POLICE AND CRIME PANEL

Meeting to be held on 19th October 2016

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Performance Report

1. Summary

1.1 This report advises the Police and Crime Panel of the performance of the Constabulary as against the performance indicators the Commissioner has agreed with the Constabulary.

1.2 'In Year Performance' refers to the 12 month period September 2015 to August 2016.

1.3 'Previous 12 Month Period' refers to the 12 month period September 2014 to August 2015.

1.4 'Position as at March 2016' refers to the 12 month period April 2015 to March 2016.

2. Recommendation

2.1 The Police and Crime Panel is requested to note the report.

3. **Defending Frontline Policing**

a) Public Confidence

	In Year Performance	Previous 12 Month Period	Position as at March 2016
Public Confidence	83.6%	90.9%	86.1%
In Year Performance Versus		Down 7.3%	Down 2.5%

Confidence File - Time Series Bar Chart

Select Area — **The Constabulary**
Select Aspect — **Overall Confidence**

The blue columns represent the twelve-month rolling results for the selected parameters. The percentages are the proportions of all survey respondents who were fairly or very confident in the aspect of service specified.

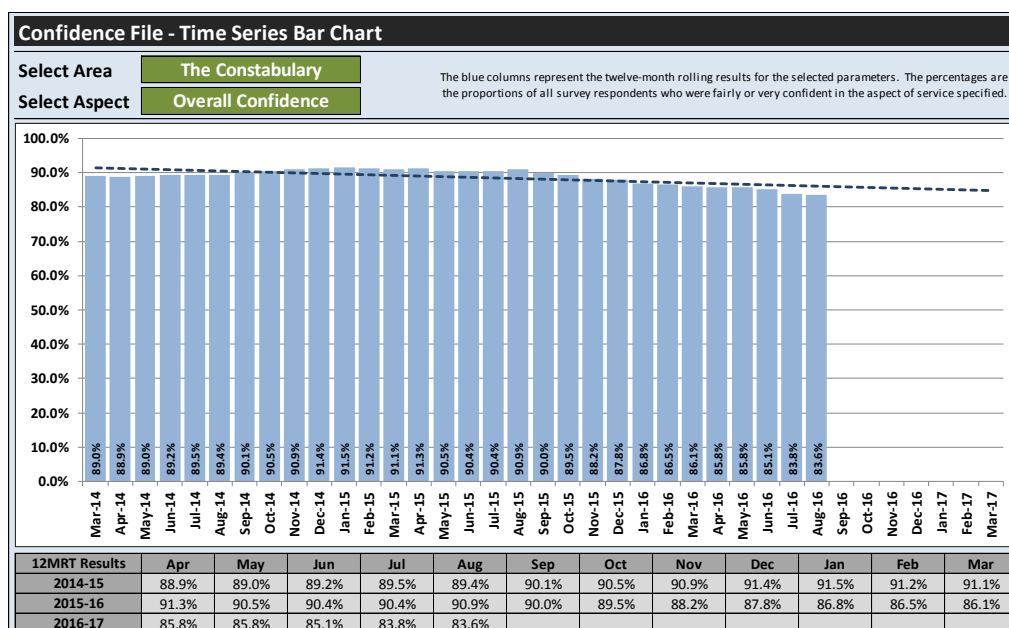| 12MRT Results	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014-15	88.9%	89.0%	89.2%	89.5%	89.4%	90.1%	90.5%	90.9%	91.4%	91.5%	91.2%	91.1%
2015-16	91.3%	90.5%	90.4%	90.4%	90.9%	90.0%	89.5%	88.2%	87.8%	86.8%	86.5%	86.1%
2016-17	85.8%	85.8%	85.1%	83.8%	83.6%							

Chart1: Confidence in the Constabulary – Proportion At Least Fairly Confident – Since April 2014.

(i) Confidence in the Constabulary is based on a survey were the respondents do not have to have had any contact with the police – they are identified purely by random digit dialling. Consequently,

they may or may not have personal experience of police service. We survey 50 respondents per month.

(ii)   For the 'In Year Performance' versus the 'previous 12 Month Period' public confidence stands at 83.6% and is down by 4.7%. Comparing the 'In Year Performance' versus the 'Position as at March 2015' public confidence is down by 4.6% from 86.1% to 83.6%.

(iii)   Between April 2014 and August 2015 the proportion of respondents at least fairly confident in the Lancashire Constabulary had been slowly increasing, however, from October 2015 results have been below 90% and have now declined to 83.6% for the 'In Year Performance' period (As can be seen in Chart 1).

(iv)   The Engagement Strategy that has been implemented, and previously submitted to the Strategic Scrutiny Meeting, should assist with the process of working towards increasing public confidence.

(v)   The Constabulary is currently looking at ways in which it can ensure the survey sample is more representative of the community, without biasing the survey results. Probability or random sampling involves choosing respondents from your target population at random minimising potential sample bias. However, to be able to sample randomly you need to know up-to-date details of everyone in your target population. You also need to be able to actually survey a large proportion of those chosen at random which can be time consuming and expensive. Samples drawn in this way are "purer" than those constructed using non-probability methods but, due to the resources needed, this sort of sampling tends to be highly expensive.

(vi)   Research is currently being undertaken to assess whether or not other forces conduct a confidence (or similar) survey and the methods they use.

b)   Response Times to answer 999 and 101 Calls

999 Calls:

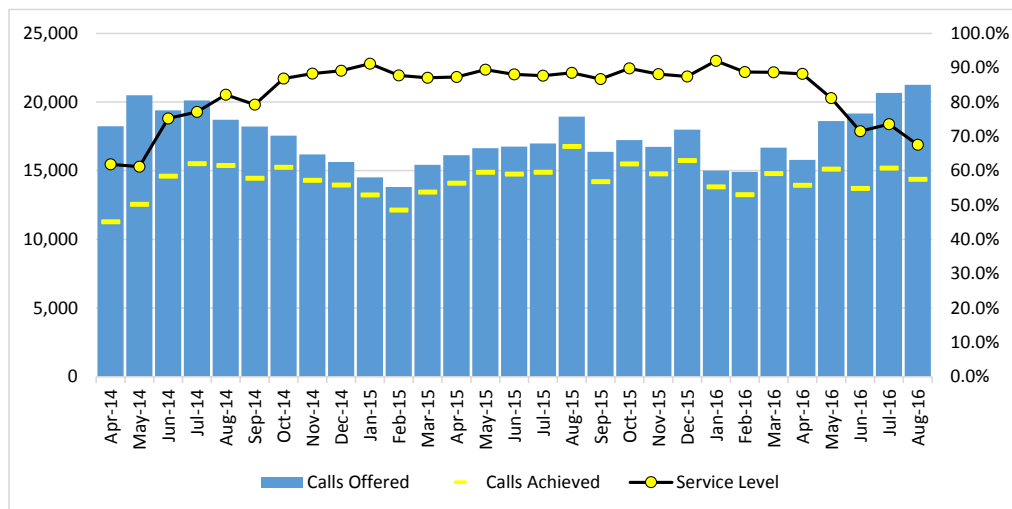|	In Year Performance	Previous 12 Month Period	Position as at March 2016
Response to Answer 999 Calls	82.8%	87.4%	88.5%
In Year Performance Versus		Down 4.6%	Down 5.7%

Chart2: 999 calls – Offered, Achieved & Service Level – Since April 2014

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101 Calls:

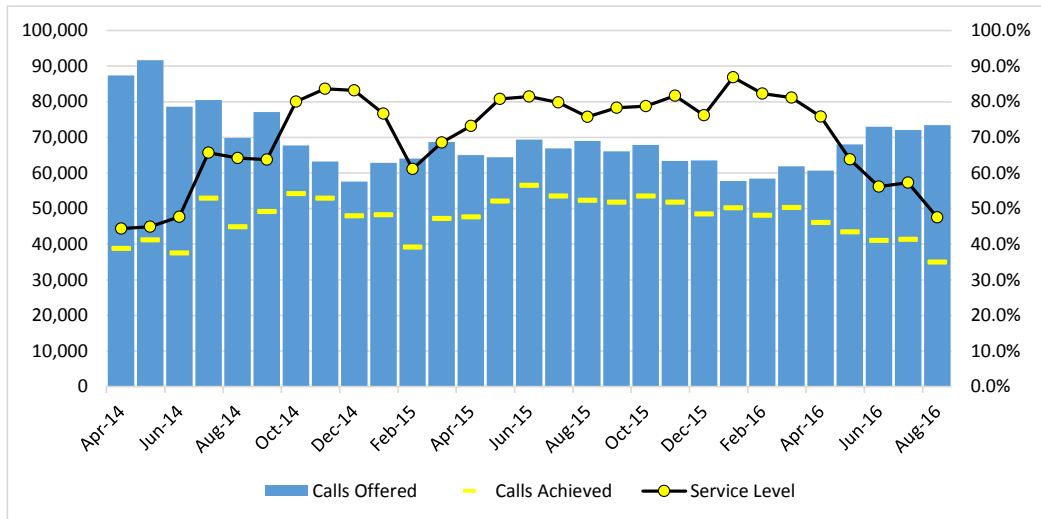|	In Year Performance	Previous 12 Month Period	Position as at March 2016
Response to Answer 101 Calls	71.3%	75.4%	79.6%
In Year Performance Versus		Down 4.1%	Down 8.3%

Chart3: 101 calls – Offered, Achieved & Service Level – Since April 2014

(i)   Performance of both these measures are down in the 'In Year Performance' period when compared to both the 'Previous 12 Month Period' (999: Down 4.6%, 101: Down 4.1%) and 'Position as at March 2016' (999: Down 5.7%, 101: Down 8.3%).

(ii)   The table below shows the trend for 999 performance from June 2015:

	Offered	Achieved	Service Level	Average Speed to Answer	Abandonment Rate	Calls Offered % Change from last year
JUN	16,758	14,749	88.01%	4.3	0.8%	
JUL	16,983	14,885	87.65%	4.6	0.5%	
AUG	18,933	16,754	88.49%	4.2	0.8%	
SEP	16,374	14,194	86.69%	4.8	0.5%	
OCT	17,237	15,483	89.82%	4.0	0.4%	
NOV	16,745	14,761	88.15%	4.2	0.4%	
DEC	17,984	15,721	87.42%	4.4	0.5%	
JAN	15,009	13,813	92.03%	3.3	0.5%	
FEB	14,918	13,235	88.72%	4.4	0.9%	
MAR	16,683	14,786	88.63%	4.4	0.5%	
APR	15,794	13,931	88.20%	4.4	0.7%	
MAY	18,623	15,105	81.11% *	6.4	1.1%	
JUN	19,157	13,693	71.48%	9.9	1.6%	+14%
JUL	20,658	15,186	73.51%	8.9	1.7%	+21%
AUG	21,245	14,355	67.57%	11.8	2%	+12%

Call data changed since previous scrutiny due to system fail data now available
* 12-18 May ICCS System Instability resulted in fall-back procedures being implemented.

(iii)   Nationally for the months of June 2016 and July 2016 there has been a significant increase in call-demand affecting all emergency services. Lancashire attended a recent national 999/112 Liaison Committee Meeting in London when it was reported that the national average time for police to answer 999 calls for June 2016 /July 2016 was 10 seconds.

(iv)   In 2016, June, July, and August experienced 999 call levels 14%, 21%, and 12% respectively above the corresponding months in 2015. To give this increase context, Saturday 23rd July

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experienced 931 emergency calls. This compares to the busiest day of last year (New Year's Eve) that had 998 calls.

(v)   In general, where service levels are below 90% reasons relate to demand exceeding the capacity of the FCR to deal with in within desired timescales together with:

- Sudden surges in demand: a typical example would be an incident on the motorway network at peak times – which can result in multiple emergency calls being received in a very short timeframe. It is almost impossible to mitigate against the impact this type of event has on call handling performance.

- Complexity of calls: There has been a significant increase in public safety demand. This includes logs created for Concern for Welfare together with the Collapse / Illness / Injury category.   Most of these high risk incidents are received via the 999 line and need to be dealt with thoroughly by the CCA taking the call. Typically, it takes around 20 minutes on the phone to deal with this type of call followed by 20 minutes of checks prior to deployment (e.g. checking with hospitals for admissions etc.).

(vi)   Demand exceeding predictions: The room is resourced based on a combination of historic call handling and demand data together with predictable operational threats. For these reasons staffing in the room will be enhanced for easily predictable events such as major sporting occasions, Halloween etc. More challenging threats to performance are unexpected events such as spells of unusually good weather – it is challenging to respond quickly enough and adapt staffing levels to this type of scenario.

(vii)   It is difficult to determine exact reasons for abandoned calls – the aim is of course to answer all calls before they are abandoned. In some cases the caller abandons the call and redials, before joining the queue again.

(viii) The table below shows the trend for 101 performance from June 2015:

	Offered	Achieved	Service Level	Average Speed to Answer	Abandonment Rate	Calls Offered % Change from last year
JUN	69,359	56,492	81.45%	22.9	7.4%	
JUL	66,926	53,433	79.84%	27	8%	
AUG	69,019	52,294	75.77%	29.3	9.2%	
SEP	66,105	51,767	78.31%	28.7	8.5%	
OCT	67,880	53,476	78.78%	26.7	8.1%	
NOV	63,380	51,772	81.69%	23.3	7.3%	
DEC	63,502	48,406	76.23%	35.7	11.4%	
JAN	57,724	50,136	86.85%	15.8	4.5%	
FEB	58,404	48,085	82.33%	21.1	6.1%	
MAR	61,877	50,211	81.15%	22.9	7.1%	
APR	60,710	46,029	75.82%	29.1	8.3%	
MAY	68,044	43,415	63.80% *	48.3	14%	
JUN	72,984	40,988	56.16%	73	20.1%	+5%
JUL	72,115	41,324	57.30%	63	20.9%	+8%
AUG	73,459	34,896	47.50%	100.9	25.2%	+6%

Call data changed since previous scrutiny due to system fail data now available
* 12-18 May ICCS System Instability resulted in fall-back procedures being implemented.

(ix)   Based on 2015/16 call volumes, Contact Management receives an average of 2,120 non-emergency calls per day.

(x)   There is no nationally agreed target for non-emergency calls, but call handling is measured against a desired level of 80% of calls being answered within 40 seconds.

(xi)   In general, where service levels are below 80% reasons relate to raised demand for emergency calls – will result in operators prioritising the 999 calls to the detriment of non-emergency performance.

- Average Call Length – Chart 4 below shows there has been a steady increase in the average call length. What is also worthy of consideration is not just the call length but the time taken after the call for the CCA to conduct relevant checks to assess Risk, Threat and Harm. This isn't currently measured but is a measure being explored by the on-going demand review of Contact Management because it can be a considerable length of time depending on the incident type.

- Average call length is influenced by a number of factors:

    o Balance between quality VS quantity – i.e. do we choose to deal with lots of calls very quickly but in doing so obtain poor quality information and resolve relatively few at the first contact. Alternatively we can take a little longer on the call to obtain information that is capable of making a better quality decision and resolving more at first contact.

    o The changing nature of demand – especially public safety incidents – tend to be complex and take more time to deal with.

    o Inexperienced operators – of whom there are a number in the room including a new intake – take longer to deal with calls. Longer term plans around recruitment are designed to reduce turnover and attrition of staff.
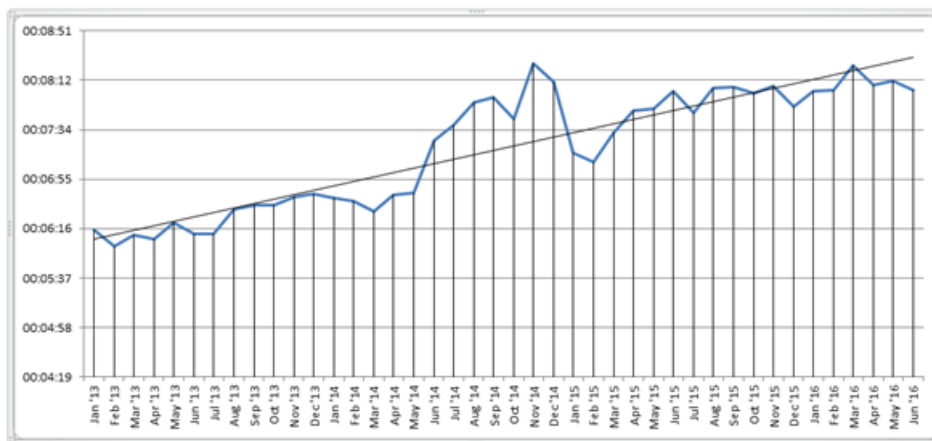

Chart4:

c)   Total Calls Offered

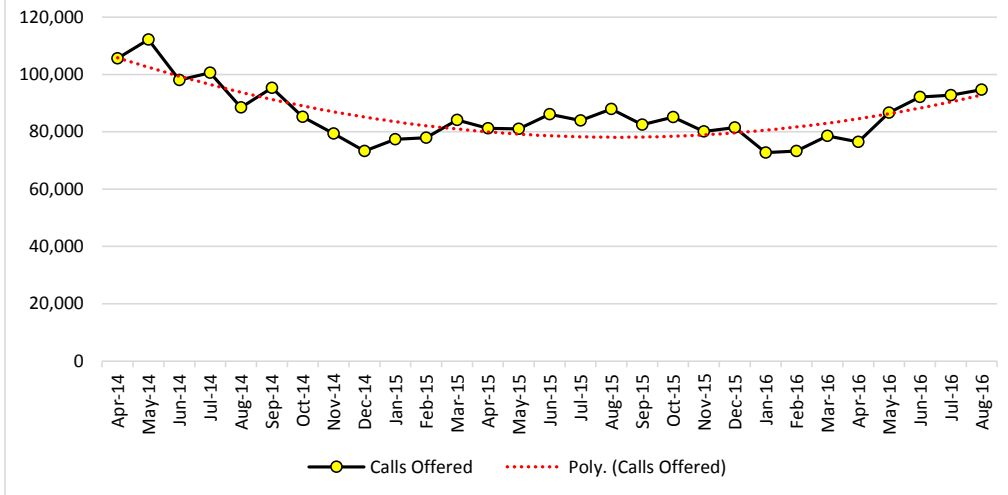|	In Year Performance	Previous 12 Month Period	Position as at March 2016
Total Calls Offered	996,661	992,832	974,019
In Year Performance Versus		Up 0.4% (3,779 Calls)	Up 2.3% (22,592 Calls)

Chart5: Calls Offered into Contact Management since April 2014.

(i)   The calls offered in the 'In Year Performance' period has increased when compared to the 'Previous 12 Month Period' (Up 3,779 calls, 0.4%) and 'Position as at March 2016 (Up 22,592 calls, 2.3%). This may be consistent with the ability to engage with the Constabulary through other mediums.

(ii)   As you can see from Chart 5, the number of calls being offered to Contact Management show seasonality with peaks in the summer and troughs in the winter. The summer months of 2016 are higher than those seen in 2015 but not too dissimilar from those in 2014.

d)   Call to Log Ratio

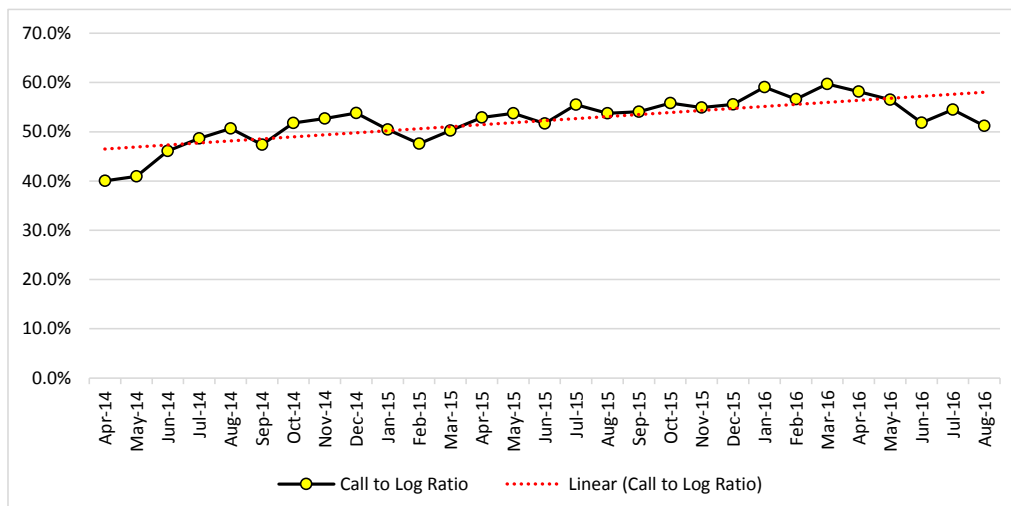|	In Year Performance	Previous 12 Month Period	Position as at March 2016
Calls to Log Ratio	55.5%	51.7%	55.2%
In Year Performance Versus		Up 3.8%	Up 0.3%

Chart6: Call to Log Ratio since April 2014.

(i) The ratio of calls to logs has increased in the 'In Year Performance' period when compared to the 'Previous 12 Month Period' (Up 3.85) and 'Position as at March 2016 (Up 0.3%). This could be attributable to training of Contact Management staff in relation to quality assurance processes.

(ii) As shown in Chart 6 there appears to have been a steady increase in the percentage of calls resulting in an incident being recorded on the STORM system. However, this has started to decline slightly since March 2016.

e) Grade 1 – Emergency Response – Average Time To Arrive

	In Year Performance	Previous 12 Month Period	Position as at March 2016
G1 – Emergency Response Average TTA	10.1 Minutes	9.3 Minutes	9.5 Minutes
In Year Performance Versus		Up 0.8 Minutes	Up 0.6 Minutes

i-SITE (v2) - Monthly Time To Arrive Chart									Updated To	31-Aug-2016		

SELECT AREA: The Constabulary
SELECT GRADE: 1 - Emergency Response
Click on the drop-down arrows on the right-hand edges of the combo boxes and choose from the lists that appear

Average Time to Arrive: Grade 1 - Emergency Response (Threshold (15 Mins)		Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/2015	9.7	9.0	10.3	10.4	9.6	9.8	9.9	9.6	9.7	9.2	9.8	9.4	9.4
2015/2016	9.5	9.1	8.8	9.0	9.1	9.1	9.5	9.5	10.1	9.9	9.5	9.6	10.0
2016/2017: YTD	10.5	10.0	10.1	10.7	11.2	10.6							

The blue columns represent the number of incidents whilst the pink proportion represents the number of incidents that were not attended or had 'no time' recorded. The black line with yellow markers represent the average Time To Arrive of incidents attended within the grade selected. The red line represents the threshold level (Grade 1 = 15 Mins, Grade 2 = 60 Mins, Grade 3 = 48 Hrs). Please note that these PASS figures DO NOT include incidents with a disposal code within the Administration theme.
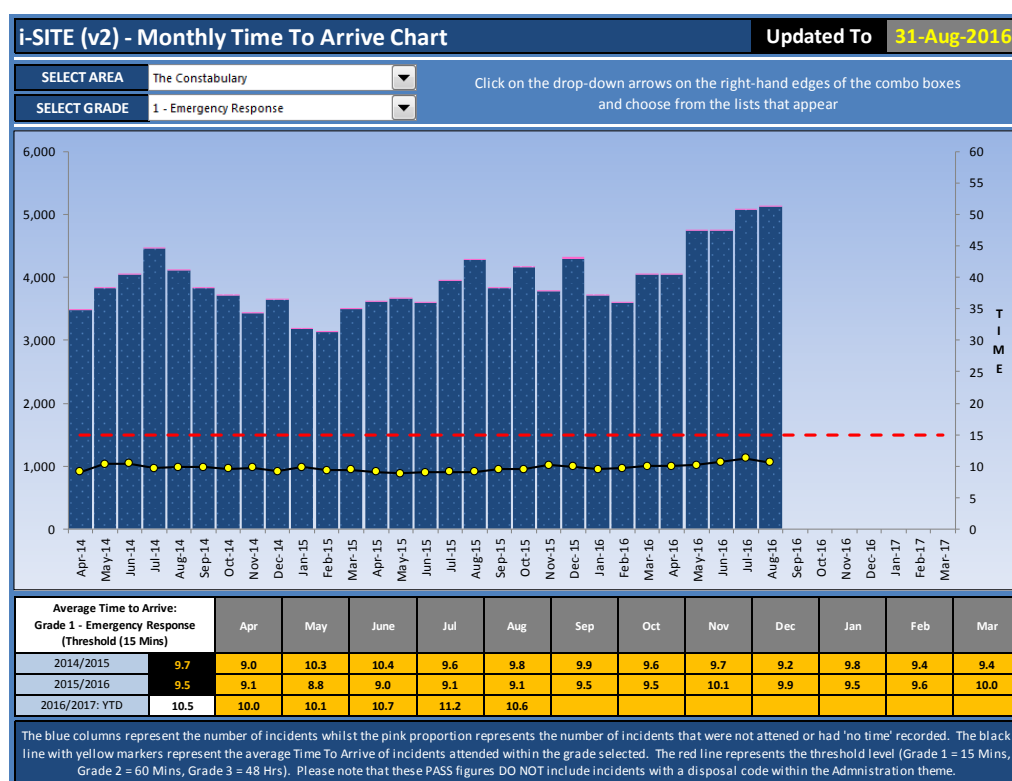
Chart7: Monthly Time to Arrive at Grade 1 Incidents since April 2014.

(i) The 'Average Time To Arrive' is the average time in minutes that it takes to attend a Grade 1 – Emergency Response incident. The aim of The Constabulary is to attend to Grade 1 incidents within 15 minutes

(ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows the average time to arrive has increased by 0.8 minutes from 9.3 minutes to 10.1 minutes. The comparison to the 'Position as at March 2016' shows that the average time to arrive has increased by 0.6 minutes from 9.5 minutes).

(iii) The constabulary are consistently below the 15 minute threshold (as can be seen in Chart 7)

(iv) There is currently discussion in Contact Management in relation to how 'outliers' within the data relating to re-grades can be accounted for.

f)   Number of Police Officers/PCSO's/Specials and Cadets

(i)   For Police Officers, the 'In Year Performance' versus the 'Previous 12 Month Period' is down 5.3% (160 officers) based on head count.   The Full Time Equivalent (FTE) is down 5.2% (153.09 officers).

HEADCOUNT	In Year Performance	Previous 12 Month Period	Position as at March 2016
Number of Police Officers	2,839	2,999	2,903
In Year Performance Versus		Down 5.3% (160 Officers)	Down 2.2% (64 Officers)

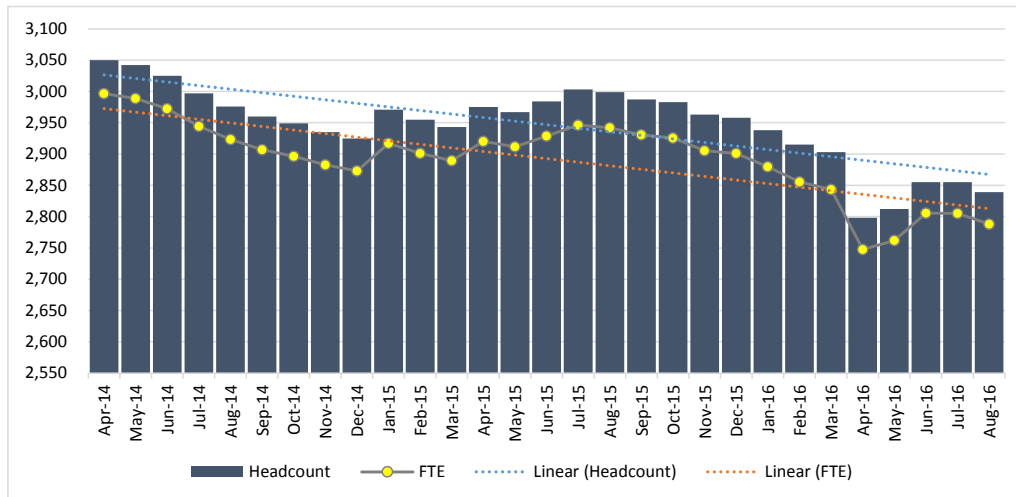| FTE	In Year Performance	Previous 12 Month Period	Position as at March 2016
Number of Police Officers	2,788.17	2,942.14	2,843.40
In Year Performance Versus		Down 5.2% (153.9 Officers)	Down 1.9% (55.23 Officers)

Chart8: Number of Police Officers (Headcount & FTE) since April 2014.

(ii)   For PCSO's, the 'In Year Performance' versus the 'Previous 12 Month Period' is up 2.3% (8 PCSO's) based on head count. The Full Time Equivalent (FTE) is down 7.1% (22.08 PCSO's).

HEADCOUNT	In Year Performance	Previous 12 Month Period	Position as at March 2016
Number of PCSO's	352	344	328
In Year Performance Versus		Up 2.3% (8 PCSO's)	Up 7.3% (24 PCSO's)

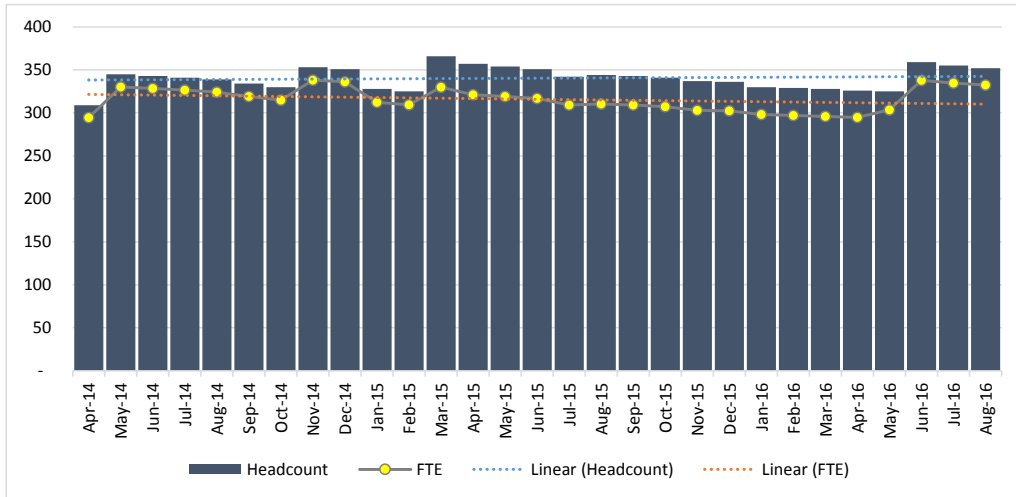| FTE	In Year Performance	Previous 12 Month Period	Position as at March 2016
Number of PCSO's	332.39	310.31	296.01
In Year Performance Versus		Up 7.1% (22.08 PCSO's)	Up 12.3% (36.38 PCSO's)

Chart9: Number of Police Community Support Officers (Headcount & FTE) since April 2014.

(iii) For Special Constables, the 'In Year Performance' versus the 'Previous 12 Month Period' is up 13.2% (57 Special Constables) based on head count.

HEADCOUNT	In Year Performance	Previous 12 Month Period	Position as at March 2016
Number of Special Constables	488	431	521
In Year Performance Versus		Up 13.2% (57 Specials)	Down 6.3% (33 Specials)

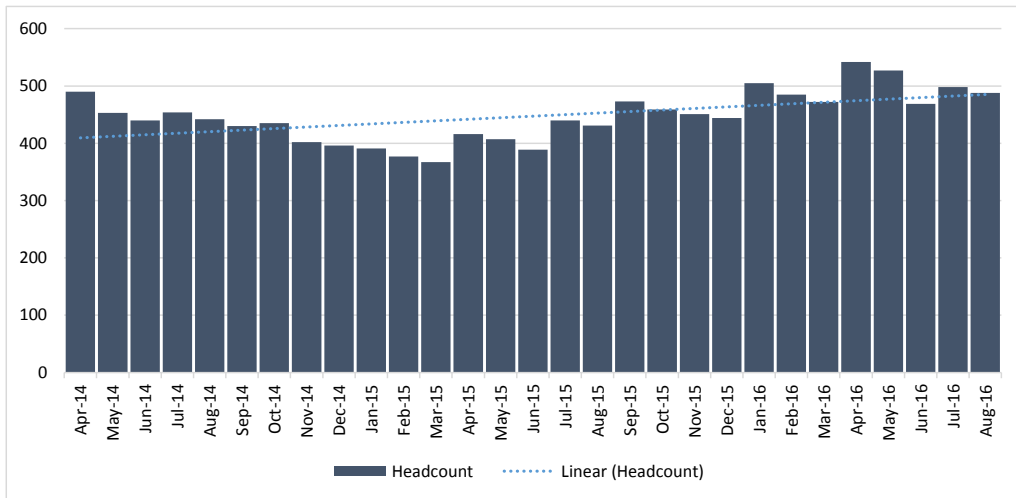Chart10: Number of Special Constables (Headcount) since April 2014.

(iv) For Cadets, the 'In Year Performance' versus the 'Previous 12 Month Period' is down 11.1% (50 Cadets) based on head count.

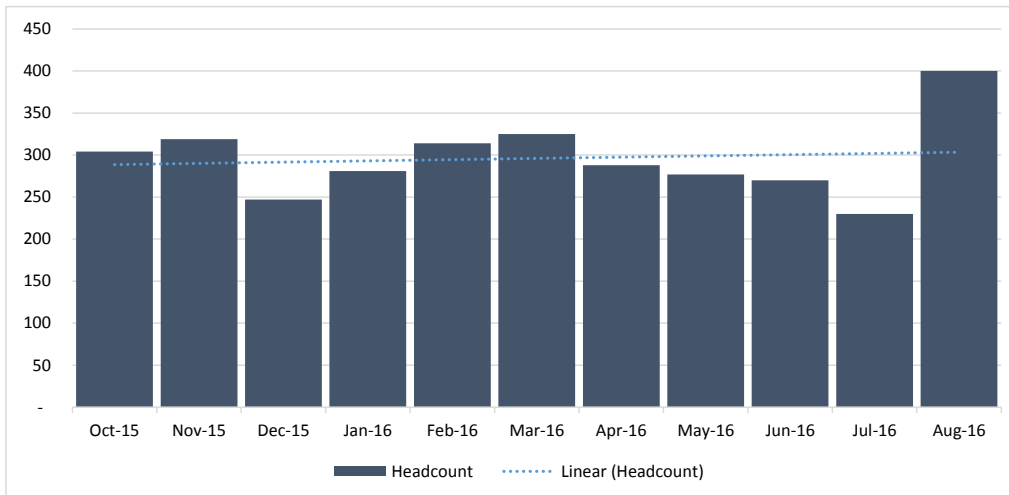| HEADCOUNT	In Year Performance	Previous 12 Month Period	Position as at March 2016
Number of Cadets	400	450	325
In Year Performance Versus		Down 11.1% (50 Cadets)	Up 23.1% (75 Cadets)

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Chart11: Number of Cadets (Headcount) since October 2015.

5. Protect Vulnerable People

a) Recorded number of Domestic Abuse Referrals

	In Year Performance	Previous 12 Month Period	Position as at March 2016
Domestic Abuse Referrals	26,352	23,980	24,314
In Year Performance Versus		Up 9.9% (2,372 Referrals)	Up 8.4% (2,038 Referrals)
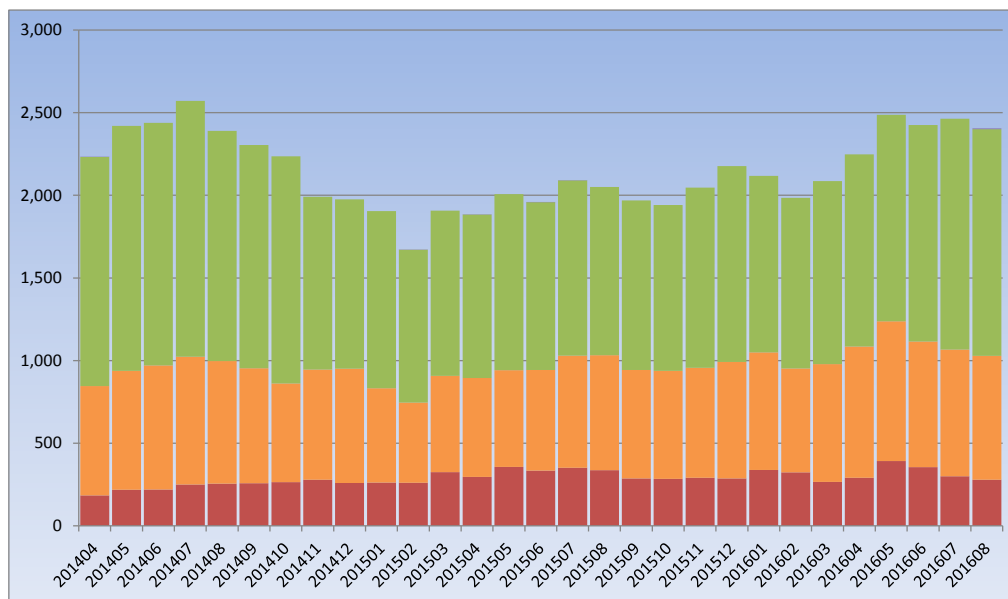
Chart12: *PVP – Domestic Abuse Referrals since April 2014.   The columns represent the number of Domestic Abuse Referrals.   The red section of the column relates to 'High Risk' referrals, orange to 'Medium Risk', green to 'Standard Risk' and purple relates to 'Unknown Risk' e.g. the risk level has not been completed.*

(i) The referral numbers have increased in the 'In Year Performance' period by 9.9% when compared to the 'Previous 12 Month Period'.

(ii) Over the 'In Year Performance' period:

- 14.0% of Domestic Abuse Referrals had a 'High Risk' level. This is a reduction of 0.9% when compared to the 'Previous 12 Month Period' (14.9%).
- 32.8% had a 'Medium Risk' level. This is an increase of 1.7% when compared to the 'Previous 12 Month Period' (32.8%).
- 53.2% had a 'Standard Risk' level. This is a reduction of 0.7% when compared to the 'Previous 12 Month Period' (53.9%).

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b) **All Sexual Offences/Sexual Offences on Children under 16**

All Sexual Offences:

	In Year Performance	**Previous 12 Month Period**	**Position as at March 2016**
All Sexual Offences	2,930	2,234	2,622
In Year Performance Versus		Up 31.2% (696 Crimes)	Up 11.7% (308 Crimes)

CORA (V16) - XMR Chart and Regression Forecasts

| Select Area | The Constabulary |
| Select Crime Category | All Sexual Offences |

Monthly Totals

Month	Result	Month	Result
Apr-13	124	Apr-15	174
May-13	171	May-15	217
Jun-13	159	Jun-15	191
Jul-13	189	Jul-15	216
Aug-13	185	Aug-15	206
Sep-13	145	Sep-15	207
Oct-13	169	Oct-15	228
Nov-13	133	Nov-15	234
Dec-13	159	Dec-15	237
Jan-14	161	Jan-16	257
Feb-14	132	Feb-16	229
Mar-14	153	Mar-16	226
Apr-14	116	Apr-16	226
May-14	139	May-16	264
Jun-14	145	Jun-16	316
Jul-14	197	Jul-16	274
Aug-14	179	Aug-16	232
Sep-14	186	Sep-16	
Oct-14	192	Oct-16	
Nov-14	170	Nov-16	
Dec-14	144	Dec-16	
Jan-15	181	Jan-17	
Feb-15	160	Feb-17	
Mar-15	197	Mar-17	

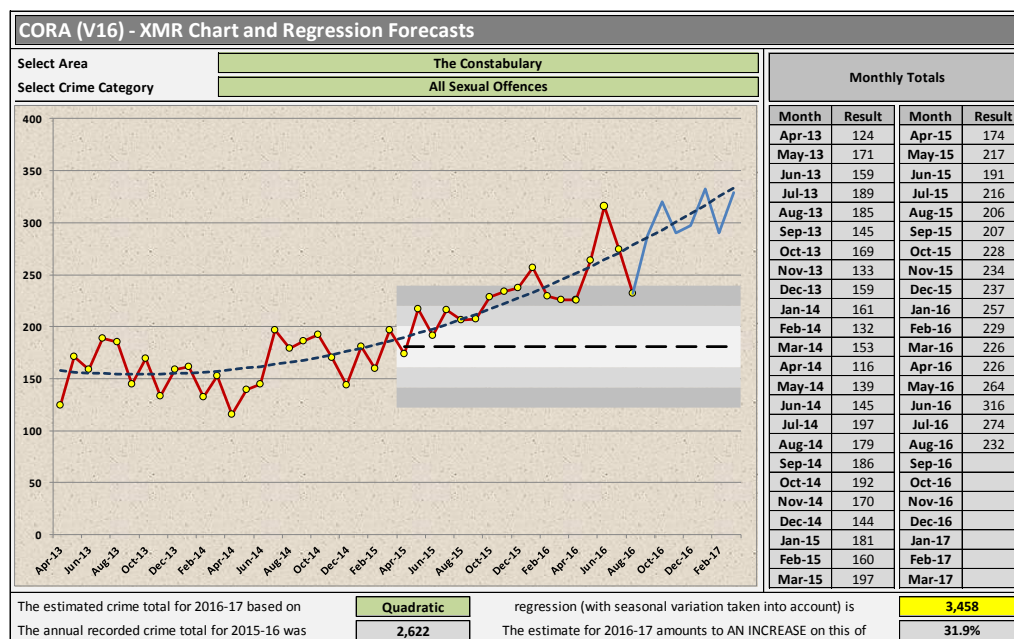| The estimated crime total for 2016-17 based on | Quadratic | regression (with seasonal variation taken into account) is | 3,458 |
| The annual recorded crime total for 2015-16 was | 2,622 | The estimate for 2016-17 amounts to AN INCREASE on this of | 31.9% |

Chart13: All Sexual Offences since April 2013 with estimates based on quadratic regression.

(i)   When comparing the 'In Year Performance' period against the 'Previous 12 Month Period' all sexual offences is up 31.2% (696 crimes).

The increase in All Sexual Offences is accounted for in:

- Sexual Offences (excl Rape) (Up 527 crimes or 34.4%)
- Rape (Up 169 crimes or 24.1%)

Sexual Offences on Children Under 16:

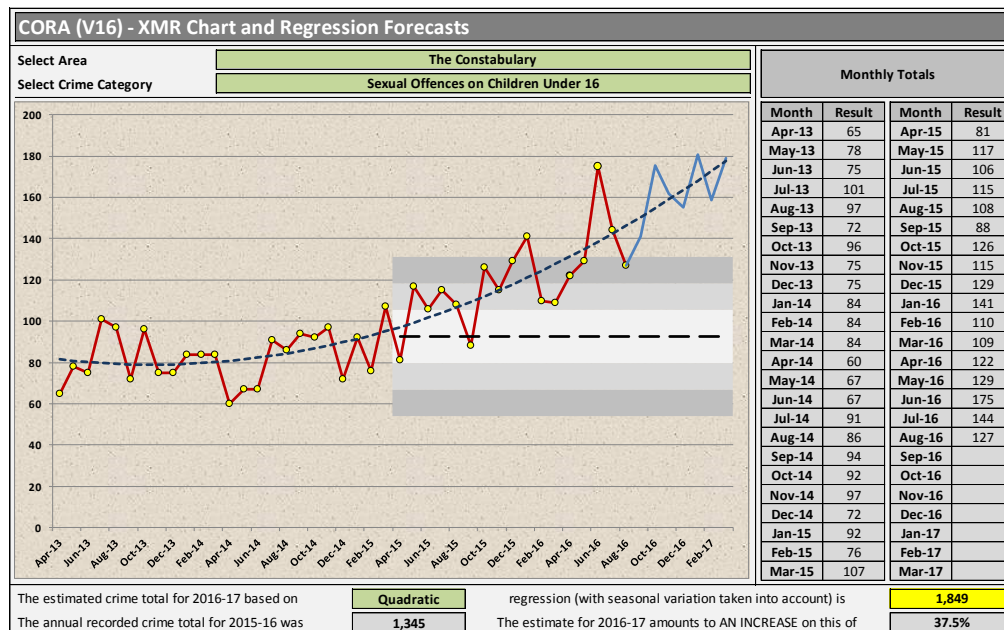|	In Year Performance	Previous 12 Month Period	Position as at March 2015
Sexual Offences on Children Under 16	1,515	1,157	1,345
In Year Performance Versus		Up 30.9% (358 Crimes)	Up 12.6% (170 Crimes)

Chart14: Sexual Offences on Children Under 16 since April 2013 with estimates based on quadratic regression.

(ii) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period', Sexual Offences on Children Under 16 is up 30.9% (358 crimes).

(iii) 60% of offences recorded were 'recent' offences, i.e. they occurred within the 12 months prior to being reported. Recent offences experienced an increase of 25% in 2015/16 compared to the previous year.

(iv) Sexual activity was the most common offence type and has experienced a large increase (47%) compared to the previous year. The increase is largely accounted for by mobile/online/social media offences which have increased by 85% over the two years, and in 2015/16 accounted for 51% of all Sexual Activity offences.

(v) Online only offences accounted for 26% of recent offences, with a further 4% offences beginning online then escalating to offline contact. The online services most commonly identified in offences were Facebook, Snapchat and Oovoo.

6. Tackling Crime and Reducing Re-Offending

a) Number of Crimes Recorded

	In Year Performance	Previous 12 Month Period	Position as at March 2016
All Crime	101,632	92,116	96,886
In Year Performance Versus		Up 10.3% (9,516 Crimes)	Up 4.9% (4,746 Crimes)

CORA (V16) - XMR Chart and Regression Forecasts

Select Area: The Constabulary
Select Crime Category: All Crime

Monthly Totals

Month	Result	Month	Result
Apr-13	7,531	Apr-15	7,689
May-13	8,185	May-15	7,958
Jun-13	8,203	Jun-15	7,852
Jul-13	8,965	Jul-15	8,032
Aug-13	8,625	Aug-15	8,192
Sep-13	7,858	Sep-15	8,132
Oct-13	8,148	Oct-15	8,651
Nov-13	7,799	Nov-15	8,131
Dec-13	7,544	Dec-15	8,051
Jan-14	7,515	Jan-16	7,878
Feb-14	6,934	Feb-16	7,805
Mar-14	8,065	Mar-16	8,515
Apr-14	7,668	Apr-16	8,178
May-14	8,255	May-16	9,069
Jun-14	8,105	Jun-16	8,843
Jul-14	8,322	Jul-16	9,112
Aug-14	7,886	Aug-16	9,267
Sep-14	8,068	Sep-16	
Oct-14	7,903	Oct-16	
Nov-14	7,735	Nov-16	
Dec-14	6,884	Dec-16	
Jan-15	6,988	Jan-17	
Feb-15	6,891	Feb-17	
Mar-15	7,924	Mar-17	

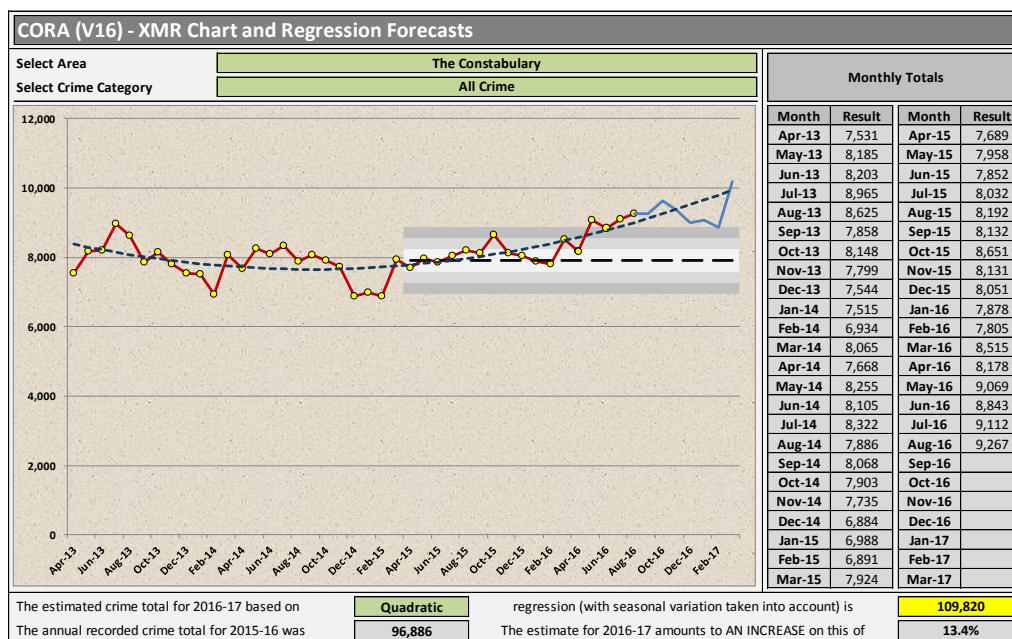| The estimated crime total for 2016-17 based on	**Quadratic**	regression (with seasonal variation taken into account) is	**109,820**
The annual recorded crime total for 2015-16 was	**96,886**	The estimate for 2016-17 amounts to AN INCREASE on this of	**13.4%**

Chart15: All Crime since April 2013 with estimates based on quadratic regression.

(i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 9,516 crimes (10.3%). The current forecast for 2016/17 using quadratic regression whilst taking seasonal variation into account is an increase of 13.4%.

(ii) The main crime categories which have contributed to the increase at Force level are predominantly in the following:

- Violence Against the Person – Up 6,013 crimes (26.9%)
    - Harassment – Up 2,028 crimes (105.9%)
- Criminal Damage & Arson - Up 1,550 crimes (9.6%)
- Public Order Offences - Up 748 crimes (37.2%)
- Public Fear, Alarm or Distress - Up 515 crimes (42.2%)
- All Sexual Offences - Up 696 crimes (31.2%)
- Vehicle Offences - Up 674 crimes (7.7%)
    - Theft from a Motor Vehicle - Up 465 crimes (8.6%)
    - Vehicle Taking - Up 308 crimes (15.9%)

As detailed at the previous Strategic Scrutiny meetings one of the most notable exceptions is in relation to Harassment with increases of 105.9% when comparing the 'In Year Performance' to 'Previous 12 Month Period'. This increase can be explained by the introduction of a new sub category within Harassment (8/72 Malicious Communications) which was previously a non-recordable crime. This was introduced in April 2015, however, the subsequent introduction of the Initial Investigation Unit has led to more accurate recording of this offence due to the staff having a better understanding of the Home Office Counting Rules for Recorded Crime and the ability to input the crime at initial point of contact.

There have been favourable results in:

- **Vehicle Interference** (Down by 142 crimes or 10.6%)
- **Bicycle Theft** (Down 265 crimes or 12.5%)
- **Shoplifting** (down by 91 crimes or 1.2%)
- **Drug Offences** (down by 573 crimes or 19.2%)

b)   **Number of Anti-Social Behaviour Incidents**

	In Year Performance	Previous 12 Month Period	Position as at March 2016
Anti-Social Behaviour Incidents	77,003	75,939	77,093
In Year Performance Versus		Up 1.4% (1,064 Incidents)	Down 0.1% (90 Incidents)

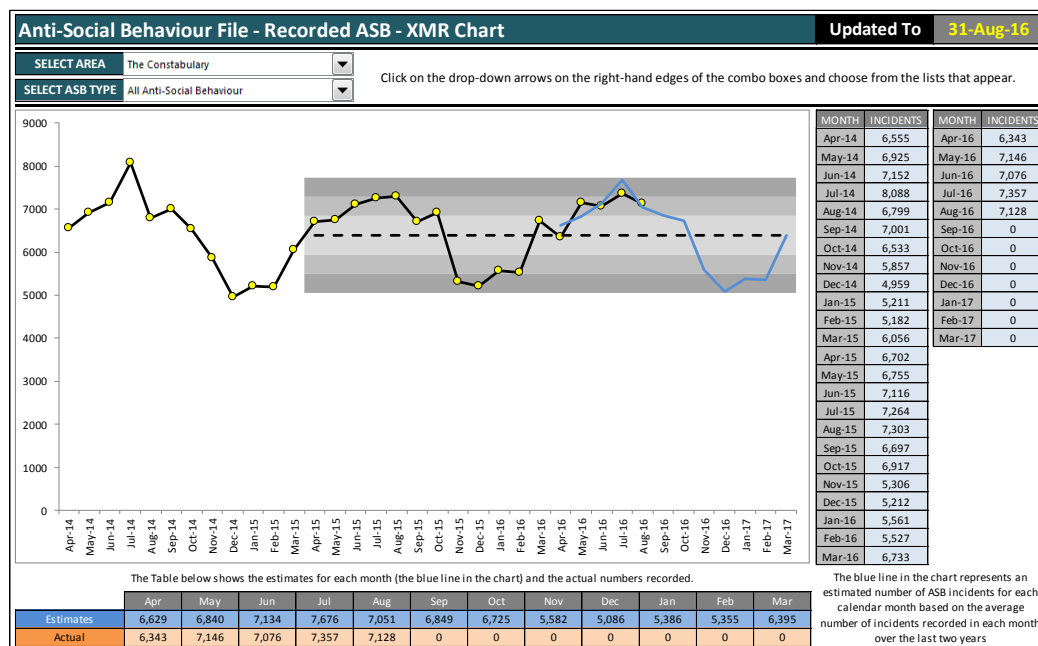
Chart16: All Anti-Social Behaviour since April 2014.

(i) Anti-Social Behaviour clearly displays the expected seasonality, with peaks in the summer and troughs in the winter. Although ASB has continually been reducing year on year for some time now the 'In Year Performance' figures compared against the 'Previous 12 Month Period' now show a small increase of 1.4% at The Constabulary level. EAST Division is showing an increase of 0.4%, SOUTH Division are showing an increase of 2.7% and WEST Division is currently showing an increase of 1.4%.

(ii) If we look at the individual classifications of Anti-Social Behaviour for the 'In Year Performance' versus the 'Previous 12 Month Period':

- **ASB Personal** is showing a reduction of 0.03% (9 incidents) at The Constabulary level. Whilst divisionally there's an increase of 0.9% (66 incidents) at SOUTH Division and reductions of 0.3% (35 incidents) at WEST Division and 0.5% (51 incidents) at EAST Division.

- **ASB Nuisance** is showing an increase of 1.5% (691 incidents) at The Constabulary level. Whilst divisionally there are increases of 0.4% (64 incidents) at EAST Division, 3.1% (396 incidents) at SOUTH Division and 1.5% (231 incidents) at WEST Division.

- **ASB Environmental** is showing an increase of 19.3% (383 incidents) at The Constabulary level. Whilst divisionally there are increases of 13.5% (106 incidents) at EAST Division, 20.3% (114 incidents) at SOUTH Division and 25.4% (114 incidents) at WEST Division.

c) Number of Business Crimes

	In Year Performance	Previous 12 Month Period	Position as at March 2016
Business Crime	9,303	9,325	9,141
In Year Performance Versus		Down 0.2% (22 Crimes)	Up 1.8% (162 Crimes)

CORA (V16) - XMR Chart and Regression Forecasts

Select Area	The Constabulary		
Select Crime Category	Business Crime		

Monthly Totals

Month	Result	Month	Result
Apr-13	856	Apr-15	791
May-13	849	May-15	854
Jun-13	925	Jun-15	747
Jul-13	957	Jul-15	764
Aug-13	890	Aug-15	715
Sep-13	851	Sep-15	772
Oct-13	857	Oct-15	753
Nov-13	805	Nov-15	747
Dec-13	705	Dec-15	686
Jan-14	838	Jan-16	697
Feb-14	796	Feb-16	816
Mar-14	905	Mar-16	799
Apr-14	812	Apr-16	827
May-14	826	May-16	847
Jun-14	760	Jun-16	792
Jul-14	773	Jul-16	807
Aug-14	765	Aug-16	760
Sep-14	761	Sep-16	
Oct-14	757	Oct-16	
Nov-14	785	Nov-16	
Dec-14	735	Dec-16	
Jan-15	720	Jan-17	
Feb-15	818	Feb-17	
Mar-15	878	Mar-17	

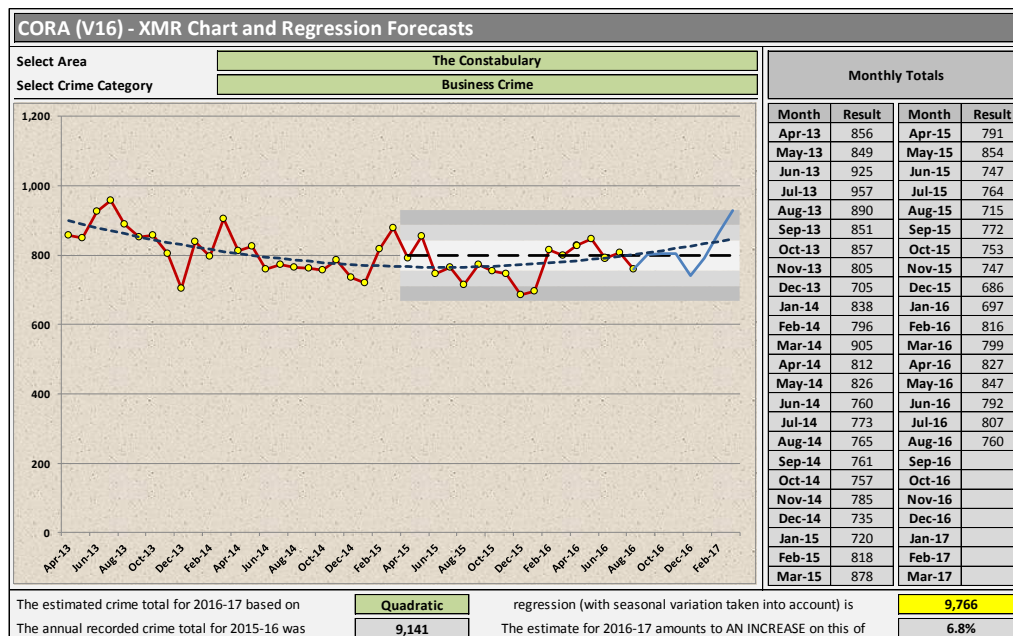| The estimated crime total for 2016-17 based on	Quadratic	regression (with seasonal variation taken into account) is	9,766
The annual recorded crime total for 2015-16 was	9,141	The estimate for 2016-17 amounts to AN INCREASE on this of	6.8%

Chart17: Business Crime since April 2013 with estimates based on quadratic regression.

(i) The business crime category includes business robbery, shoplifting and making off without payment.

(ii) Business crime has seen a reduction in the 'in Year Performance' when compared to the 'Previous 12 Month Period' of 0.2% (22 crimes), but is fairly static and has been in the long term trend.

(iii) Shoplifting accounts for approximately 84% of Business crime. This has seen a reduction of 1.2% when comparing the 'In Year Performance' to the 'previous 12 Month Period'.

(iv) Making Off Without Payment has accounted for 15.2% of Business Crime. The 'In Year Performance' shows an increase of 5.7% compared to the 'Previous 12 Month Period'.

(v) Robbery Business has accounted for 0.9% of Business Crime. The 'In Year Performance' shows a reduction of 8.5% compared to the 'Previous 12 Month Period', albeit this actually only equates to 8 crimes.

7.   **Champion the Rights of Victims**

a)   **User Satisfaction**

	In Year Performance	Previous 12 Month Period	Position as at March 2016
User Satisfaction	77.6%	78.9%	78.5%
In Year Performance Versus		Down 1.3%	Down 0.9%

Time Series - Any Demographic Group - No Comparison

| Area | The Constabulary | User Group | Four Groups | Select the demographic you wish to display in the chart |
| Aspect | Whole Experience | Satisfaction | At Least Fairly | Demographic | All |

The blue columns represent the twelve-month rolling result for the selected parameters. The result for each month is given in the chart and also in the table below the chart. The blue dashed line is a linear regression line that defines the linear trend through all the known results. Reading off the value represented by the right hand end of the line provides an estimate of what the satisfaction level will be for the selected parameters at the end of the current year.

Chart values (Mar-14 through Aug-16): 82.3%, 81.8%, 81.4%, 81.1%, 80.9%, 80.6%, 80.0%, 80.1%, 79.5%, 79.3%, 79.5%, 79.0%, 79.0%, 78.9%, 78.4%, 78.5%, 79.0%, 78.9%, 79.2%, 78.9%, 79.2%, 79.3%, 79.2%, 78.5%, 78.7%, 78.6%, 78.1%, 77.6%

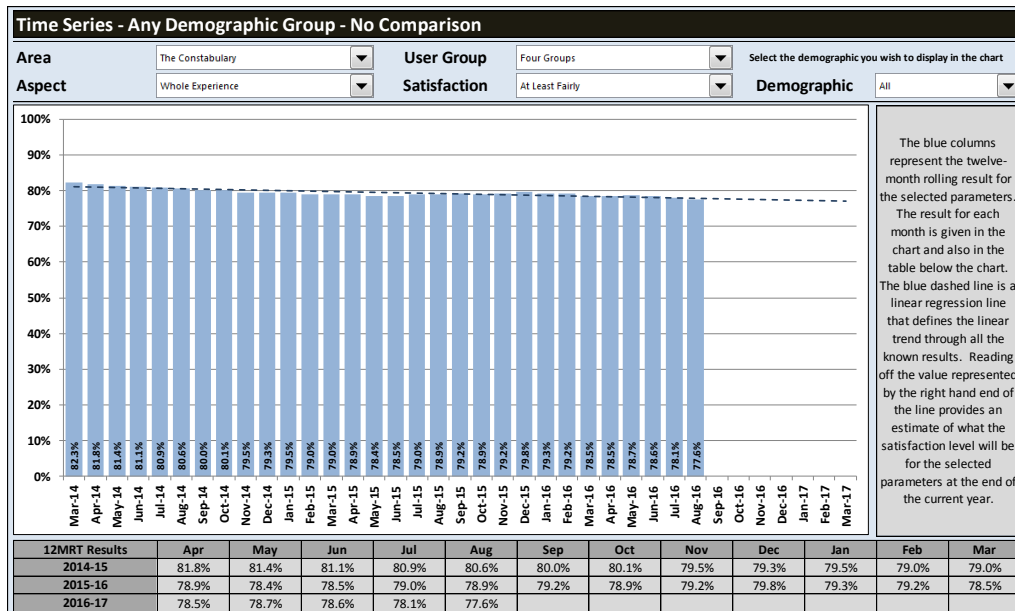| 12MRT Results	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014-15	81.8%	81.4%	81.1%	80.9%	80.6%	80.0%	80.1%	79.5%	79.3%	79.5%	79.0%	79.0%
2015-16	78.9%	78.4%	78.5%	79.0%	78.9%	79.2%	78.9%	79.2%	79.8%	79.3%	79.2%	78.5%
2016-17	78.5%	78.7%	78.6%	78.1%	77.6%							

Chart18: User Satisfaction – At Least Fairly Satisfied in the Whole Experience – Four Groups Combined.

(i)   The Home Office mandates certain surveys be conducted by Police Forces, these are Burglary, Vehicle Crime, Violent Crime and Hate Incidents.

(ii)   The satisfaction levels reported by the Constabulary are a weighted combination of four areas; Domestic Burglary, Vehicle Crime, Violent Crime and Hate Incidents.

(iii)   There are five mandated questions within the User Satisfaction Survey and they deal with various aspects of how the Police dealt with the incident. They are concerned with:

- **Initial Contact:** Are you satisfied, dissatisfied or neither with how easy it was to contact someone who could assist you?

- **Police Actions:** Are you satisfied, dissatisfied or neither with the actions taken by the police?

- **Follow-Up:** Are you satisfied, dissatisfied or neither with how well you were kept informed of progress?

- **Treatment:** Are you satisfied, dissatisfied or neither with the way you were treated by the police officers and staff who dealt with you?

- **Whole Experience:** Taking the whole experience into account, are you satisfied, dissatisfied, or neither with the service provided by the police in this case?

(iv)   Each of these questions is preceded by a series of diagnostic questions designed to give the respondent an opportunity to remember and consider what actually happened before they are asked about their level of satisfaction. Thereafter, the respondent is asked how satisfied they were with the 'Whole Experience.

(i)   The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 1.3% to 77.6% when looking at the 'Whole Experience' for the four groups combined (Burglary, Vehicle Crime, Violent Crime and Hate Incidents).

(ii)   It is evident that satisfaction levels are lowest in the aspects of 'Police Actions' and 'Follow-Up'.

(b)   Restorative justice referrals and outcomes

Lancashire Constabulary officers undertake Restorative Justice at Level 1 or Street Level RJ (on the spot) with minimum preparation time being spent with both the victim and the offender. These are normally recorded as one of the out of court disposals available to officers.

The Restorative Justice Team and Community Volunteers received 132 RJ referrals in the first quarter period covering a wide range of ASB and crime types as follows:

	APRIL 2016	MAY 2016	JUNE 2016	TOTAL
RJ REFERRALS	35	46	51	132
ASB/CRIME TYPE				
ASB - Nuisance	3	5	5	13
ASB - Personal	2	1	4	7
Assault with injury	8	12	13	33
Assault no injury	2	3	4	9
Burglary	3	5	5	13
Aggravated Burglary	1	-	-	1
Criminal Damage	-	1	4	5
Criminal other	6	7	10	23
Racial/hate Crime	1	-	-	1
Robbery	2	4	3	9
Rape	1	-	-	1
Theft	6	7	3	16
Criminal – DA other related crime	-	1	-	1

- Satisfactory outcome achieved in 39 cases
- Community Volunteers involved in 18 cases

The Restorative Justice team are delivering Victim Awareness sessions into Preston and Kirkham prison with an emphasis on encouraging offenders to consider undertaking a restorative meeting with their victim.

- 8 courses have been delivered to 69 offenders
- 38 offenders have requested they undertake restorative justice
- 18 RJ cases ongoing