



**Lancashire
Constabulary**
police and communities together

REPORT TO : STRATEGIC SCRUTINY MEETING

REPORT BY: ANALYST K STONE / INSPECTOR A PROCTER

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 31st March 2018.

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.

4. Protecting Local Policing

a. Proportion of Force Budget Spent on Front Line Policing

- (i) The following table shows the breakdown of our budget by both Visible and non-Visible and by Frontline, Frontline Support and Business Support.

	Spend 31/3/18	%
	£m	
Visible	105.9	43.0
Non Visible	74.9	30.4
Operational Frontline	180.8	73.4
Frontline Support	20.1	8.2
Business Support	45.4	18.4
Other *	16.8	
Total	263.1	

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

- (ii) The above represents the breakdown for the year 2017-8. There is no significant change in the allocation of budget since last quarter.

b. Update re Fracking Operation

- (i) The Police and Crime Commissioner is separately briefed on the ongoing operation by the operational commander. Below is a summary of expected activity through the summer.

(ii) Expected Site Activity by Cuadrilla

It is expected that site activity will be as follows:

May-July/August

- continued drilling
- routine deliveries.

July/August

- process of fracking likely to take place
- routine deliveries

October/November

- removal of waste water from the site

(iii) Resourcing

There is no change to resourcing at this time.

c. Citizens in Policing

Special Constabulary

- (i) There are currently 379 Special Constabulary Officers within Lancashire Constabulary. There was an intake of 38 in April 2018 with future intakes planned for September 2018 and January 2019.
- (ii) 39 Special Constabulary Officers were successful at the National Assessment Centre and are currently ready to be interviewed to join the regular constabulary.
- (iii) UCLan (University of Central Lancashire) Specials – 17 Special Constable Officers were attested on 25th April and started in their divisions on April 30th 2018.

Volunteers

- (iv) Lancashire Constabulary has 390 volunteers and 8 volunteer researchers. The Constabulary recently recruited cyber/digital community support volunteers. As part of this initiative over 2,000 school children have had cyber safety presentations

delivered to them between 1st Jan-31st March 2018. Additionally recruiting was carried out for Independent Advisory Group (IAG) members for West Division and the Hate Crime Panel at HQ plus Restorative Justice Volunteers across the County.

The Constabulary is currently recruiting for Cadet Leaders Force wide to assist Volunteer Police Cadet Units which are held term time for 13-18 year olds.

Cadets

- (v) Lancashire Constabulary has 500 Police Cadets and an additional 22 Junior Cadets aged 10-13.

The recruitment window will be open Constabulary-wide during June 2018 for a September start, to fill the vacancies of those turning 18 and leaving. The plans are to maintain unit numbers and improve the social action they complete.

A Cadet to Specials application has been implemented and 9 cadets have just started their training to be Special Constables on the April 2018 intake.

Neighbourhood Watch (NHW)

- (vi) In the past 12 months the existing NHW Co-ordinators were contacted and invited to register with Lancashire Volunteer Partnership. To date 250 have re-registered. Several committee members and co-ordinators have been trained in the use of the Volunteer Management System (Better Impact). This will now enable them to deal with enquiries, new applicants and have direct contact with their members. There is currently an ongoing campaign to recruit new NHW co-ordinators across the county.

Lancashire Volunteer Partnership

- (vii) Subject of a separate agenda item.

d. Contact Management

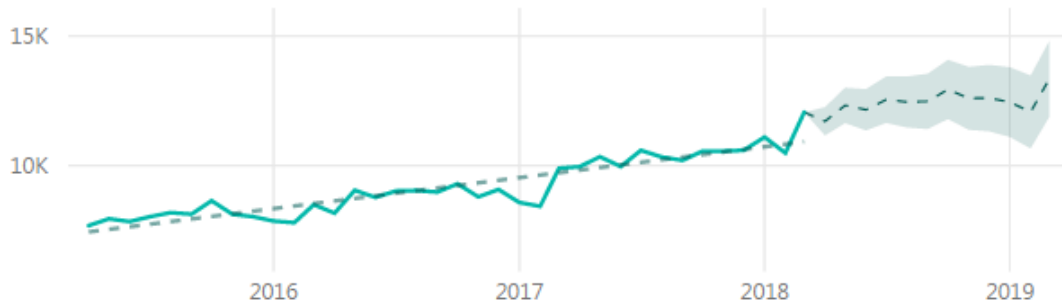
- (i) Subject to a separate agenda item.

5. Tackling Crime & Re-Offending

a. Number of Crimes Recorded

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' showed an increase of 19,610 crimes (18.3%) with a final total of 126,808 crimes. This is forecast to continue increasing over 2018/19. The estimated crime total for 2018/19 based on linear regression is 149,682. This would amount to an increase of 18% on 2017/18.

Recorded Crime Trend



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
15/16	7,686	7,951	7,844	8,030	8,188	8,130	8,646	8,124	8,036	7,865	7,800	8,495
16/17	8,168	9,049	8,777	9,020	9,041	8,981	9,298	8,797	9,081	8,579	8,433	9,901
17/18	9,960	10,344	9,966	10,590	10,333	10,204	10,564	10,562	10,592	11,100	10,487	12,059

All Crime – The Constabulary

- (ii) The figures in the table below are taken from national data in the ForceSight file to allow comparison with other forces:

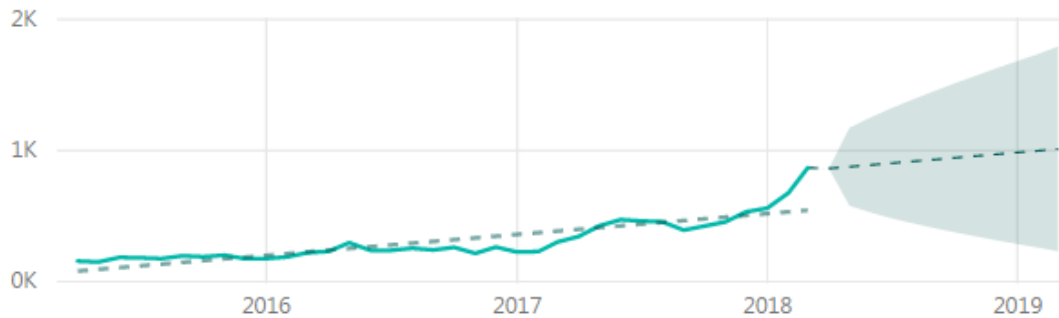
	England & Wales	NW Region	MSG	Lancashire
12M Mar-18 -v- 12M Mar-17	Up 12.8% (546,480 Crimes)	Up 23.0% (132,314 Crimes)	Up 17.3% (170,212 Crimes)	Up 18.0% (19,418 Crimes)

The All Crime category has continued on an upward trend, with Lancashire above the national, and following the North West and MSG averages.

- All 43 forces nationally have shown an increase in All Crime.
- (iii) As the Commissioner will recall from the February scrutiny meeting the Constabulary predicted the All Crime figure for year-end would be 126,454 crimes. This was based upon the increase in crime reporting following the Crime Data Integrity (CDI) inspection carried out by HMICFRS. The end of year result is in line with this prediction. This context has not changed and it can be expected that Lancashire will see a continued increase in crime reporting over the next year. At the same meeting it was suggested that all forces would see a similar accelerated increase but this has not yet happened. However Lancashire and Greater Manchester Police have been early adopters hence the increase both locally and at regional level compared to the national position.
- (iv) As the Commissioner will recall public order offences and lower level violence offences contribute significantly to the increase in recorded crime. This context has not changed as can be seen from the figures below
- Non-Injury Assault – Up 3,905 (38.7%)
 - Assault – Less Serious Injury – Up 2,010 crimes (14.2%)
 - Harassment – Up 782 crimes (16.7%)
 - Public Order Offences – Up 3,073 (102.7%)

- (v) The Public Order ‘In Year Performance’ versus the ‘Previous 12 Month Period’ shows an increase of 3,073 crimes (102.7%) to a total of 6065 offences. Public Order offences recorded have grown exponentially. The estimated crime total for 2018/19 based on linear regression is 9,056. This would amount to an increase of 49% on 2017/18.

Recorded Crime Trend



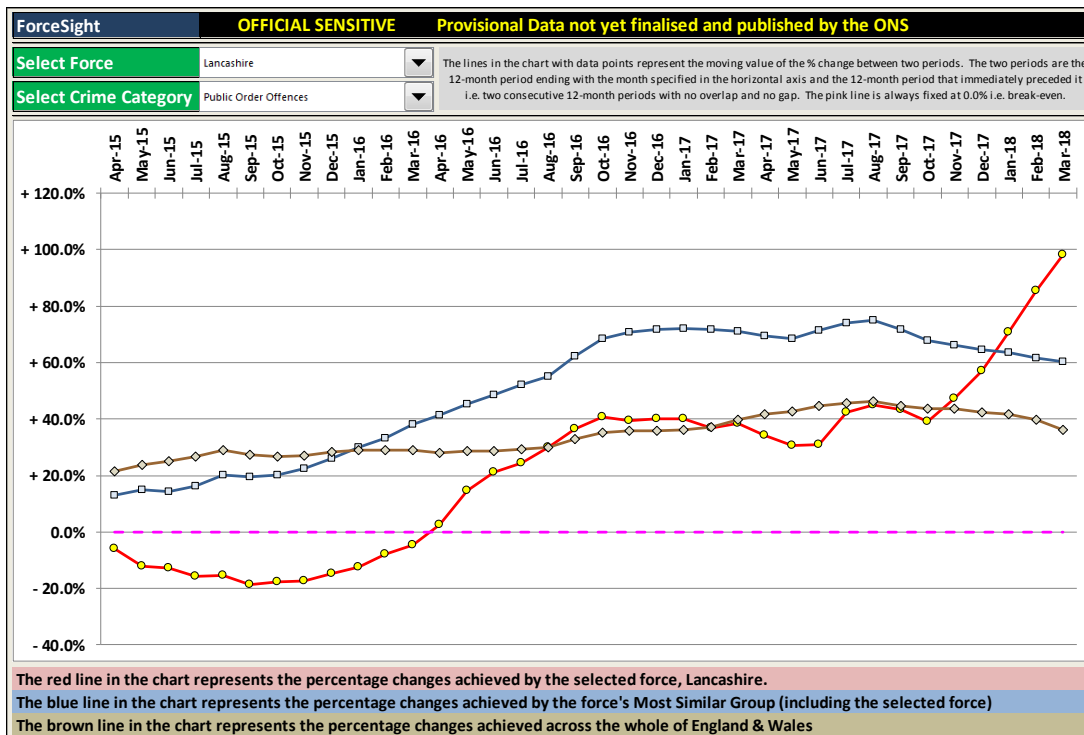
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
15/16	156	149	184	181	175	196	189	201	174	175	188	220
16/17	230	296	238	238	254	241	261	215	263	225	229	302
17/18	344	425	472	462	456	392	423	455	532	560	677	868

Public Order – The Constabulary

- (vi) The figures in the table below are taken from national data in the ForceSight file to allow comparison with other forces:

	England & Wales	NW Region	MSG	Lancashire
12M Mar-18 -v- 12M Mar-17	Up 36.1% (99,498 Crimes)	Up 87.2% (39,507 Crimes)	Up 60.5% (36,954 Crimes)	Up 98.2% (3,014 Crimes)

- 42 forces nationally have an increase in Public Order Offences.
 - Again the NW region has seen a larger increase than nationally due to the work of GMP and Lancashire.
- (vii) As can be seen from the chart below Lancashire’s increases were previously broadly in line with England & Wales. Now we can see that as well as a sharp increase leading to our departure from those increases across England & Wales, we have also experienced sharper increases in each of the last three months than our MSG forces as a whole. In terms of year on year increases, in our MSG we have the highest increase.



- (v) At the previous scrutiny meeting the Constabulary predicted acceleration in the level of recorded public order offences of 5847 (83.4%) but the end of year figure is somewhat higher. This is however, as was previously stated, a reflection of recording activity than public safety. The context has not changed and reflects the CDI action plan that is reported upon separately.
- (vi) It is noteworthy that the number of anti-social behaviour incidents logged 2017-8 has reduced by 5402 incidents (7.1%). Whilst a direct correlation has not been established, the period of noticeably reduced recording of ASB in the latter part the year directly matches the period of increased crime recording activity following the post CDI changes in procedure.

Dealing with Serious and Organised Crime Threats:

- (i) The high level threats have not significantly altered since the last Strategic Scrutiny Meeting. Cross border acquisitive crime and County Lines drugs offences remain priorities.

Tactical Operations

- (ii) At the last strategic Scrutiny meeting it was noted that the Tactical Operations officers were used to carry out enforcement and disruptive activity against identified threats. The Commissioner will recall that the last meeting the he requested an update on how this was being carried out
- (iii) On a monthly basis the Operations Board meets to determine the high level priorities for the next month that will be tasked against based upon risk and threat. These might include cross border acquisitive crime such as robberies or car key burglaries; *county lines* drug offenders, Organised Crime Groups and CT threats.

On weekly basis a force tactical operations tasking meeting takes place to review activity and results and further prioritise resources against the high level objectives. These are also considered against any emerging threats. Each division has a tactical operations coordinator to ensure the tasking is carried out and assessed.

The tactical operations resources are divisionally based and include armed response officers, road policing units, dog handlers who are divisionally based. Whilst their default deployments are as divisional officers to address divisional threat they are tasked daily to meet the higher level threats to the county as above and will work across divisional boundaries as required.

(iv) **Automatic Number Plate Recognition (ANPR) Technology**

At the last Strategic Scrutiny mention was made of the use of ANPR as a tool to target Organised Crime Groups and that damage had been caused to cameras by such offenders. The commissioner will recall that he asked for some additional information to be provided.

(v) **Investment in ANPR**

At the last scrutiny meeting, the Commissioner requested some additional information around the use of ANPR as a tool to target OCGs and damage caused to cameras.

In 2015, a further 38 fixed sites and 4 mobile ANPR assets were introduced at a cost of £1.4m

Further, a decision taken to manage the ANPR project internally, resulted in £540k being saved from the proposed budget. That saving meant that the infrastructure plan could allow for further growth, resulting in an additional 15 sites being proposed, an ability to increase the mobile ANPR capacity to all armed response and road policing vehicles and allow for 46 legacy sites to be replaced.

The project is now in its final stages of completion, with 12 fixed sites left to install and the mobile ANPR equipment increase set to start in the next couple of weeks.

The investment has meant that once complete, there would be 104 strategic routes (253 cameras) with ANPR equipment and 68 ANPR equipped vehicles, monitored 24 hours a day by staff in the force control room.

ANPR is used daily by officers who could access the data and the ANPR camera feeds were permanently monitored by staff within the Force Control Room. Since January 2017, the Control Room has recorded that ANPR had been involved in 615 arrests and 534 vehicle seizures.

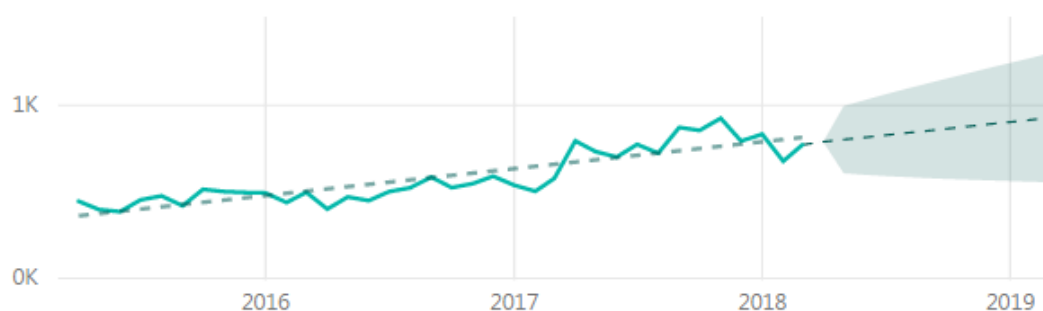
The Sadie Hartley murder investigation in Helmshore (ITV documentary), showed how ANPR data could be beneficial to major investigations.

ANPR had also featured heavily in a number of major investigations and in particular, the series of firearms discharges in East Division and the Human Trafficking investigations also in East.

g) **High Impact Acquisitive Crime**

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 3,243 crimes (52.2%) to 9450 offences. The estimated crime total for 2018/19 based on linear regression is 10,306. This amounts to an increase of 9% on 2017/18.
- (ii) The crime categories which fall under the High Impact Acquisitive Crime classification are the following:
- Burglary Dwelling & Residential - Up 3,117 crimes (56.5%)
 - Robbery (Personal) – Up 126 crimes (18.2%)

Recorded Crime Trend



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
15/16	445	397	385	453	476	419	514	501	496	493	438	497
16/17	400	470	449	501	523	585	524	547	590	538	503	577
17/18	794	732	701	774	723	872	855	925	793	833	677	771

High Impact Acquisitive Crime – The Constabulary

- (iii) Due to changes in burglary classifications within the Home Office Counting Rules for Recorded Crime: the new classification 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.
- (iv) The above changes in definition took place on 1st April 2017. The performance in April and May 2018 is comparable with that in the same period last year. Whilst this is too short a period to draw conclusions initially it does suggest that Burglary (residential) has levelled off. This will be monitored over the next quarter and further commented upon at the next Strategic Scrutiny meeting.
- (v) The figures in the tables below are taken from national data in the ForceSight file to allow comparison with other forces:

All Burglary

	England & Wales	NW Region	MSG	Lancashire
12M Mar-18 -v- 12M Mar-17	Up 6.0% (24,773 Crimes)	Up 6.7% (4,067 Crimes)	Up 4.2% (4,123 Crimes)	Up 6.3% (783 Crimes)

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

- Lancashire increases are in line with the rest of the country as could be expected given the changed reporting.

Robbery (Personal)

	England & Wales	NW Region	MSG	Lancashire
12M Mar-18 -v- 12M Mar-17	Up 29.9% (15,861 Crimes)	Up 40.8% (2,462 Crimes)	Up 21.7% (1,626 Crimes)	Up 18.5% (128 Crimes)

- 38 forces nationally have an increase in Robbery (Personal)
- Lancashire's increase is noticeably lower than, national, regional and similar forces.

h) Road Safety – KSIs

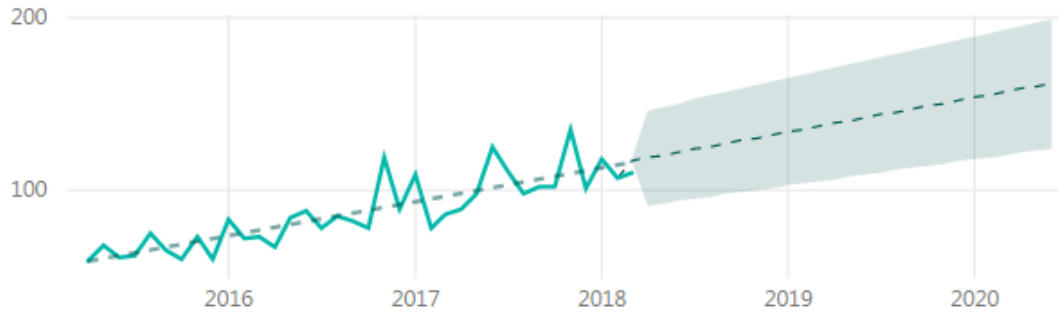
- (i) These figures relate to Road Traffic Collisions where the persons involved are either Killed or Seriously Injured.
- (ii) The 'In Year Performance' compared to the 'Previous 12 Month Period' shows a reduction of 17.0% (137 KSI's) at The Constabulary level. East Division has a reduction of 4.2% (11 KSI's), South Division has a reduction of 29.7% (79 KSI's) and West Division has a reduction of 16.9% (47 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 18.3% (130 KSI's) at The Constabulary level. East Division have a reduction of 5.8% (13 KSI's), South Division have a reduction of 28.3% (66 KSI's) and West Division have a reduction of 20.0% (51 KSI's),
 - **Child Casualty:** A reduction of 7.5% (7 KSI's) at The Constabulary level. East Division has an increase of 5.4% (2 KSI's), South Division has a reduction of 39.4% (13 KSI's) and West Division has an increase of 17.4% (4 KSI's).
- (iv) Please be aware that fluctuations in the percentage changes will be attributable to the small numbers involved in KSI figures.

6. Supporting Vulnerable People & Victims

a. Rape and Sexual Offences

- (i) The Rape offence 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 251 crimes (24.1%). Rape continues on an upward trend and if current trends are maintained we are projecting an increase of 19.0% for 2018/19.

Recorded Crime Trend



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
15/16	59	68	61	62	75	65	60	73	60	83	72	73
16/17	67	84	88	78	85	82	78	119	89	109	78	86
17/18	89	98	125	111	98	102	102	135	101	118	107	110

Rape – The Constabulary

Please note that the above chart is not currently accurate as the N100 (Rape Incidents) 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 to allow comparison with other forces:

	England & Wales	NW Region	MSG	Lancashire
12M Mar-18 -v- 12M Mar-17	Up 30.8% (12,726 Crimes)	Up 51.1% (2,537 Crimes)	Up 38.1% (3,609 Crimes)	Up 23.0% (242 Crimes)

- 43 forces nationally have an increase in Rape.
- (iii) The increase in reported rape offences has been a consistent picture since 2014/2015 where there have been increases of approximately 200 crimes, year on year. These increases feature both a rise in recent and non- recent offences.
- (iv) The Constabulary's response to rape and sexual offences has continued to develop and combined with rigorous scrutiny being applied as part of Crime Data Integrity arrangements, there has been a strong push towards crimes being recorded earlier leading to an inevitable increase in recorded crimes. As with other sexual offences, there is in addition an increase in reporting which is consistent with the national trend.
- (v) Work is ongoing to improve the Constabulary's referral processes to Victim Services and governance through the multi-agency Rape Strategic Board that is attended by multi-agencies provides the necessary scrutiny to enhance our service to victims. Further work is also being progressed to understand in more detail evidential difficulties in order to maximise appropriate outcomes.

b. Sexual Offences (exc rape) & Under 16s

- (i) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period' the category of Sexual Offences (Excluding Rape) is up 31.9% (689 crimes).

- (ii) The figures in the table below are taken from national data in the ForceSight file to allow comparison with other forces:

	England & Wales	NW Region	MSG	Lancashire
12M Mar-18 -v- 12M Mar-17	Up 20.7% (16,246 Crimes)	Up 28.9% (3,040 Crimes)	Up 29.7% (5,392 Crimes)	Up 30.1% (667 Crimes)

- 39 forces nationally have an increase in Sexual Offences (excluding rape)
- (iii) When comparing the 'In Year Performance' period against the 'Previous 12 Month Period', Sexual Offences against Children under 16 is up 19.1% (339 crimes). This figure should be linked with the CSE performance. There is no national data available for Sexual Offences on Children under 16.
- (iv) Recorded levels of all sexual offences (exc rape) have increased by 31.9 % (689 crimes) and 19.1% (339 Crimes) for offences against under 16s. There are believed to be two main contributory factors to this; firstly, there has been the response to the CDI inspection and other on-going crime recording issues. As such, increased numbers of reports are now being classified as crimes. Secondly, there has been a consistent national rise in reporting of such sexual offences that is being experienced by all forces. This continues to follow the increased media reporting and the likely result of victims being more willing to report both recent and non-recent offences. This may indicate an increase in both our understanding of demand and public confidence in reporting.

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 a reduction of 94 crimes (9%).
- (iii) As CSE is not a defined crime per se data collection relies on manual flagging of CSE related crimes. Whilst current data indicates a year on year reduction of 19.1% (339 crimes), a recent CSE assessment has identified issues with data quality and the inconsistent identification of CSE related crimes.
- (iv) In response to these issues, CSE awareness training for front line staff is planned in addition to improved oversight by the Crime Data Integrity team. Safeguarding and Vulnerability coordinators posts due to be introduced later this year will be aimed at improving our identification of exploitation and correct future flagging of CSE incidents.

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 62 crimes (151%).

The figures in the table below are taken from national data from Iqanta to allow comparison with other forces:

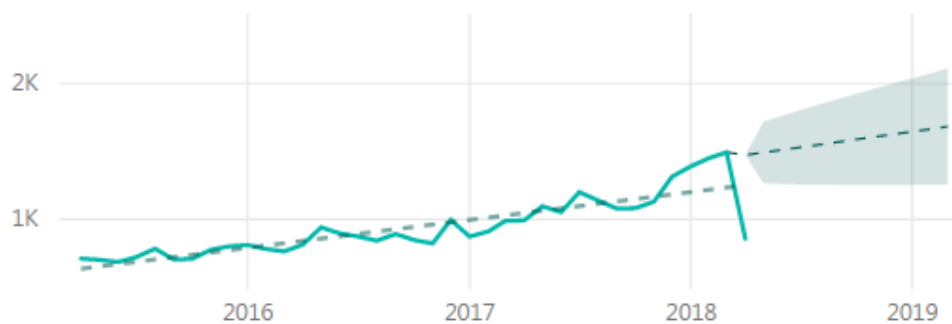
	England & Wales	NW Region	MSG	Lancashire
12M Mar-18 -v- 12M Mar-17	Up 47.8% (1,072 Crimes)	Up 88.9% (217 Crimes)	Up 53.7% (283 Crimes)	Up 162.0% (63 Crimes)

- (iii) Note that 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.
- (vi) Recording of Modern Slavery Offences continues to rise in accordance with the national picture. The Force Management Statement process has identified that this is likely to continue to be the case for the coming years. Additional resources in this area are starting to yield an improved understanding of these crime types resulting in the identification of additional crimes. It is believed that this crime type is significantly underreported.
- (vii) The Constabulary has been recognised nationally for its response to Human trafficking and Modern Slavery crimes and continues to invest in an improving intelligence picture and the safeguarding of vulnerable people at risk of such offending. Work has been undertaken to improve officer awareness and use by partners and the Police of the DTN and NRM processes through additional funding from both the OPCC and the Constabulary.

e) Domestic Abuse Crime

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 3,675 crimes (34.5%) to 14332 offences.

Recorded Crime Trend



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
15/16	711	702	686	722	784	704	709	776	801	811	781	764
16/17	814	941	896	874	843	892	848	823	996	873	911	989
17/18	992	1,096	1,053	1,200	1,139	1,079	1,082	1,129	1,314	1,390	1,452	1,493

Domestic Abuse Crime – Lancashire Constabulary

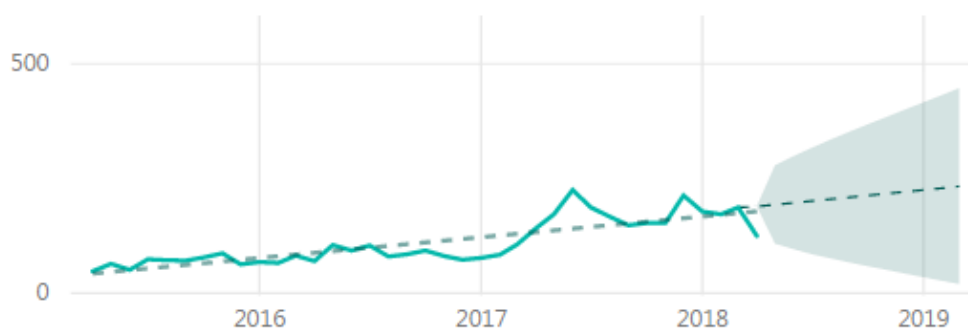
- (ii) The number of Domestic Abuse (DA) crimes recorded has been on a general upward trend that accelerated from December 2017 reaching a new peak of 1,493 recorded in March 2018.

- (iii) Domestic abuse crimes have increased by 34.5% (3675 crimes). The 2017 HMICFRS crime data integrity inspection identified a significant under recording of crimes (with specific reference to under recording of DA Crimes). This has resulted in a number of interventions and changes to processes and procedures to ensure that all crimes are recorded accurately and correctly.
- (iv) Analysis shows a **stable rate of reported incidents** which strongly indicates that the crime recording interventions are having a significant impact upon DA Crime as opposed to DA itself increasing.
- (v) Irrespective of the impact of crime recording interventions there is a significant upward trend in DA cases. The DA Satisfaction Survey data evidences that at least 82% of people are at least fairly satisfied with the service they have received.

f) Hate Crime

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 1,044 crimes (99.2%) to a total of 2096 recorded offences.

Recorded Crime Trend



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
15/16	48	64	51	74	72	71	78	87	63	68	66	82
16/17	70	105	93	104	80	85	93	81	73	77	84	106
17/18	141	172	225	187	167	148	153	153	213	178	172	187

Hate Crime – Lancashire Constabulary

- (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 Mar-18 -v- 12M Mar-17	Up 13.5% (6,335 Crimes)	Up 28.6% (1,943 Crimes)	Up 22.7% (2,042 Crimes)	Up 121.9% (589 Crimes)

- 34 forces nationally have an increase in Racially/Religiously Aggravated Offences.
- (iii) National data in the ONS ForceSight file shows that Lancashire was back in line with MSG and England & Wales for reporting of Hate Crime following increased reporting this year; however it is now increasing at a significantly higher rate than other forces.

- (iv) This reflects the work to encourage increased reporting and the effects of the work done to improve crime data integrity. The Commissioner will recall that this context was explained at the last meeting.
- (v) A further breakdown of Hate Crime was requested at the last Strategic Scrutiny meeting and is to be found at Appendix B.

(vi) **Conviction Rates**

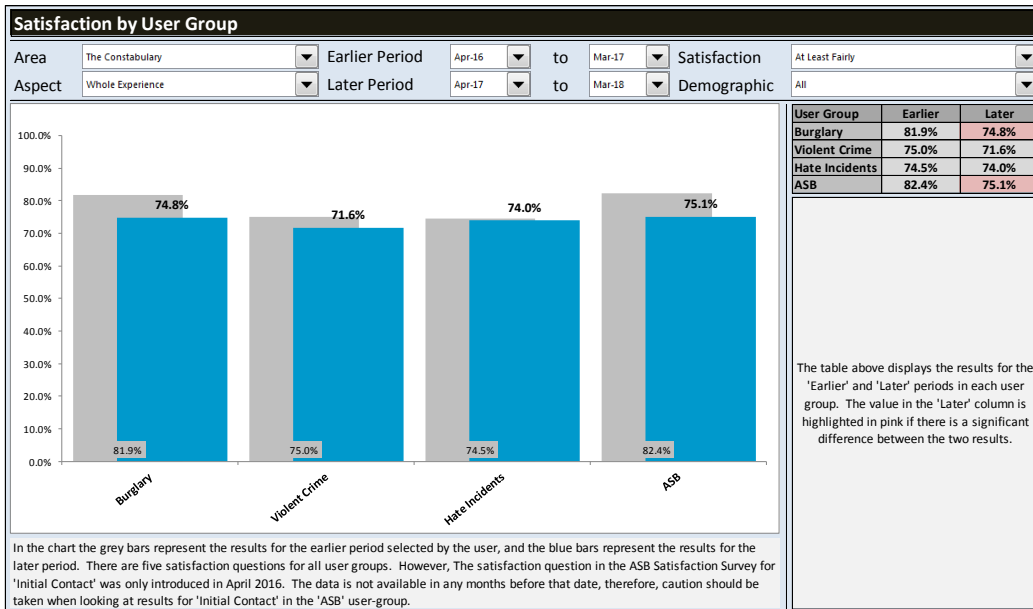
Levels of Ambition		Lancashire Police Force				National				
		17/18-Q1	17/18-Q2	17/18-Q3	17/18-Q4*	17/18-Q1	17/18-Q2	17/18-Q3	17/18-Q4*	
	Finalised MC Prosecutions	3,221	3,452	3,462	3,279	114,519	113,903	107,998	109,546	
	MC Convictions	2777	2979	2969	2856	97,646	96,012	91,565	92,968	
<=82.5%	>=85%	% MC Convictions	86.2%	86.3%	85.8%	87.1%	85.3%	84.3%	84.8%	84.9%
	Finalised CC Prosecutions	576	644	542	550	19,982	19,816	19,324	18,523	
	CC Convictions	477	532	448	467	15,972	15,863	15,451	14,780	
<=78.5%	>=81.5%	% CC Convictions	82.8%	82.6%	82.7%	84.9%	79.9%	80.1%	80.0%	79.8%
	Finalised Rape Prosecutions	41	27	25	22	1,117	1,149	1,154	1,077	
	Rape Convictions	22	18	21	16	665	670	673	610	
<=55%	>=60%	% Rape Convictions	53.7%	66.7%	84.0%	72.7%	59.5%	58.3%	58.3%	56.6%
	Finalised Domestic Abuse Pros	652	696	686	763	22,130	23,063	21,680	21,849	
	Domestic Abuse Convictions	518	537	538	615	16,959	17,528	16,523	16,807	
<=70%	>=76.5%	% Domestic Abuse Convictions	79.4%	77.2%	78.4%	80.6%	76.6%	76.0%	76.2%	76.9%
	Finalised Hate Crime Pros	52	81	73	59	3654	3712	3518	3199	
	Hate Crime Convictions	42	70	61	54	3096	3173	2965	2694	
<=82.5%	>=85%	% Hate Crime Convictions	80.8%	86.4%	83.6%	91.5%	84.7%	85.5%	84.3%	84.2%

- (vii) The above information was presented to the Lancashire Criminal Justice Board by NW Chief Crown Prosecutor Martin Goldman to demonstrate Lancashire conviction rates exceed the national average. The conviction rate for Lancashire in key offences has not only been higher than the national position all year but has improved quarter on quarter to achieve national targets.

7. Developing Confident Communities

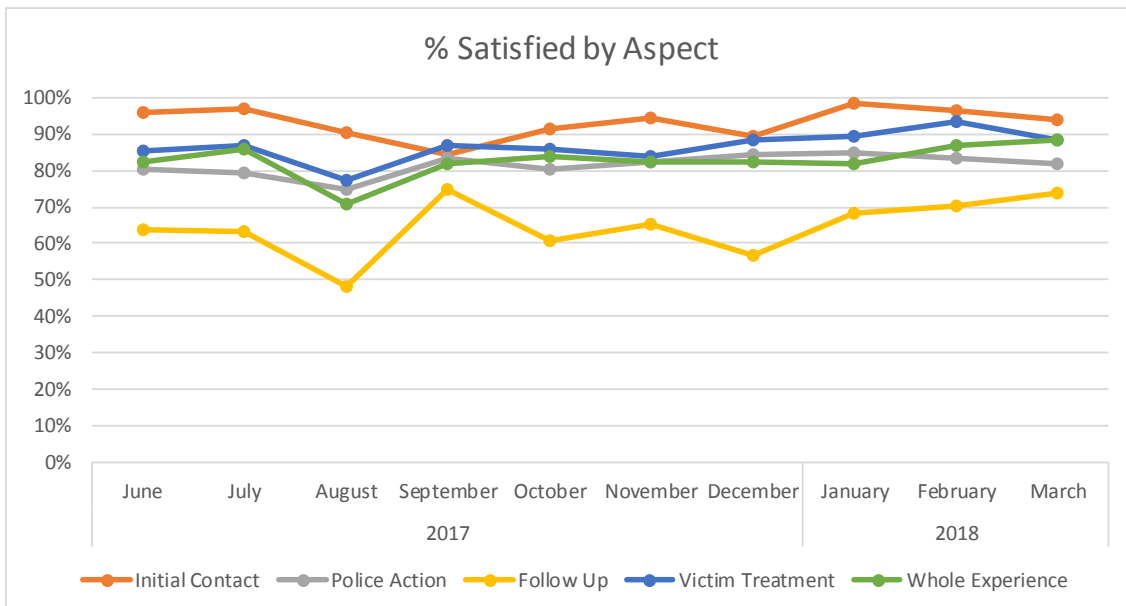
a) User Satisfaction

- (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. As the five core questions remain the same however valid comparisons can be made.



User Satisfaction – The Constabulary - Whole Experience By User Group

- (ii) 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'.
- (iii) 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 are significantly increasing.
- (iv) The Domestic Abuse survey went live in June 2017, results below.



- (vi) At the last meeting the Commissioner requested a report be prepared concerning satisfaction levels. This is found elsewhere on the Agenda.

c) Confidence – Crime Survey for England & Wales

- (i) Lancashire Constabulary utilises the Crime Survey in England and Wales confidence data.
- (ii) Comparing the ‘In Year Performance’ versus the ‘Previous 12 Month Period’, Overall Public Confidence is down by 1.1% from 80.4% to 79.3%.
- (iii) When compared to our MSG, Lancashire is 2nd and when compared to the North West Region, Lancashire is 3rd.
- (iv) 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	60.8%	24 th ↓13	4 th ↓2	5 th ↓3
Police would treat you with respect	89.0%	16 th ↑11	2 nd ↑2	2 nd ↔
Police would treat you fairly	71.0%	19 th ↓2	2 nd ↓1	3 rd ↔
Police understand local concerns	74.9%	9 th ↑6	1 st ↑1	2 nd ↑1
Police deal with local concerns	62.6%	16 th ↓5	1 st ↔	4 th ↓2

8. 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.

9. List of attachments / appendices

- Appendix A – Performance Data
- Appendix B – Breakdown of Hate Crime