



<b>REPORT TO:</b>	<b>STRATEGIC SCRUTINY MEETING</b>
<b>DATE:</b>	<b>November 2021</b>
<b>TITLE:</b>	<b>Performance Overview</b>
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## Performance Overview

### 1. National Crime and Policing Measures

The Constabulary is currently reporting a reduction across most indicators of serious violence and neighbourhood crime. This is consistent with what is being described regionally by most of our neighbouring forces.

There is one crime exception for Lancashire and that relates to the 'firearms discharge' category. This has received additional scrutiny and the figures are heavily caveated and may change subject to an audit commissioned through the Victim Focus Review meeting and being undertaken by the Force Crime Registrar. The Lancashire data includes recorded crimes where the MO specifies the discharge of a firearm at a person causing injury, at a building causing damage, or fired in threat, as per a quarterly return to the Home Office. However, the number of firearms discharge investigation for the 12 months leading up to September 2019 was 13 compared to the 12 months leading up to September 2021 is 11.

Target	Measure	12 months to Sept 2019	12 months to Sept 2021	Change
Reduce Murder/Homicide	Recorded Homicides	23	19	-17%
Reduce Serious violence	Firearms discharges	60*	85*	+42%
		13 investigations	11 Investigations	-15%
	Presentations to ED with knife/sharp object assault injuries	122*	86*	-30%
Reduce Neighbourhood Crime	Recorded Burglary, Robbery, Theft of/from vehicle, Theft from person	23841	14666	-38%
Improve satisfaction among victims (focus on DA)	% Victims Satisfied (internal surveys)	79%	72%	-7%
	% DA Victims Satisfied (internal surveys)	87%	85%	-2%
Tackle Cyber Crime	Recorded Online/Cyber-enabled crimes	5825^	5924^	NA

\*Data to end of August as September is unavailable ^Data compares 2020 and 2021. 2019 data is unavailable due to change of RMS mid-period

There has been a reduction in overall victim satisfaction and Domestic Abuse victim satisfaction. A research proposal is being drawn up in collaboration with UCLan to understand how to improve service through better engagement with domestic abuse victims. However, this potentially reflects the national picture which has seen a reduction in services directly to victims because of the pandemic and Covid restrictions previously in place. In order to enhance our engagement with both victims and individuals who report crime, the Constabulary is implementing software to improve communication between the Constabulary and the public. Crime Survey England and Wales (CSEW) data remains unavailable to force area level, although a recent notification has confirmed a phased return to face-to-face surveying from October 2021.

## 2. *Recorded Crime and Outcomes*

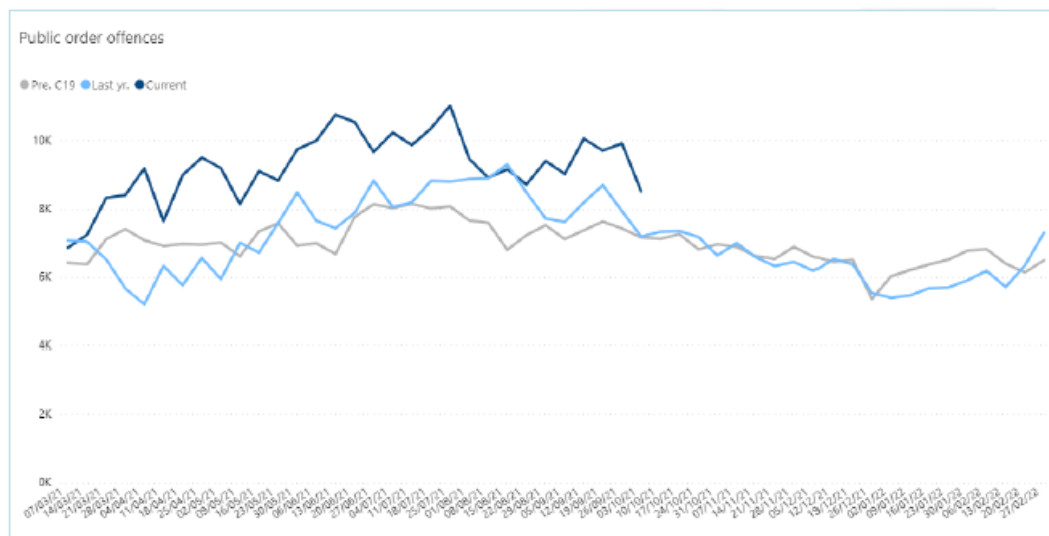
### **Recorded Crime (all categories) 2015-2021**

<b>All recorded crime</b>		
<b>12 Months to September 2019</b>	<b>12months to September 2021</b>	<b>Change</b>
151,769	128,117	-23,652 (-16%)

The majority of crime types follow the same trend, we are now increasing towards pre-pandemic levels, although residential burglary remains an outlier. Increases have been reported nationally from week-to-week since late September across burglary, personal robbery and vehicle crime. This is likely a reflection of decreased guardianship, following the end of the summer holidays with more adults returning to the workplace and students returning to face-to-face learning. Similar trends have been observed locally and intelligence analysts have been tasked with understanding the profile of these offences, to inform an operational response. Violence without injury shows a decrease comparing the latest 12 months with 2019/20. However, the summer peak in June 2021, was at a very similar level to the previous recorded peak of July 2019.

Public order offence volumes increased steeply from the lifting of lockdown in March to a peak in July, replicating the seasonal trends of previous years, although a gradual increase overall since 2019 has been observed. As expected, levels have reduced moving into autumn and the overall increase has been replicated nationally, with levels tracking above 2019 and 2020 since March – see dark blue line below. The increase in public order offences can be attributed to our proactive policing approach. Where we are undertaking proactive enforcement activity, this results in a higher recording of public order offences.

### **National Weekly Police-recorded Public Order Offences – source: Op TALLA**



### 3. Rape and serious sexual offences

Recorded **sexual offences and rape** have varied considerably from month to month, increasing from February to May and June respectively (as reported nationally). Over the last 3 months, volumes have remained within the expected, forecasted range, although towards the upper limits and a recent increase has been observed during September and October. A clear trend was observed nationally following the Sarah Everard case and vigil in March/April and the latest increases reported by Op TALLA show an 18% increase over the last 4 weeks nationally, when compared with the same period in 2019. This may be associated with media coverage of the trial and of a further high-profile case in London, as well as the current political focus on violence against women and girls. In terms of outcomes, the latest available national data shows Lancashire at 11.5% positive results for all sexual offences and 9.6% for rape cases, leading both the region and most similar group of forces.

#### Positive Outcomes – All Sexual Offences September 2020 – August 2021 (source: Foresight)

AREAS	Recorded Crimes	Outcomes in Selected Type	Outcome Ratio
England & Wales	167,179	13,558	8.1%
North West Region	23,331	2,085	8.9%
Cheshire	3,305	312	9.4%
Cumbria	1,376	116	8.4%
Greater Manchester	10,355	813	7.9%
Lancashire	4,461	515	11.5%
Merseyside	3,834	329	8.6%

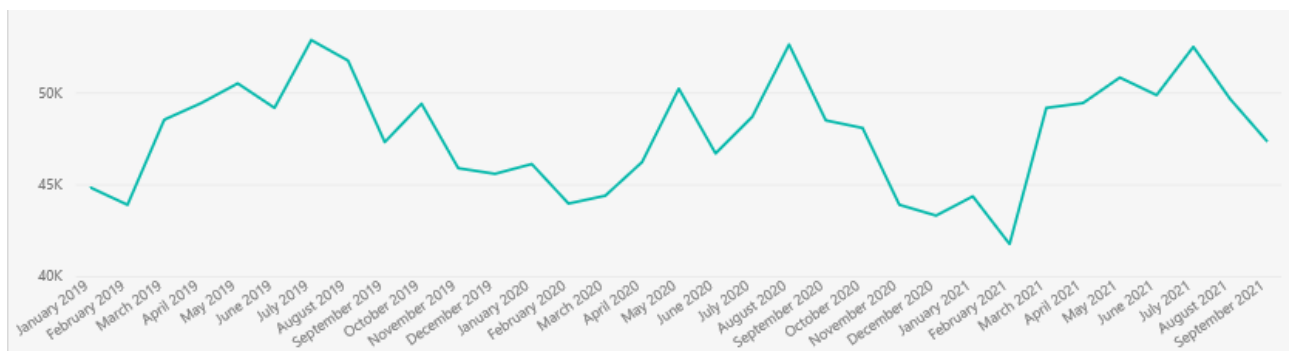
**Domestic Abuse (DA)** crime continues on an upward trajectory and is closely monitored through the Constabulary’s Victim Focused Review Board. Analysis has confirmed that increases in volume are as a result of improved recording of additional “behavioural” crimes per incident, rather than an increase in unique incidents or offenders. DA outcomes have followed a contrasting, decreasing trend (9.5% positive YTD and 9% last quarter, 17% YTD 2019/20). The Force Crime Registrar has been tasked with understanding the impact of recording additional crimes per incident on positive outcome proportions and audit activity has been directed towards DA investigations across the Constabulary, to identify opportunities to improve investigative quality.

As per other categories, Hate Crime has also increased year on year, but volumes have reduced in the last three months, after a summer peak, which mirrored the seasonal trends of previous years. The Force Crime Registrar’s team are in the process of reviewing hate crime recording integrity.

**4. Incident Demand**

Overall incident volumes increased sharply post-lockdown and remained high for the summer period, reducing again during August and September. This is in line with seasonal trends and now closely aligns with volumes observed in 2019.

**Monthly Incident Volumes (all grades/types) 2019-present**

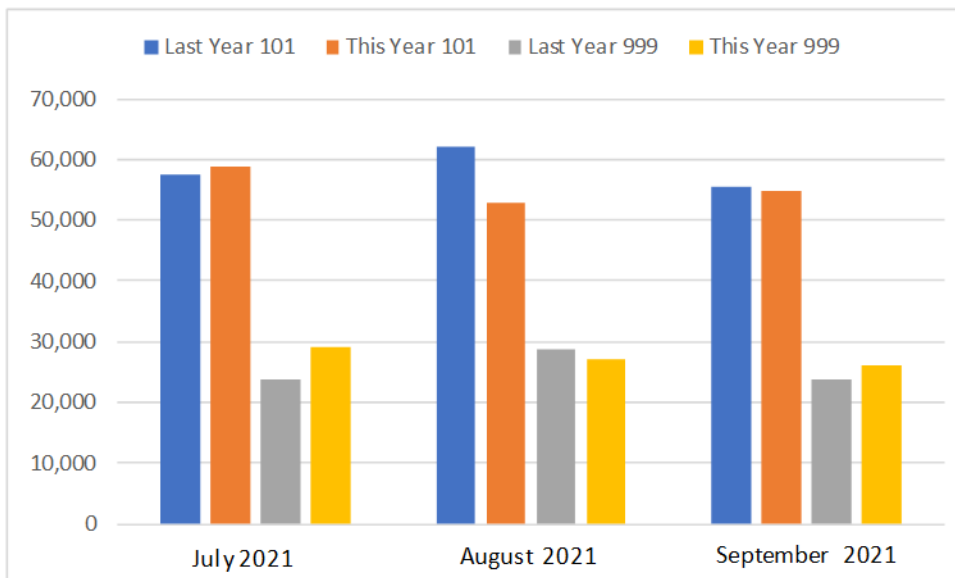


**Anti-Social Behaviour (ASB)** incidents show a slight increase (+6%) in the year to September 2021 compared with the same period 2019/20. However, in line with the national narrative, volumes have been gradually returning to 2019/20 levels since March, tracking below recorded incidents of 2020, (during which reported ASB was elevated by COVID-related incidents).

**5. Call Demand and Performance**

248.5k calls were presented to the FCR between July and September 2021, compared with 251k for the same period in 2020. Operators answered 200k calls compared to 198k in the same period 2020.

Call Demand Presented

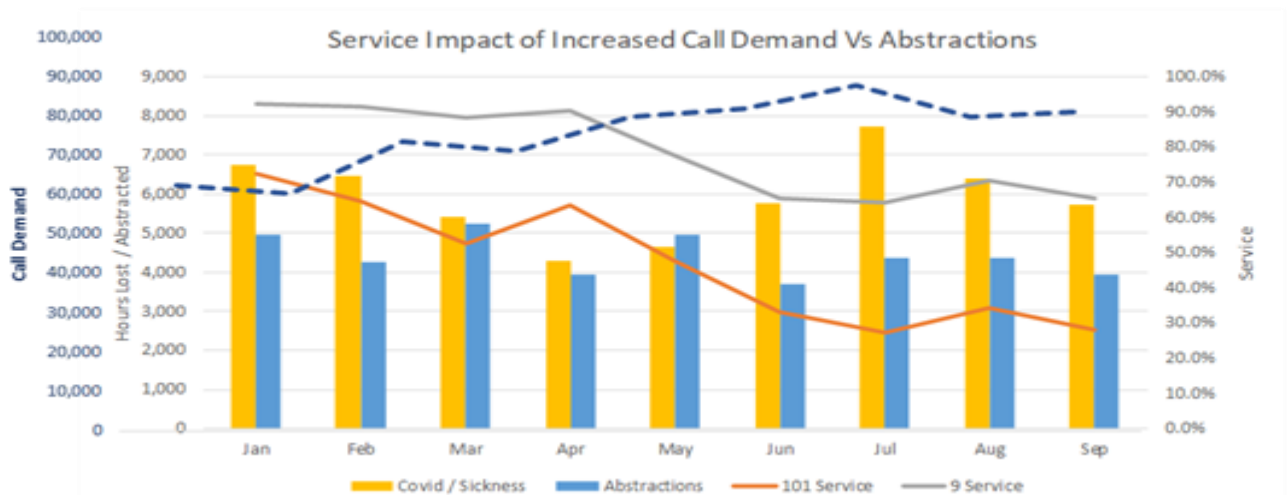


**Service levels** during the latest quarter were met for 66.6% of 999 calls were answered within the desired service level of 10 seconds and 29.9% of 101 calls were answered within 40 seconds.

**Abandonment rates** were 1.1% for 999s and 28.4% for 101 calls.

During the period the FCR answered 98.9% of 999 calls with 1.1% abandonments and answered 71.5% of 101 calls presented.

Service levels for the period were impacted by a combination of resourcing levels due to increased absence through covid / sickness and an increase in call demand post easing of restrictions.



FCR supervision and SMT are continuing to take action to manage demand and improve service levels as follows:

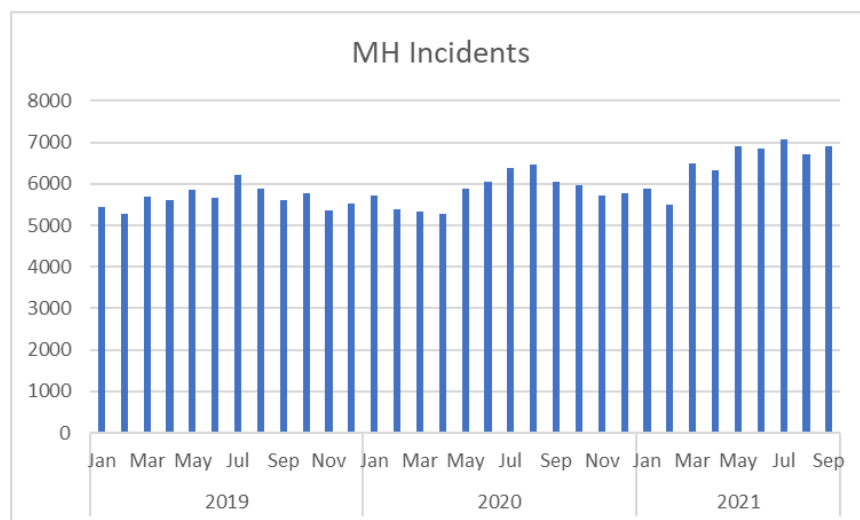
- Daily review and forecasting of radio, call taking and supervision hours.
- Daily abstraction monitoring and review by SMT.
- Monitoring of projected staffing hours to maximise resourcing.
- Contingency planning in line with the staff reduction plan.
- Facilitator and Supervisor visibility of 999 calls answered.
- Management of sickness and COVID absences with appropriate return to work processes are being followed. Analysis has indicated that staff absence is the primary cause for any performance issues within the FCR. Despite COVID sickness falling back the overall sickness level

has not returned to pre COVID levels. Activity is focused on a more proactive and intrusive management response to short term sickness and clear action plans for persistent sickness cases with use of Stage 3 procedures.

**6. Mental Health Demand**

As can be seen from the chart below, MH demand has followed a clear seasonal trend, peaking in the summer months each year. However, demand during May-September 2021 has exceeded that in previous years. Nationally, MH incident demand and the volume of section 136 detentions are both tracking above pre-pandemic levels. Corporate Development are working with Chief Officers, the legal team and strategic partners to embed a “right care, right person” (RCRP) approach. This is a model for police and partners to ensure health calls for service are responded to by those with the right skills and expertise to provide the best possible service. Operational policies and supporting legal framework are under development and will ensure that police responses to non-crime demand are proportionate and in compliance with legal duties. In addition, and alongside RCRP implementation, Lancashire County Council will be conducting an external audit on the Constabulary’s response to mental health.

The Chief Constable Chris Rowley has negotiated with LSCFT to fund a Lancashire police officer and vehicle to work with LSCFT in a triage car with a member of LSCFT from December 2021 up till 15<sup>th</sup> January 2022, together with a vehicle for them to use. Furthermore, When IRS goes live Lancashire Police will fund a Police Officer to support the delivery of IRS. Meanwhile, LSCFT will review the positioning of their clinical resource, currently sat in Ambulance control, and ascertain if they would be better located in Lancashire Police control room.



**Mental Health Overview (01/04/2020 to 31/03/2021)**

Volume of total calls for this period is 868,451  
 Volume of total ‘logged’ calls is 563,321

**7. Concern for welfare vs. crime**

18% of our logged calls for service are crime related which equates to just over 101,000 calls. 82% (logged & unlogged) is everything else, which equates to 767,056 calls during this period. From this, 461,923 calls were logged. Of these logged calls:

- 40% relates to public safety (approximately 185,000 calls), which include incidents similar to:
  - 3<sup>rd</sup> hand report of someone having a gun- informant being a teacher.

- An urgent welfare checks on a female
- Missing From Home address check
- A man who has been transferring money to a haulage firm to get money back from someone who had died- currently in the bank and very upset
- A confusion elderly male in Morrisons café who can't remember where he lives
- A call about a female drug user who hasn't been seen for days and caller suspects is deceased.
- Mental Health equates to 13% of logged demand and 7% of unlogged demand (approximately 95,000 calls)

Concern for welfare comes under the heading of public safety and accounts for 43,226 logs over this period. Of these logs 33,836 had a deployment, which on average requires 2 officers per incident – so in total, 68,212 officer deployments were made.

### **136 detentions - The data sample is Oct 20 and Sept 21**

We have between 120 and 130 136 detentions per month: 1500 per year. Of those, 943 (63%) are taken straight to A&E because there are no beds in mental health suites. Of these, 451 stay in A&E without transfer to mental health suites. This equates 10,700 hours of officer time each year.

Overall, it is an average of 11.56 hours per 136 bed watch in A&E. Or a cost value of £363,800. Of note - this is only for less than 1/3 of the total 136 demand. If we add the additional ones that transfer to MH suites or go straight to a MH suite then we are likely to be getting towards over £800,000 of resource each year for section 136 bed watches.

This does not include other additional costs / time spent to Contact Management, initial deployment, attending the incident, transporting to A&E. This is just time spent in A&E. 136 MH demand is easily over £1 million per year, which is the equivalent of 26 FTE police officers