

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

POLICE AND CRIME PANEL

Report Of	POLICE AND CRIME COMMISSIONER
Subject	QUARTER 3 FORCE PERFORMANCE EXCEPTION REPORT 1 OCTOBER 2020 – 31 DECEMBER 2020
Date	THURSDAY 25 MARCH 2021 – 13:00 HRS
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Purpose of Report

1. To provide the Police and Crime Panel with an update of the performance exceptions of Leicestershire Police for the period 1st October 2020 to 31st December 2020.

Recommendation

2. The Panel is recommended to discuss and comment:-
 - a. the recommendations for further analysis based on exceptions
 - b. note the contents of the report

Background

3. Previously the performance report to the Panel was drafted by Leicestershire Police. The latest report has been completed by the Performance Manager in the OPCC following discussion at the last Strategic Assurance Board meeting.
4. The structure and design of the report is constantly evolving and it is expected that this will continue to develop with implementation of the new Force performance framework. Including development of presentation style with use of Power BI.

Key To Symbols Used

5. The measures reported in the full report have been analysed on the performance based on the Statistical Process Chart principles set out below:
 - a. Single point exceptions (special cause variation), depicted by a red/green colour circle. This indicates that the measure has breached the upper/lower control limit. A significant operation (i.e Op Lionheart) would affect the chart in this way, for example. Usually this warrants further analysis to understand the cause.
 - b. Stable, depicted by an amber circle. This indicates that the measure is stable between the 3 standard deviation control limits.
 - c. Stable above/below the mean (step shift), depicted by an amber up/down arrow. This suggests that there has been a trend of reporting above or below the mean and may justify resetting the control limits following further analysis.
 - d. Significant increasing/decreasing trend (out of control), depicted by a red/green up or down arrow. This suggests there has been a prolonged

period of significantly higher or lower reporting which needs to be investigated. Further analysis is recommended to understand the drivers of the change.

6. The measures showing indicators for further analysis will be included in the highlight section of this report to be discussed further at the meeting.
7. The quarterly comparisons will still be reported on in the report to supplement the longer term trend analysis as set out above.

Quarter 3 Performance Exceptions:

Hate Offences

8. The statistical process chart for hate offences presented in the Quarter 3 performance report shows a continued breach of the upper control limits. Figure 1 shows how the trend for hate offences had continually breached upper control limits since June 2020, and has only returned to within the control limits at the end of the most recent quarter (December 2020). The increased trend could be a result of a number of factors, such as the increased encouragement of hate crime reporting via social media campaigns such as Facebook live events which have proven to be successful, and other activities such as Hate Crime Week. Further monitoring of the trend chart in future reports will indicate whether the figure is returning to a stable level around the mean, or whether December 2020 was an exception from a continuously high trend. Bearing in mind the increases in satisfaction rates around hate crime, the more visible, locally based policing introduced by the target operating model, and the improvements in recording practices that have been highlighted in previous reports, the core assumption is that increases in hate crime are indicators of higher confidence and awareness.

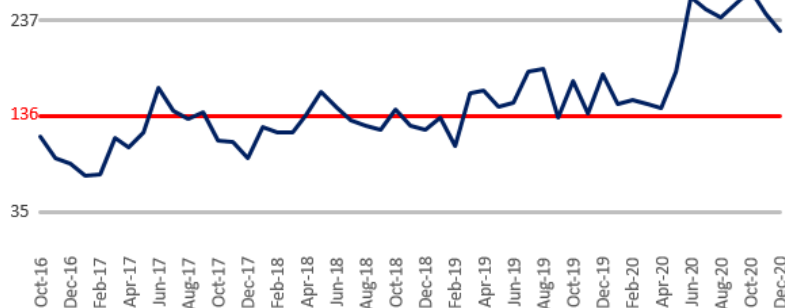


Figure 1. Hate Offences Chart

Child Sexual Exploitation

9. The statistical process chart for Child Sexual Exploitation (CSE) offences shows a breach of the upper control limits in Q3 of 2020/21. The breach occurs in October 2020 where 60 offences were recorded, breaching the upper control limit of 54. This is the highest recording of offences since October 2019 where 53 offences were recorded. CSE reporting campaigns have been a key objective of Leicestershire Police and it is possible that circulation of these reporting campaigns gained momentum around the time of the breach. On the 14th of October 2020, Leicestershire Police shared the news article 'The Role of a Child Exploitation Specialist nurse' which encouraged the public and healthcare workers to know the signs of CSE and encourage reporting. This article was widely circulated on Leicestershire Police's social media and may have influenced reporting.

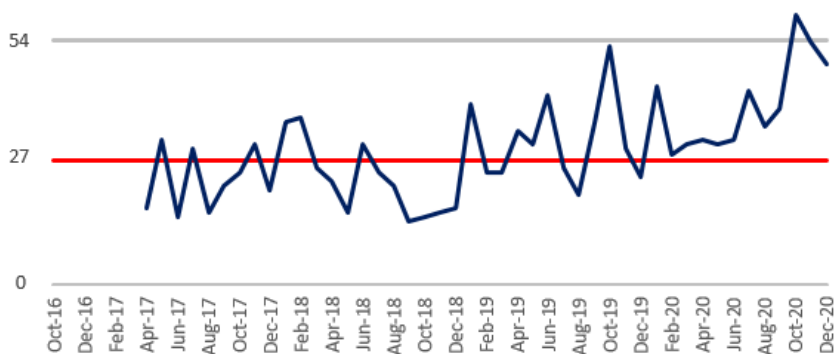


Figure 2. CSE Offences Chart

Victim Satisfaction

10. The statistical process chart for victim satisfaction has seen a significant increase during Q3. Prior to Q3, the trend had continuously been around the mean, however since October 2020, the levels of victim satisfaction have seen a significant increase of 3-4%, with satisfaction being over 80% for the first time since May 2017 (81% in November 2020, and 82% in December 2020). ASB satisfaction has continued to breach the upper control limits for a second quarter, and Hate crime satisfaction is also seeing an increased upward trend since July 2020. Further to this, as of December 2020, 74.4% of 700 persons surveyed said Police are doing a good or excellent job, which is a 3.4% increase when compared to results from the previous year.

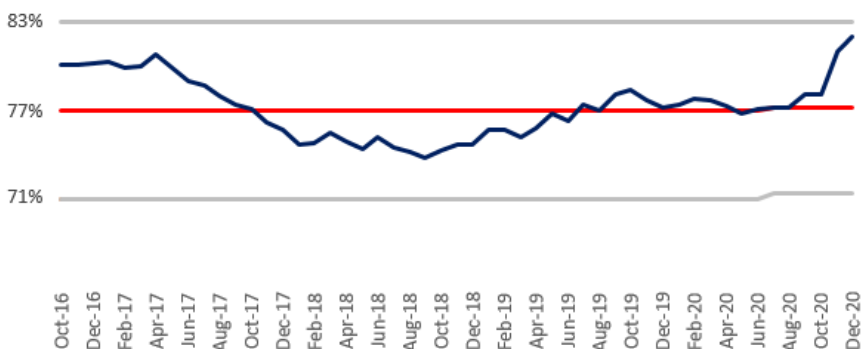


Figure 3. Victim Satisfaction Chart.

Recruitment Data

11. Recruitment data has been added to the report and will continue to be reported on in the future. The purpose is to monitor the recruitment figures of police officers in relation to the commitments made at the budget setting meeting in January 2021. This includes the recruitment targets set by the PCC and those set by the national initiative, entitled Operation Uplift.
12. The total number of police officers recruited during Q3 of 2020/21 was 97, which is on target to meet the annual target, taking into account retention and dismissal figures. The separate report on recruitment, retention and dismissal provides the detail to the end of the financial year so reporting on Q3 and Q4 on recruitment is not particularly relevant at this point. There is a discrepancy between the recruitment figures in the appendix and the recruitment, retention and dismissal report because

of the different methods of recording; whether based on full time equivalent posts or straight headcount and whether we take account of the numbers recruited or the numbers recruited less the number of departures. The full analysis on recruitment will begin from Q1 2021/22 as described in the separate report

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