



**Lancashire
Constabulary**
police and communities together

REPORT TO :	STRATEGIC SCRUTINY MEETING
REPORT BY:	RYAN BRETHERTON
TITLE:	PERFORMANCE REPORT

1. Issue for Consideration

- a) The purpose of this report is to provide an update in relation to the performance of Lancashire Constabulary to the 30th June 2017.
- b) 'In Year Performance' refers to the 12 month period July 2016 to June 2017 unless stated otherwise on Appendix A.
- c) 'Previous 12 Month Period' refers to the 12 month period July 2015 to June 2016 unless stated otherwise on Appendix A.

2. Recommendation

- a) The Commissioner is requested to review the report and make comments as appropriate.

3. Background

- a) This report advises the Commissioner of the performance of Lancashire Constabulary against the agreed performance indicators which are reported to the Police and Crime Panel.
- b) Appendix A of this report sets out the performance of Lancashire Constabulary to the 30th June 2017 on performance measures created under each Police and Crime Plan priority.
- c) The dates for Strategic Scrutiny Meetings have been realigned to match the standard quarterly periods. The previous meeting was delayed and as a result, this report follows very closely on from the last Strategic Scrutiny meeting held in July. Many issues were covered last month so there may appear to be some repetition in the supporting notes.

4. Protecting Local Policing

a. Proportion of Force Budget Spent on Front Line Policing

- (i) Her Majesty's Inspectorate of Constabulary (HMIC) no longer require us to provide the proportion of our budget spent on the frontline therefore there are no national comparators available.
- (ii) The following table shows the breakdown of our budget by both Visible and non-Visible and by Frontline, Frontline Support and Business Support.

SPEND at 30/06/2017	£m	Force %
Visible	£26.3m	40.1%
Non Visible	£19.9m	30.4%
Operational Frontline	£46.2m	70.5%
Frontline Support	£6.0m	9.3%
Business Support	£13.2m	20.1%
Other *	£17.6m	
Total	£83.0m	

*Other represents costs such as OPCC, capital financing, pensions and national policing functions (counter terrorism/special branch).

b) Number of Police Officers & PCSOs

- (i) For Police Officers, the 'In Year Performance' versus the 'Previous 12 Month Period' is up 0.14% (4 officers) based on head count at the end 30th June 2017. The Full Time Equivalent (FTE) is up 0.04% (1.23 officers) as at 30th June 2017. Current Police Officer strength is at 2867 (2814.16 FTE)
- (ii) The first appointments took place in June 2017 and were candidates who have a Foundation Degree in Policing.
- (iii) Transferee officers: A further intake of 12 officers commenced on 12 June 2017. There will be a further intake of around 25 in November 2017 and 20 in March 2018.
- (iv) 16 officers have been appointed onto the Police Now scheme and the officers have commenced 6 weeks training in London and once complete will then be posted to Blackpool, Blackburn and Preston.
- (v) There was an intake of 51 recruits in August this year, a further 60 planned in December 2017 and a further 60 in February 2018.
- (vi) For Police and Community Support Officers (PCSOs), the 'In Year Performance' versus the 'Previous 12 Month Period' is down 24% (86 PCSO's) based on head count. The Full Time Equivalent (FTE) is down 24% (80.53 PCSOs). Current PCSO strength is at 271 (254.7 FTE).

- (vii) PCSO numbers are a reflection of the reduced funding from Local Authority partners for posts that were previously joint-funded. Up to 14 PCSOs will be appointed in September with a further 60 being appointed in October.

c. Update re Fracking Operation.

- (i) The Police and Crime Commissioner has received regular briefings from the Gold Commander Ch. Supt Noble and is being kept apprised of developments. He is aware of the delivery of the rig and increased activity and thus staffing at the site. As a result of increased protester activity the site is now being policed on a 24 hour basis and mutual aid is being provided by North Wales, Cumbria, North Yorkshire and Merseyside.
The increase in activity is likely to continue into August and plans are currently being developed ongoing with Cuadrilla in order to facilitate this safely.
- (ii) Construction Phases Timeline
- August onwards - flaring and potential drilling.
 - January – February 2018 construction of pipeline to the National Grid.
- (iii) Resourcing There is a public order operation in place that is being tailored on a daily basis according to the information and intelligence received.

d. Citizens in Policing

Special Constabulary

- (i) There are currently 472 Special Constabulary Officers within Lancashire Constabulary. There was an intake of 53 officers in April 2017 and the December 2016 recruitment window attracted 213 applications which are being processed with appointments being made in July.
- (ii) There is no recruitment window currently open for application to the Special Constabulary.
- (iii) 52 Special Constabulary Officers were successful in the PC recruitment process and there are currently 37 Special Constabulary Officers in the PCSO process.
- (iv) University of Central Lancashire (UCLAN) – there will be one more intake at some point next year which will be the last owing to the new PEQF and the value of the Foundation degree in that framework.
- (v) Developments have been made with the Special Constabulary to facilitate their support of the Summer Resilience Programme.

Volunteers

- (vi) Lancashire Constabulary has 506 volunteers. Recent recruitment has taken place for Cyber/Digital Community Support Volunteers with a large number of volunteers applying.

- (vii) Cyber/Digital Community Support - Cyber/Digital presentations will be made to the local community. The aim of the sessions are to inform and educate people about using the internet and will cover items such as; the information they post, the sites they buy from and online banking. We're currently recruiting for a minimum of 20 volunteers to cover Lancashire.
- (viii) Recruitment is under way for the Hate Crime Scrutiny Panel. Similar to the Stop Search Scrutiny Panel, these volunteers will meet on a quarterly basis to discuss the police response to Hate Crime and Incidents

Lancashire Volunteer Partnership

- (ix) The Lancashire Volunteer Partnership (LVP) has made further progress:
 - All top tier authorities are now engaged as Blackpool has joined the partnership.
 - The Police restructure took place on 1st June 2017. There are still a few roles to fill once redeployments have been completed. Volunteer Officers now also carry a case load of Community Support Volunteers.
 - The Better Impact Volunteer ICT system has been reconfigured to place based accounts.
 - The partnership is planning for 6 geographic bases with partners to accommodate staff in Early Help enhanced offer areas, Preston, Chorley, Blackpool, Morecambe, Burnley, Blackburn. The Partnership HQ is to be based at Police HQ.

Cadets

- (x) Lancashire Constabulary has 500 Police Cadets and an additional 22 Junior Cadets aged 10-13. There are plans to increase schemes at West with a unit at Morecambe starting in September. Other units are maintaining numbers and improving on the social action they complete with cadets and the opportunities they offer.
- (xi) The recruitment window is currently open force wide to fill the vacancies of those turning 18 and leaving the Cadets. The plans are to maintain unit numbers and improve the social action they complete.
- (xii) We still have 3 PCSO Cadet Coordinator vacancies. Once the PCSOs are in place and trained we will look to introduce more mini cadets in deprived areas, particularly those that have issues with OCG's. We are currently reviewing the mini cadet pilot from Preston.
- (xiii) The 5 year cadet timetable has been written with more 'work ready' focus for 16-18 year olds. It is currently with BCU's for consultation.

e. Contact Management

Subject to a separate agenda item.

5. Tackling Crime & Re-Offending

The Police and Crime Commissioner will recall that he received a briefing from Detective Chief Superintendent Clarke on 11 May 2017 outlining the high levels of investigative demand. He was also briefed on the levels of cross border organised crime and operations targeting the perpetrators, the significant investigative demand on all detectives & staff and also on the Scientific Support Department.

a) Number of Crimes Recorded

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 12,020 crimes (12.1%). This is forecast to continue increasing over 2017/18.
- (ii) The divisional all crime performance is as follows
 - East Division: Up 13% (+4,741 crimes)
 - South Division: Up 13.2% (+3,654 crimes)
 - West Division: Up 10.3% (+3,625 crimes)
- (iii) The main crime categories which have contributed to the increase in the 'In Year Performance' versus the 'Previous 12 Month Period' are predominantly in the following:
 - Violence Against the Person – Up 4,704 crimes (17.1%)
 - Harassment – Up 1,100 crimes (29.4%)
 - Assault - Less Serious Injury – Up 2,380 (19%)
 - Vehicle Offences - Up 1,706 crimes (19.2%)
 - Theft from a Motor Vehicle - Up 1,353 crimes (24.6%)
 - Shoplifting - Up 1,222 crimes (15.7%)
 - Public Order Offences - Up 884 crimes (35.8%)
 - Public Fear, Alarm or Distress - Up 793 crimes (50.4%)

In future the newly agreed performance framework will be used to support the Police and Crime Plan, holding the force to account by place based areas.

Previous Strategic Scrutiny meetings have noted the introduction of Malicious Communications in April 2015 as being causal in the increase in Harassment. It was suggested that the figures in relation to Harassment were likely to decrease as Malicious Communications was taken out of the category from April 2017.

Although there was an initial drop in April 2017, this category continues on an upwards trend. As above the 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 29.4%.

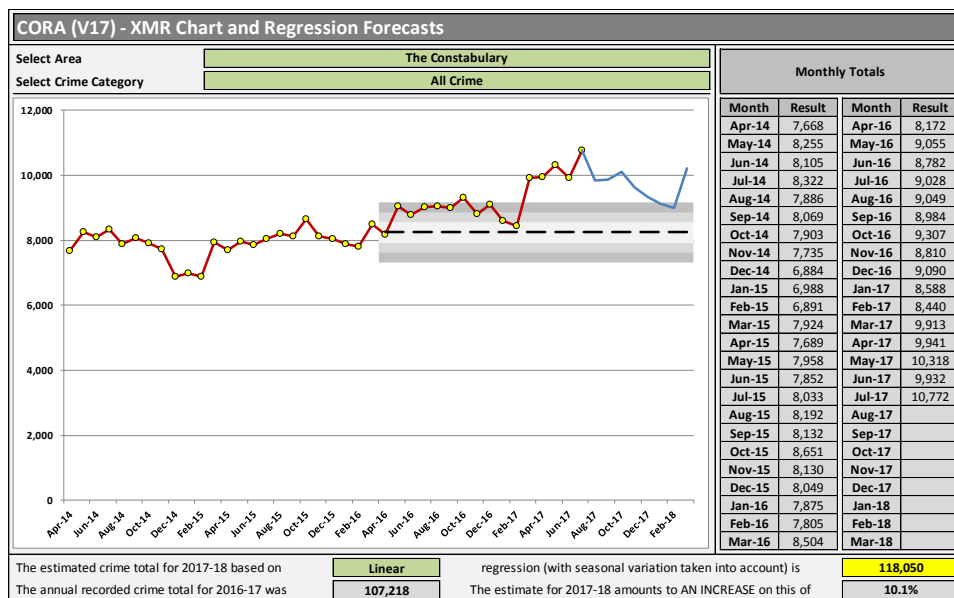
The increase in Vehicle Offences is mainly attributable to the 'Theft from a Motor Vehicle' offences which increased significantly through August 16 to December 16 before returning to average levels in January & February 17. They again spiked from March to May 2017 returning to average levels in June 2017. Although South Division experienced spikes in October 16, April and May 2017 it is evident that the increases in Vehicle Offences are mainly attributable to East Division and

West Division. Divisional operations were carried out in direct response to the increases.

There have been favourable results in:

- Bicycle Theft - Down 170 crimes (- 8.8%)
- Damage to Vehicles – Down 247 crimes (- 3.4%)
- Drug Offences - Down by 702 crimes (- 26.8%)

The largest section of the reduction in Drugs Offences is in the 'Drugs – Possession' offences. The view of this locally, as well as nationally, is that these offences are generally 'found' by Police Officers. The reduction in drugs offences correlates with a reduction in stop searches for drugs across the Constabulary.



All Crime – The Constabulary

(iv) The figures in the table below are taken from national data in the ForceSight file:

	England & Wales	NW Region	MSG	Lancashire
12M Jun-17 -v- 12M Jun-16	Up 14.1% (548,727 Crimes)	Up 22% (111,809 Crimes)	Up 19.4% (168,177 Crimes)	Up 12.2% (12,168 Crimes)

The All Crime category has continued on an upward trend, with Lancashire following just below the national level, and remaining well below the North West and MSG averages.

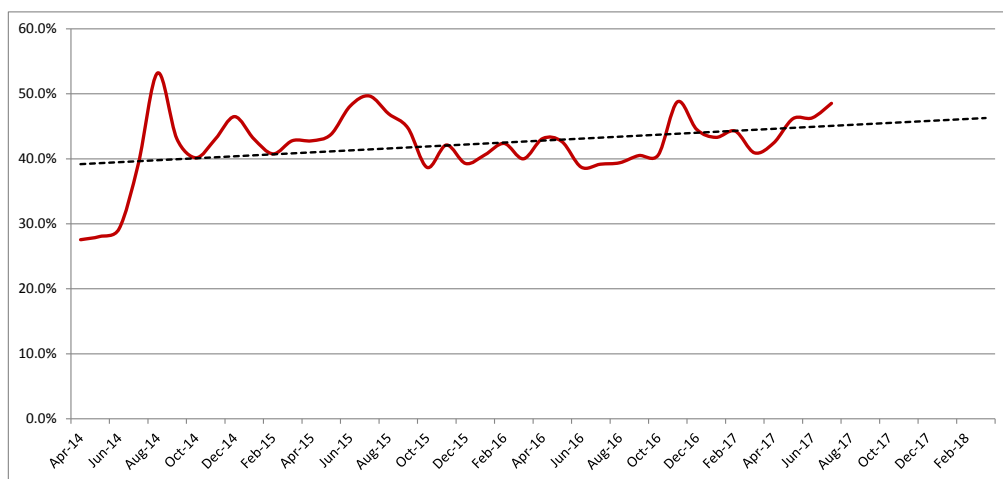
- 43 forces nationally have an increase in All Crime.

b) Crime Outcomes – All Outcomes Ratio

- The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 0.4% from 42.7% to 43.1%.
- The breakdown of the current outcome group ratios for the 'In Year Performance' is as follows and the trend for All Outcomes can be seen in the chart below:

Outcome Group	Ratio
All Outcomes	43.1%
Action Outcomes	16.5%

The decreased performance in Action outcomes from 21.4% to 16.5% is mainly due to an increased rate of investigations being “No Further Action” (NFA) due to Evidential Difficulty. As described within the specific crime elements of this report further investigation is being undertaken to understand our use of the outcome framework.



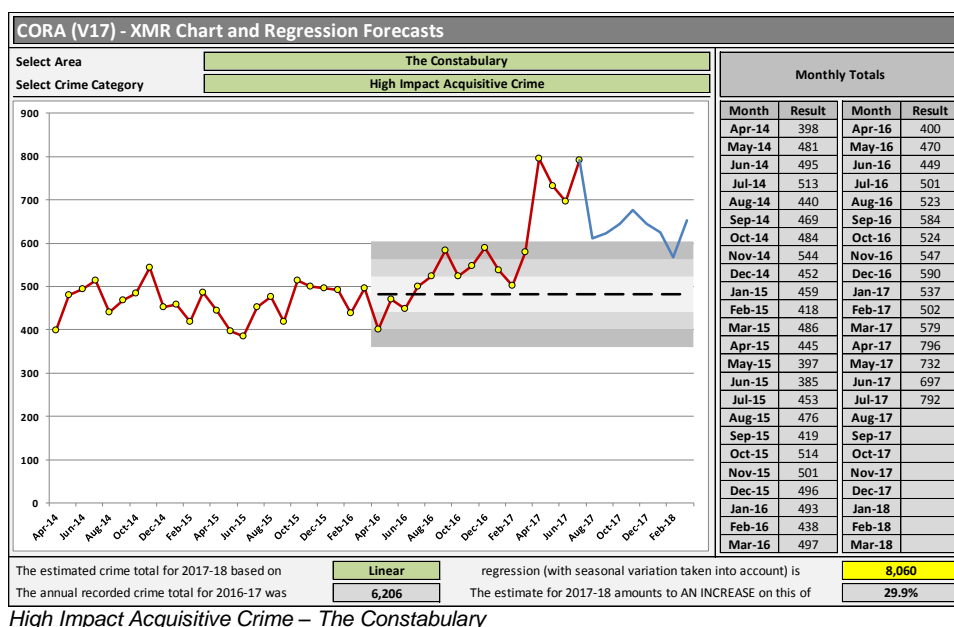
All Outcomes Ratio

c) Serious Assault

- (i) The ‘In Year Performance’ versus the ‘Previous 12 Month Period’ shows an increase of 4 crimes (0.5%).
- (ii) The crime categories which fall under the Serious Assault classification are the following:
 - Homicide – Up 5 crimes (15.2%)
 - Homicide levels have returned to slightly below what may be seen as the normal level at 5 crimes in Q1 2017/18. However this year compared to last is still affected by the peak period in 16/17 Q4 on which the Commissioner was briefed in May.
 - Acts Endangering Life - Down 1 crime (0.1%)
 - Acts Endangering Life consists of a wide variety of offences many of which are esoteric. In Lancashire the bulk consists of “Wounding with intent (s18)”. East and South Division have had low levels of Acts Endangering Life in the first quarter of 2017/18 which has resulted in a decrease in crimes when comparing ‘In Year Performance’ to the ‘Previous 12 Month Period’. Having had an exceptional number of crimes in October 2015, levels have varied around the three year mean.

d) High Impact Acquisitive Crime

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,506 crimes (12.02%).
- (ii) The crime categories which fall under the High Impact Acquisitive Crime classification are the following:
- All Burglary - Up 1,300 crimes (11.1%)
 - Robbery (Personal) – Up 171 crimes (30.3%)



- (iii) Due to recent changes in burglary classifications within the Home Office Counting Rules for Recorded Crime: the introduction of Burglary (Residential) and the redundancy of Burglary (Dwelling) the Constabulary is now using All Burglary (which includes commercial premises) within the High Impact Acquisitive Crime group. Burglary (Residential) includes detached garages and sheds which were not included in Burglary (Dwelling) and it is therefore impossible to use the categories in a comparison of crime level changes across time, hence the move to using All Burglary from April 2017 onwards.
- (iv) Following a period of low levels of Burglary (February – June 2016) levels of Burglary across the Constabulary increased to above the average with exceptional increases in March and April 2017.
- (v) Focus has been on Burglary Residential in keeping with main focus of the NPCCs Delivery Plan
- (vi) Following a peak in September 2016 East Division has seen reductions falling below the three year average in some months although retuning to it in June 2017.
- (vii) South Division has seen an increase in crimes since May 2016 where there had been a significant drop. This reached a peak in March 2017 following a dip in February 2017 and has decreased although remained high to June 2017.
- (viii) The figures in the table below are taken from national data in the ForceSight file:

All Burglary

	England & Wales	NW Region	MSG	Lancashire
12M Jun-17 -v- 12M Jun-16	Up 5.7% (22,867 Crimes)	Up 9.7% (5,604 Crimes)	Up 7% (6,525 Crimes)	Up 11.2% (1,312 Crimes)

- 26 forces nationally have an increase in Burglary (All)

Robbery (Personal)

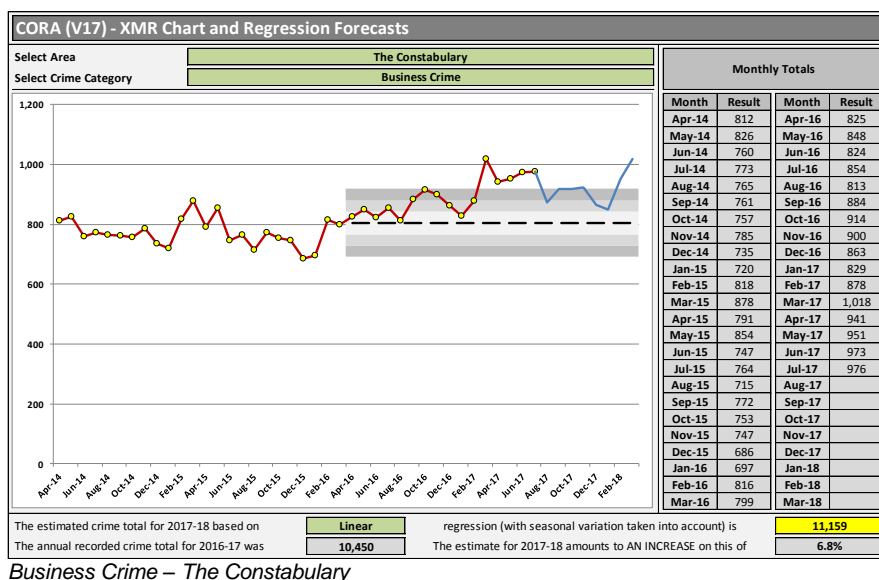
	England & Wales	NW Region	MSG	Lancashire
12M Jun-17 -v- 12M Jun-16	Up 25.5% (11,658 Crimes)	Up 47.6% (2,198 Crimes)	Up 21.3% (1,416 Crimes)	Up 38.9% (210 Crimes)

- 39 forces nationally have an increase in Robbery (Personal)

- (ix) Analytical work commissioned in Lancashire to establish the cause for the large increase concluded that some Robbery (Personal) crimes had been incorrectly recorded as such (based on a dip sample for exceptional areas in the force). This however was a small percentage of crimes and cannot explain the high increase in the category.
- (x) South Division had a peak of 33 in May 2017, over twice the average. East Division had a peak of 27 in December 2016, nearly twice the average; levels have since come down although still well above the average. West Division had a peak of 32 crimes in April 2017, nearly twice the average; levels have since decreased in May and June 2017 but remain exceptional with an increase in July 2017.
- (xi) In West Division there has been targeted work carried out against offences relating to the night-time economy and a number of arrests made.

e) Number of Business Crimes Recorded

- (i) The business crime category includes Business Robbery, Shoplifting and Making Off Without Payment.
- (ii) Business Crime has seen an increase in the 'in Year Performance' when compared to the 'Previous 12 Month Period' of 17% (1,572 crimes). This is due to a pattern of increases in the levels of Business Crime overall that saw a short drop in December 16 and January 17 (which appears to be seasonal) followed by a sharp increase to March 2017. Further increases have followed a small drop in April 2017.



(iii) Shoplifting accounts for approximately 83% of Business crime. This has seen an increase of 15.7% when comparing the 'In Year Performance' to the 'previous 12 Month Period'.

- There has been a step change in offences from around Feb 16 onwards. It is a force wide increase.

(iv) Making Off Without Payment has accounted for 16% of Business Crime. The 'In Year Performance' shows an increase of 24.6% compared to the 'Previous 12 Month Period'.

(v) Shoplifting offences account for approximately 78% of the increase in Business Crime, whereas Making Off Without Payment accounts for approximately 22%.

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

g) Road Safety – KSIs

(i) These figures relate to Road Traffic Collisions where the persons involved are either Killed or Seriously Injured.

(ii) The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 2.7% (22 KSI's) at The Constabulary level. East Division have a reduction of 20.2% (62 KSI's), South Division have an increase of 14.7% (34 KSI's) whilst West Division have an increase of 2.1% (6 KSI's).

(iii) If this is then broken into the two casualty types (Adult or Child) the 'In Year Performance' compared to the 'Previous 12 Month Period' shows:

- **Adult Casualty:** A reduction of 2.1% (15 KSI's) at The Constabulary level. East Division have a reduction of 17.5% (44 KSI's), South Division have an increase of 13.7% (28 KSI's) whilst West Division have an increase of 0.4% (1 KSI's),

- **Child Casualty:** A reduction of 6.9% (7 KSI's) at The Constabulary level. East Division have a reduction of 32.7% (18 KSI's), South Division have an increase of 21.4% (6 KSI's) whilst West Division have an increase of 26.3% (5 KSI's).

- (iv) Please be aware that fluctuations in the percentage changes will be attributable to the small numbers involved in KSI figures.
- (v) The roll-out of eight permanent Average Speed Camera routes across Lancashire is well under way with three sections now operational, the latest on the 565 near Tarleton now being enforced. Installation is currently underway for the other five sections.

h) Number of Anti-Social Behaviour Incidents

- (i) Anti-Social Behaviour clearly displays the expected seasonality, with peaks in the summer and troughs in the winter. ASB has continually been reducing year on year for some time now and the 'In Year Performance' figures compared against the 'Previous 12 Month Period' is showing a small decrease of 1.5% at The Constabulary level. East Division is showing a decrease of 2.9%, South Division is showing a decrease of 3.8% and West Division is currently showing an increase of 1.9%.

i) Anti-Social Behaviour Incidents – Repeats Percentage

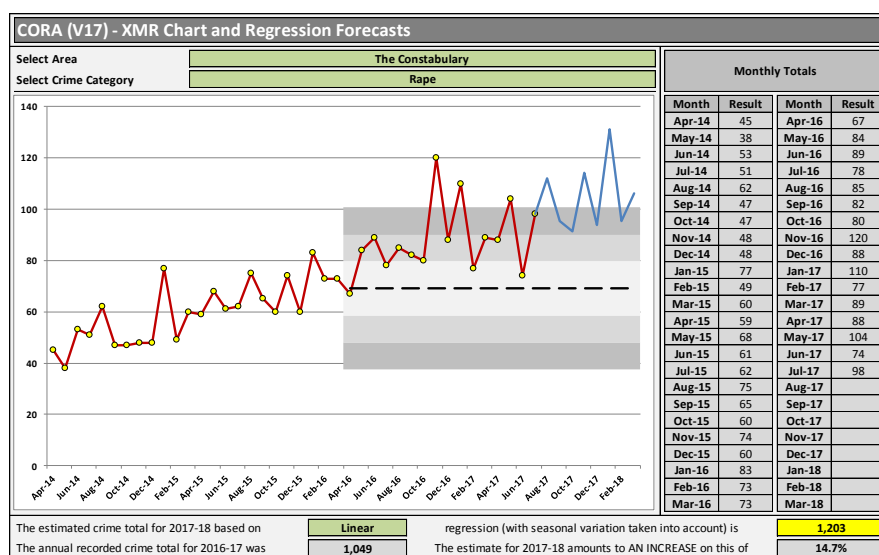
- (i) Anti-Social Behaviour repeats are based on the callers address and the police area in which they reside. The definition of a repeat is: *'If the incident is the 5th (or more) incident in the last rolling 180 day period'*. Therefore, if the most recent incident is the 5th one that has been received from the same location in the last 180 days, it is determined as a 'repeat'.
- (ii) The 'In Year Performance' figures compared against the 'Previous 12 Month Period' now show a minimal decrease of 0.3% at The Constabulary level from 11.1% to 10.8%. East Division is showing a small increase of 0.4% (9.5% to 9.9%), South Division is showing a reduction of 0.7% (10.9% to 10.3%) and West Division is currently showing a small reduction of 0.8% from 13.1% to 12.3%.

6. Supporting Vulnerable People & Victims

Across all themes within this area, the head of the Public Protection Unit provides governance via a monthly vulnerability meeting.

a. Rape

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 210 crimes (24.3%). Rape continues on an upward trend and if current trends are maintained we are projecting an increase of 14.7% in 2017/18.



Rape – The Constabulary

Please note that the above chart is not currently accurate as the N100 (Rape Incidents) for May and June 2017 are yet to be processed, some of which will be converted into Rape crimes.

(ii) The figures in the table below are taken from national data in the ForceSight file:

	England & Wales	NW Region	MSG	Lancashire
12M Jun-17 -v- 12M Jun-16	Up 22.7% (8,333 Crimes)	Up 28.1% (1,228 Crimes)	Up 35% (2,794 Crimes)	Up 33.8% (285 Crimes)

- 41 forces nationally have an increase in Rape.

(iii) There were two significant peaks in November 16 and January 17 of 120 and 114 crimes respectively. The divisional figures show:

- East Division: Up 23.9% (77 crimes)
- South Division: Up 25.7% (54 crimes)
- West Division: Up 23.7% (79 crimes)

(iv) The increases are believed to have resulted from both an improvement in the recording of sexual offences by the police and an increased willingness of victims to come forward and report these crimes to the police. However, regardless of the reasons behind it, the resulting increase in demand on police and support services is nevertheless real.

(v) Recent offences (those committed within 12 months prior to being recorded) accounted for 63% of rape offences in 2017 to June with the remaining 37% being non-recent. There is a downward trend in the proportion of offences which are recent and a corresponding upward trend in the proportion although 2017 so far has seen a slight decrease in the proportion of offences that were historic being reported compared to last year. In 2012 recent offences accounted for 74% of all rapes with 26% being none recent.

(vi) Audit, file scrutiny and focused supervisory reviews, will continue to take place in the forthcoming 12 months, in order to ascertain if officers are utilising the Rape Toolkits provided at the training sessions

- (vii) Work is ongoing in order to better understand our use of the outcome framework in relation to Rape outcomes.

b) Sexual Offences (Excluding Rape) / Sexual Offences Against Under 16's

- (i) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period' the category of Sexual Offences (Excluding Rape) is up 17.3% (340 crimes).
- (ii) Although this category was previously identified as being on an upward trend this increase in crimes has now steeply risen. The previous peak of 228 crimes in March 17 has been exceeded with 249 crimes recorded in June 2017.
- (iii) The divisional figures for Sexual Offences (Excluding Rape) show:
- East Division: Up 11.6% (80 crimes)
 - South Division: Up 24.1% (128 crimes)
 - West Division: Up 17.7% (132 crimes)
- (iv) The figures in the table below are taken from national data in the ForceSight file:

	England & Wales	NW Region	MSG	Lancashire
12M Jun-17 -v- 12M Jun-16	Up 17% (12,007 Crimes)	Up 25.3% (2,287 Crimes)	Up 25% (3,934 Crimes)	Up 15.6% (315 Crimes)

- 39 forces nationally have an increase in Sexual Offences (Excluding Rape)
- (v) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period', Sexual Offences against Children under 16 is up 23.7% (347 crimes). This figure should be linked with the CSE performance. There is no national data available for Sexual Offences on Children under 16.
- (vi) High demand in serious crime investigations throughout the last quarter in particular as outlined in the briefing to the PCC, across CID and PPU, have caused real issues in investigative resilience, meeting daily demand and resourcing major investigations.

c) Child Sexual Exploitation (CSE) Crime

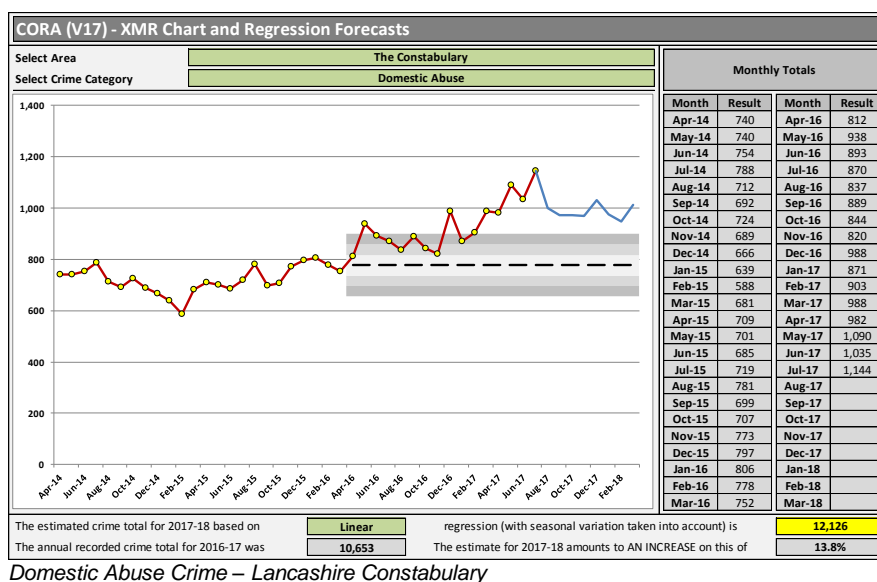
- (i) A crime is deemed to be CSE related if the appropriate marker has been applied to the crime within the Crime2 system.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 140 crimes (16.4%).
- (iii) A review of Child Protection investigations and safeguarding arrangements commenced on 4th of June to complement the on-going review of multi-agency safeguarding hubs in Lancashire and is closely linked to the development of multi-agency integrated locality teams being led under the Early Action / Local Policing work streams. These are in addition to the systems thinking development of the MASH which is well into the delivery phase.
- (iv) A new MASH pan Lancs process will be going live on 4th September

d) Modern Slavery Crime

- (i) A crime is deemed to be in relation to Modern Slavery if it has been recorded under the Home Office Classification 106. This was only introduced from 1st April 2015.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 49 crimes (612.5%).
- (iii) Please be aware that the large percentage changes can be attributable to the small numbers involved in Modern Slavery figures and we still do not know what the expected level would be.
- (iv) Local and National awareness raising is one of the major factors in bringing this crime to the attention of the public, resulting in more crimes being recorded over time so we would expect the numbers to be increasing.

e) Domestic Abuse Crime

- (i) A crime is deemed to be Domestic Abuse related if the appropriate marker has been applied to the crime within the Crime2 system.
- (ii) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,662 crimes (17.6%).
- (iii) Divisionally this breaks down as follows:
 - East Division: Up 17.9% (572 crimes)
 - South Division: Up 24.4% (619 crimes)
 - West Division: Up 12.7% (471 crimes)

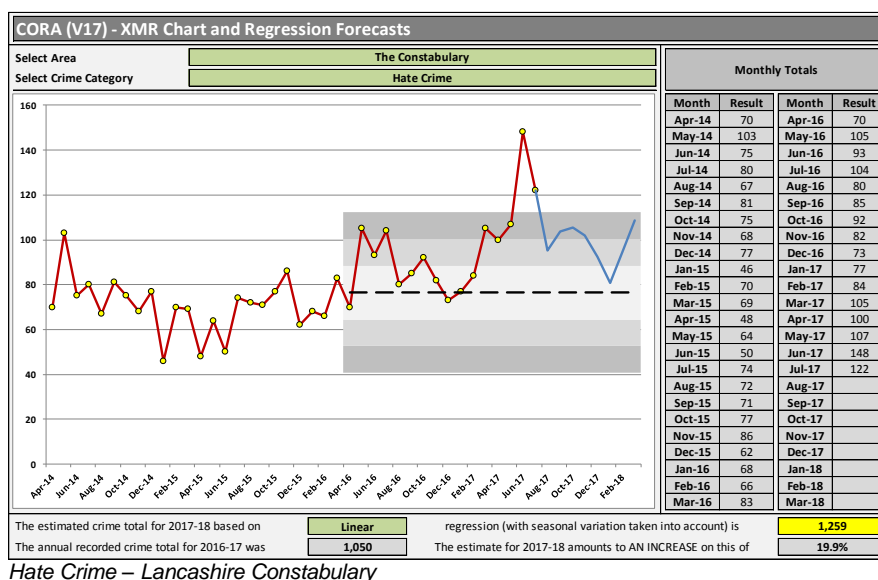


- (iv) As can be seen from the chart above, Domestic Abuse Crime has been on an upward trend since February 2015. The significant peaks in May 16 December 16 and May 17 have continued to support that upwards trend.

- (v) An increased confidence of victims to report incidents of Domestic Abuse to the police has led to an increase in police recorded Domestic Abuse Referrals and calls for service.
- (vi) There has been a steady decline in the Action Outcomes for Domestic Abuse crimes with the 'In Year Performance' versus the 'Previous 12 Month Period' showing a reduction of 8.7% points from 33.7% to 25%. Performance data would indicate that the majority of the reduction is accounted for by an increase in investigations being unsuccessful due to evidential difficulty. However this is offset by a high conviction rate at court. Available data from CPS for last year is limited but from July 16 to February 17 the monthly performance was consistently above the CPS target of 75% with a peak of 85% in January 17.
- (vii) From Crown Prosecution Service (CPS) data there appears to have been a substantial drop in the caseload overall but it has particularly affected the Domestic Abuse caseload both in terms of number and percentage of cases for Lancashire. There is already work on-going to further understand the reasons for this and PPU are working closely with divisions, CPS, Criminal Justice Support (CJS) and HM Courts and Tribunals Service (HMCTS).
- (viii) A dip sample of cases continues to be reviewed quarterly by the Out of Court Disposal Scrutiny Panel. A recent meeting examined a selection of domestic abuse cases and will result in a number of actions being taken forward.

f) Hate Crime

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 210 crimes (22.7%).



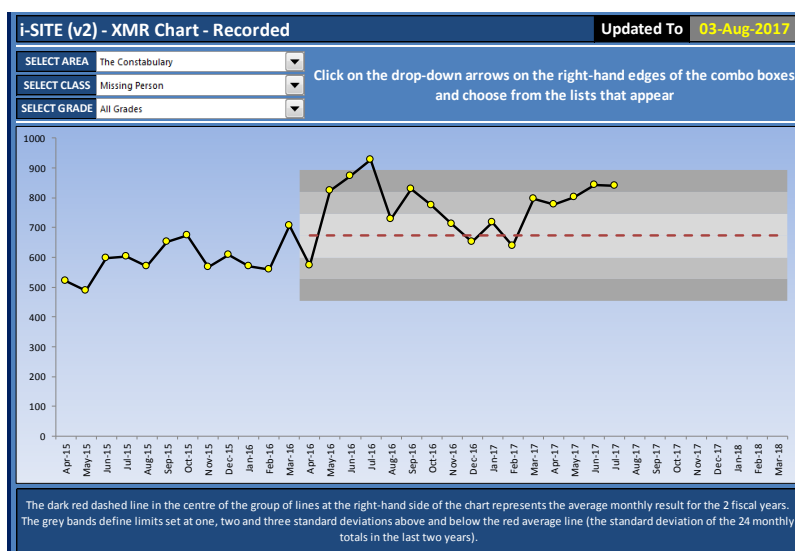
- (ii) The figures in the table below are taken from national data in the ForceSight file. The national data is available for Racially/Religiously Aggravated Offences as per the Home Office Counting Rules for Recorded Crime.

	England & Wales	NW Region	MSG	Lancashire
12M Jun-17 -v- 12M Jun-16	Up 24.8% (10,042 Crimes)	Up 28% (1,634 Crimes)	Up 34.1% (2,476 Crimes)	Up 15.6% (70 Crimes)

- 42 forces nationally have an increase in Racially/Religiously Aggravated Offences.
- (iii) Weekly returns to the National Community Tensions Teams have continued since the EU Referendum. Daily returns were submitted for some time following the Westminster, Manchester and London Bridge incidents, this has now ceased.
- (iv) Whilst the Constabulary saw an increase in hate crime in the last two months of the year, following a drive to increase reporting, it has not seen a significant rise in hate crime following the terrorist events, nor has there been an increase in the severity of offences. However the Constabulary continues to monitor the situation and proactively engage with communities to offer reassurance.
- (v) The clicker project was conducted with four different groups across Lancashire earlier this year. Taxi drivers and members of Polish, Romanian and BME community groups were involved that looked to increase awareness of how many times those involved felt vulnerable or they a need to edit their behaviour with an aim to increase awareness and hate incident / crime recording. The evaluation of the project is ongoing.

g) Missing Person Incidents

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,995 incidents (19.4%).
- (ii) As you can see from the chart below Missing Person incidents increased from May 16 and were exceptionally high through the summer of 2016. Incidents have reduced slightly to February 2017 but increased from March 2017 onwards.
- (iii) Those reported involving children and young people continue to create the most demand. Early action teams are beginning to work with MFH Co-ordinators to target those most at risk of going missing.
- (iv) It should be noted that approximately 25% of persons reported missing have been reported missing on previous occasions.



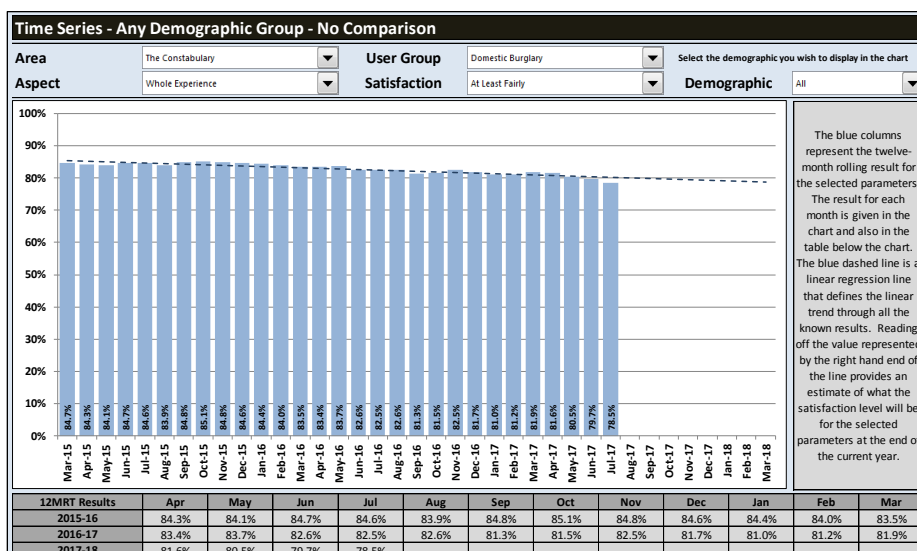
Missing Person Incidents – The Constabulary

- (v) Lancashire continues to house a growing number of children's homes (a new high of 130) which in turn bring challenges in terms of those children and young people cared for within them. The vast majority of high-risk MFHs come from care homes. (This is corroborated by recent figures from June 17 which identifies 15 of the top repeat missing persons come from care homes)
- (vi) Out of area looked after children hosted in Lancashire can also create demand in this area as their needs and associated risks are not always evident prior to their missing incidents commencing.
- (vii) Missing from home coordinators work closely with staff in children's homes to address missing incidents relating to looked after children, some of which can be reported on multiple occasions in short spaces of time due to their particular circumstances. Lead responsible persons are identified via the monthly Vulnerability meeting chaired by the head of PPU.

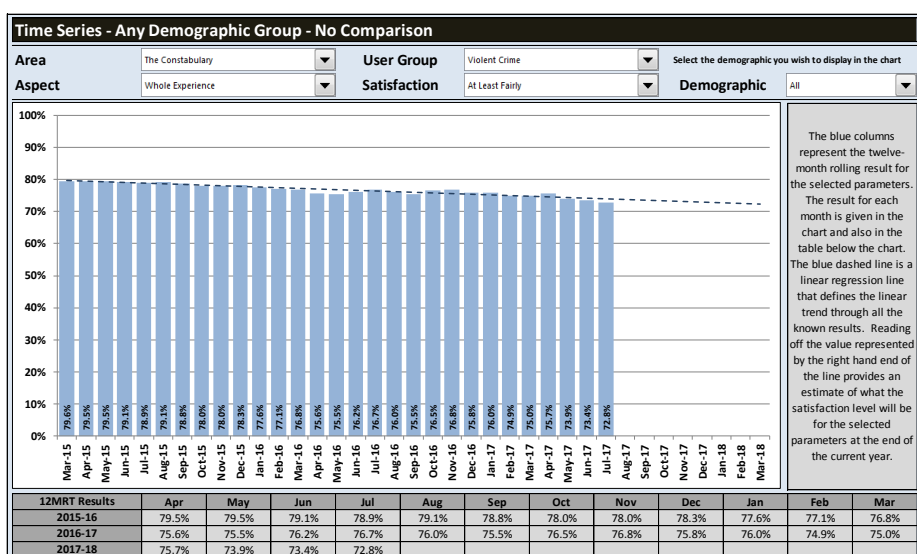
7. Developing Confident Communities

a) User Satisfaction – Three Groups

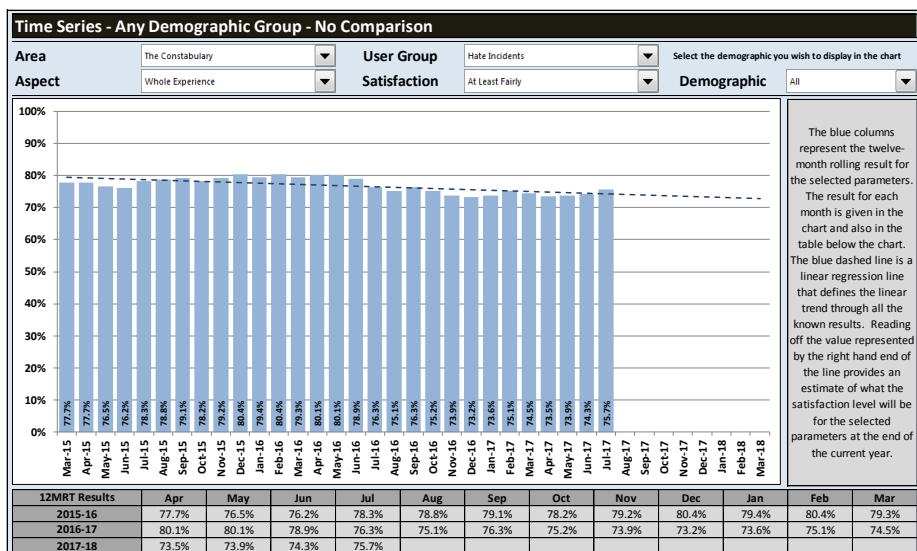
- (i) As of 1st April 2017 we ceased to survey victims of vehicle crime, made amendments to the burglary and violent crime surveys and also reduced the number of questions asked within the surveys. Due to these amendments it should be noted that the data should not be compared to any previous data and any figures quoted here in relation to increases and decreases should be treated with caution.
- (ii) A new survey has been introduced for Domestic Abuse victims which went live in April 2017 and results will be reported upon once an adequately sized dataset is achieved. This will be provided in the form of an analytical report.



User Satisfaction – Domestic/All Burglary – Whole Experience - The Constabulary



User Satisfaction – Violent Crime – Whole Experience - The Constabulary



User Satisfaction – Hate Incidents – Whole Experience - The Constabulary

- (iii) The individual results for each user-group (Whole Experience) for the 'In Year Performance' compared to the 'Previous 12 Month Period' are as follows:

- Burglary down 2.9% from 82.6% to 79.7%. This is not statistically significant and should be treated as no change.
 - Violent Crime down 2.8% from 76.2% to 73.4%. This is not statistically significant and should be treated as no change.
 - Hate Incidents down 4.6% from 78.9% to 74.3%. This is not statistically significant and should be treated as no change.
- (iv) It is worth noting that the figures provided at point (iii) and in Appendix A for 'User Satisfaction' are the point estimate results based on the results from the survey sample for those who are 'At Least Fairly Satisfied' which combines both the respondents who are 'Completely Satisfied' and 'Very Satisfied'.
- (v) It is evident that satisfaction levels are lowest in the aspects of 'Police Actions' and 'Follow-Up'. Although Hate Incident victims levels of satisfaction for Follow Up and Police Actions are increasing.
- (vi) The Home Office has removed the mandatory requirements under ADR 443 for User Satisfaction in the ADR notice for 2017/18.
- (vii) The HMIC have advised that as part of their inspection process they expect forces to continue surveying and be able to provide evidence to show how the information gained is used to improve service provision.
- (viii) The Constabulary is currently embarking on collaborative research with other forces in relation to surveying whilst also moving forward internally with amendments to current surveys and processes. The next meeting is to be held on 11th September 2017 at West Midlands Police HQ.
- (ix) The Constabulary is currently in the process of developing our surveying / customer insight approach for the future. There is a need for us to become more of a 'learning organisation' and our ongoing work is key to that principle. Going forward we will look to ensure that surveying will be linked to:
- The Police and Crime Plan.
 - The Constabularies Policing Plan.
 - Scrutiny and Inspections.
 - Our Values and Beliefs.
 - Our Outcomes.
 - Place Based Learning.
 - Organisational Learning i.e. Learning and Development.
- (x) To increase our effectiveness and add extra insight into our learning the following has been completed:
- Continue with Burglary, Hate and ASB surveys.
 - Amend the Violent survey to include section 47 assaults and above.
 - All surveys to be amended to only the previously mandated 5 questions followed by a 'qualitative' response box – so no change to our data collection and measures.
 - Commence the HO approved, Lancashire tweaked DV survey from the 1st of April.

(xi) Work is still ongoing in relation to the following:

- Develop and introduce a Resolved Without Deployment Survey.
- Develop a method of attaining and overlaying other data alongside satisfaction for a deeper analysis into areas and teams i.e. Human Resources, Professional Standards Dept. etc.
- Develop appropriate dashboard measures.
- Quality of Service work to help reduce demand in the Force Control Room

b) User Satisfaction – Anti-Social Behaviour

- (i) The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a non- statistically significant increase of 2.6% to 81.1% when looking at the 'Whole Experience'.
- (ii) It is worth noting that the figures provided at point (i) and in Appendix A for 'User Satisfaction – ASB' are the point estimate results based on the results from the survey sample for those who are 'At Least Fairly Satisfied' which combines both the respondents who are 'Completely Satisfied' and 'Very Satisfied'.

c) Confidence – Crime Survey for England & Wales

- (i) Lancashire Constabulary has cancelled its contract with SMSR and now utilises the Crime Survey in England and Wales confidence data.
- (ii) The data from the Crime Survey for England & Wales is only released quarterly and the most recent results available are for the 12 month period ending March 2017.
- (iii) Comparing the 'In Year Performance' versus the 'Previous 12 Month Period', Overall Public Confidence is down by 2.1% from 80.4% to 78.3%.
- (iv) When compared to our MSG, Lancashire is 2nd and when compared to the North West Region, Lancashire is 3rd.
- (v) There are other questions within the 'Perceptions' section of the Crime Survey for England & Wales and the results are as follows based on the percentage saying they 'strongly agree' or 'tend to agree':

Question	Estimate	National Position	MSG	North West Region
Police can be relied on when needed	60.6%	22 nd ↓11	4 th ↓2	4 th ↓2
Police would treat you with respect	87.7%	23 rd ↑4	3 rd ↑1	2 nd ↔
Police would treat you fairly	71.2%	10 th ↑7	1 st ↔	2 nd ↑1
Police understand local concerns	72.3%	14 th ↑1	2 nd ↔	3 rd ↔
Police deal with local concerns	61.2%	19 th ↓8	2 nd ↓1	5 th ↓3

Implications

Financial:	Nil
Legal:	Nil
Equality Impact Assessment:	Nil
Risks and Impact:	Nil
Link to Police and Crime Plan:	Provides a performance update in relation to the measures reported to the Police and Crime Panel.

8. List of attachments / appendices

Appendix A – Performance Data