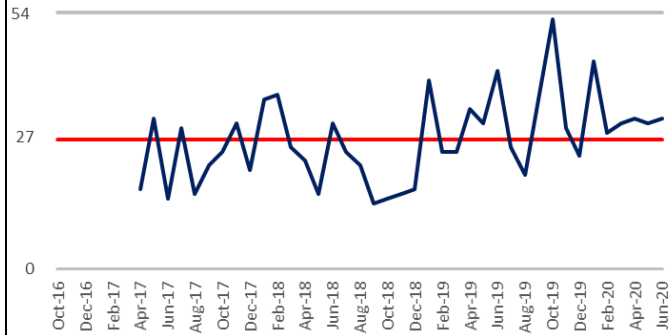
Qtrly comparison

The statistical process control chart indicates that the volume of domestic abuse crimes recorded is stable within the upper and lower control limits, but in the most recent quarter has been above the mean value.

There was a significant reduction in domestic abuse offences in November 2019, and since then the monthly volumes recorded have been increasing, with the monthly values now above the mean and nearing the upper control limit. If this trend continues further analysis could be warranted.

The quarterly comparison supports the above, with a significant increase seen in the most recent quarter.

3.11 CSE Offences



3.5 year SPC trend



Qtrly comparison

The statistical process control chart indicates that the volume of child sexual exploitation offences recorded is stable within the upper and lower control limits, despite exhibiting large variation throughout the period. However, the most recent quarter, there has been less month on month variation, with the volume of CSE offences remaining at similar levels just above the mean.

The quarterly comparison supports the above, with there being a moderate decrease in the number of CSE offences recorded in the most recent quarter, compared to the same quarter of the previous year.

There is a single point exception in October 2019 where the monthly number of recorded offences is only one less than the 3 standard deviation control limit.

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4. Outcomes

KPI	Performance	Commentary
<p>4.1</p> <p>Volume of positive outcomes</p>	<p>3.5 year SPC trend</p> <p>6.1%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the volume of positive outcomes recorded is stable within the upper and lower control limits. In the last quarter, the volume of positive outcomes has remained above the mean.</p> <p>The quarterly comparison shows that there has been a small increase in the number of positive outcomes in the most recent quarter.</p> <p>There is a single point exception breaching the 3 standard deviation control limits in May 2019, this could be attributed to the Op Lionheart activity.</p>
<p>4.2</p> <p>Outcomes 16: Victim declines support</p>	<p>3.5 year SPC trend</p> <p>0.5%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the number of outcomes where the victim has declined support is stable within the upper and lower control limits.</p> <p>There has been a series of points (20 months data) where the volume of these outcomes has been above the mean value, this suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset.</p> <p>The quarterly comparison shows that the number of Outcome 16s has not significantly changed in the most recent quarter when compared to the same quarter of the previous year.</p>

4.3	Victim Satisfaction	 <p>The chart shows victim satisfaction fluctuating around a 77% mean. A yellow circle icon indicates a 3.5 year SPC trend. A green box shows a quarterly comparison of +1pp.</p>	<p>The statistical process control chart indicates that victim satisfaction is stable within the upper and lower control limits around the mean.</p> <p>The satisfaction rate had dipped at the beginning of 2018, however has been increasing steadily since October 2018, however in the most recent quarter, the percentage of victim satisfaction has remained stable and around the mean.</p> <p>The quarterly comparison supports the above with there only being a slight increase of 1 percentage point in the most recent quarter compared to the same quarter of the previous year.</p>
4.4	ASB Satisfaction	 <p>The chart shows ASB satisfaction fluctuating around a 70% mean. A yellow upward arrow icon indicates a 3.5 year SPC trend. A green box shows a quarterly comparison of +3pp.</p>	<p>The statistical process control chart indicates that ASB satisfaction is stable within the upper and lower control limits.</p> <p>For the most recent quarter, the percentage ASB satisfaction has been above the mean and there has been a significant increase in June 2020 in ASB satisfaction which is also shown by the quarterly comparison increase of ASB satisfaction.</p>
4.5	Hate Crime Satisfaction	 <p>The chart shows hate crime satisfaction fluctuating around a 72% mean. A yellow downward arrow icon indicates a 3.5 year SPC trend. A green box shows a quarterly comparison of +2pp.</p>	<p>The statistical process control chart indicates that Hate crime satisfaction is stable within the upper and lower control limits.</p> <p>In the most recent quarter, the percentage of hate crime satisfaction has remained below the mean, but the quarterly comparison shows that there has been an increase in satisfaction when compared to the same time period of the previous year.</p>

4.6	Violent Crime Satisfaction	<p>3.5 year SPC trend</p> <p>+1pp</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that Violent crime satisfaction is stable within the upper and lower control limits.</p> <p>There had been a series of points (17 months data) where the violent crime satisfaction has been below the mean value, this suggested prolonged bias could exist. In the previous quarter there were two months the violent crime satisfaction has returned to satisfaction levels around the mean, however this has returned to below the mean in the most recent quarter.</p>
4.7	CSEW: Police doing good or excellent job	<p>March 2020</p> <p>54.6%</p>	<p>The CSEW data is updated every quarter, the values are based on 12 month rolling figures. Approximately 700 persons are surveyed in a rolling year. Data is not available at any lower levels so further analysis is not possible.</p> <p>The latest data for the end of the rolling year to March 2020, 54.6% of people surveyed believed that Leicestershire Police do a good or excellent job. This is an increase of 0.6 percentage points when compared to the previous period ending December 2019 (54%) and an increase of 2.8 percentage points when compared with the figure at March 2019</p> <p>More recent CSEW data has not been updated.</p>

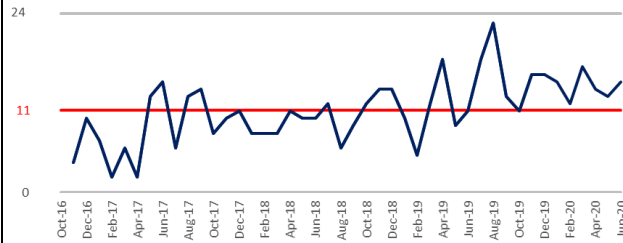
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5. Prevention

KPI	Performance	Commentary
<p>5.1 Number Stop and Searches</p>	<p>719</p> <p>295</p> <p>0</p> <p>Oct-16 Dec-16 Feb-17 Apr-17 Jun-17 Aug-17 Oct-17 Dec-17 Feb-18 Apr-18 Jun-18 Aug-18 Oct-18 Dec-18 Feb-19 Apr-19 Jun-19 Aug-19 Oct-19 Dec-19 Feb-20 Apr-20 Jun-20</p> <p>3.5 year SPC trend</p> <p>+101.1%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that although the number of stop searches is within the upper and lower control limits, there is a shift above the mean. In the most recent quarter there has been a significant increase in the number of stop and searches, with the volume in May only just below the upper control limit.</p> <p>The quarterly comparison supports the above with there being a significant increase in the most recent quarter compared to the same quarter of the previous year.</p> <p>There has been a series of points (23 months data) where the volume of stop searches has been above the mean value. This suggests some prolonged bias exists and for better statistical monitoring it is recommended that the control limits are reset.</p>
<p>5.2 Stop and Search Arrests</p>	<p>103</p> <p>47</p> <p>0</p> <p>Oct-16 Dec-16 Feb-17 Apr-17 Jun-17 Aug-17 Oct-17 Dec-17 Feb-18 Apr-18 Jun-18 Aug-18 Oct-18 Dec-18 Feb-19 Apr-19 Jun-19 Aug-19 Oct-19 Dec-19 Feb-20 Apr-20 Jun-20</p> <p>3.5 year SPC trend</p> <p>+9.4%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart indicates that the number of stop and search arrests has remained stable between the upper and lower control limits.</p> <p>In the most recent quarter, the number of stop and search arrests has been above the mean. The quarterly comparison shows that there has been a moderate increase in the number of stop and search arrests compared to the same quarter of the previous year.</p>

5.3	Stop and Search Positive Outcomes		<p>3.5 year SPC trend</p> <p>+67.2%</p> <p>Qtrly comparison</p>	<p>In line with the volume of stop and searches, with the volume of arrests there has been a step change since September 2018. This indicates that the volume of positive outcomes achieved has stayed proportionate to the volume of searches completed.</p>
5.4	Deaths on Roads		<p>3.5 year SPC trend</p> <p>-20%</p> <p>Qtrly comparison</p>	<p>The statistical process control chart for the fatal casualties on Leicestershire's road remains sporadic but within the control limits.</p> <p>The quarterly comparison represents a significant reduction when compared to the same quarter of the previous year. However, due to the small monthly values of death on roads recorded each month, the quarterly comparison can exhibit large percentage changes.</p>
5.5	Fatal4 offences			<p>Due to COVID-19, this information has not been recorded.</p>

5.6 DVPO



3.5 year SPC trend

+10.5%

Qtrly comparison

The number of domestic violence prevention orders remains within the control limits, although the monthly variation of violence prevention orders varies significantly. However this variation appears to have narrowed over the most recent months.

Due to the small monthly number of Domestic Violence Prevention Orders recorded, the quarterly comparison can exhibit large percentage changes. However, the quarterly comparison does show that there has been a higher percentage of DVPOs in the most recent quarter when compared to the previous quarter of the same year.