



**Lancashire
Constabulary**
police and communities together

Quarterly Performance Report

QUARTER 2

April to September 2011

Final Copy

**Corporate Analysis
Corporate Development Department**

Copy of Quarterly Performance Report 2011-12 Quarter 2
Snapshot Q2

Indicator	Description	Period	2009/10	2010/11	2011/12	On Track?	MSF Data	Further Information
Public Safety								
Local Indicator 1	Number of people killed or seriously injured in road traffic collisions Target: To achieve a reduction of 3% on the 2010-11 out-turn of 810	April to September	461	464	421	✓		
Anti-Social Behaviour								
Local Indicator 2	Percentage of people who agree that the police and local councils are dealing with anti-social behaviour and crime that matter in their area Target: To at least maintain the 2010-11 out-turn of 72.2%	12M to September	No Data	73.5%	72.5%	✓		
Local Indicator 3	Number of Criminal Damage Offences per 1,000 Population Target: To achieve a reduction on the 2010-11 out-turn of 14.2	April to September	9.4	7.6	6.8	✓	July-11 - September-11 Lancashire: 3.2 MSF: 3.0	See Report Page 1
Local Indicator 4	Number of Anti-Social Behaviour Incidents per 1,000 Population Target: No target set	April to September	55.4	49.5	39.8			
Local Indicator 5	Percentage of ASB Callers satisfied with the service provided by the police Target: At least 80% of respondents to be at least fairly satisfied	12M to September	No Data	No Data	79.8%	✗		See Report Page 2
Serious Acquisitive Crime								
Local Indicator 6	Number of Serious Acquisitive Crimes per 1,000 Population Target: To achieve a reduction on the 2010-11 out-turn of 9.1	April to September	5.0	4.7	4.2	✓	July-11 - September-11 Lancashire: 2.2 MSF: 2.8	See Report Page 3
Local Indicator 7	Percentage of Serious Acquisitive Crimes resulting in a Sanction Detection Target: To achieve a detection ratio of 30%	April to September	28.3%	33.1%	32.4%	✓	October-10 - September-11 Lancashire: 31% MSF: 20%	See Report Page 4
Violent Crime								
Local Indicator 8	Number of Violence With Injury Crimes per 1,000 Population Target: To achieve a reduction on the 2010-11 out-turn of 7.2	April to September	4.2	3.9	3.9	✓	July-11 - September-11 Lancashire: 2.0 MSF: 1.6	See Report Page 5
Local Indicator 9	Percentage of Violence With Injury Crimes resulting in a Sanction Detection Target: To at least maintain the 2010-11 out-turn of 55%	April to September	46.5%	52.7%	54.4%	✗	October-10 - September-11 Lancashire: 56% MSF: 45%	See Report Page 6
Service Delivery								
Local Indicator 10	Percentage of users satisfied with the overall service provided by the police Target: To at least maintain the 2010-11 out-turn of 85.7%	12M to September	84.0%	85.8%	85.6%	✓		
Local Indicator 11	Comparison of satisfaction between white users and users from minority ethnic groups with the overall service provided by the police Target: To have a high level of satisfaction and no disparity	12M to September	82.8%	84.9%	83.8%	✗		See Report Page 7
Local Indicator 12	Satisfaction of victims of racist incidents with the overall service provided by the police Target: To improve upon the 2010-11 out-turn of 76.9%	12M to September	76.5%	79.4%	75.7%	✗	12M ending June-11 Lancashire: 78% MSF: 83%	See Report Page 8
Local Indicator 13	Percentage of 999 calls answered within 10 seconds Target: To answer more than 90% of calls within 10 seconds	April to September	93.0%	92.4%	93.1%	✓		
Local Indicator 14	Percentage of non-999 calls answered within 40 seconds Target: To answer more than 90% of calls within 40 seconds	April to September	90.9%	91.3%	92.0%	✓		
Local Indicator 15	User satisfaction with the way in which their non-999 call was handled Target: To at least maintain the 2010-11 out-turn of 97.7%	12M to September	95.6%	96.3%	97.9%	✓		
Local Indicator 16	Percentage of responses to incidents requiring immediate response within 15 minutes Target: No target set	April to September	85.7%	93.1%	94.1%			
Local Indicator 17	Percentage of non-emergency incidents attended within one hour Target: To attend at least 90% of incidents within one hour	April to September	71.3%	90.6%	93.8%	✓		
Local Indicator 18	Percentage of non-emergency incidents attended within 48 hours Target: To attend at least 90% of incidents within 48 hours	April to September	75.5%	91.2%	94.6%	✓		
Local Indicator 19	Percentage of people who have confidence in the Lancashire Constabulary Target: To at least maintain the 2010-11 out-turn of 88.1%	12M to September	No Data	86.9%	88.8%	✓		
Local Indicator 20	Percentage of Hate Crimes resulting in a Sanction Detection Target: To at least maintain the 2010-11 out-turn of 58.8%	April to September	51.6%	59.0%	62.8%	✓	October-10 - September-11 Lancashire: 72% MSF: 51%	See Report Page 10
Management								
Local Indicator 21	Number of working days lost due to sickness per police officer Target: To have less than 7.5 days per officer	April to September	3.4	3.8	4.2	✗		See Report Page 11
Local Indicator 22	Number of working days lost due to sickness per police staff employee Target: To have less than 7.5 days per employee	April to September	3.9	3.6	3.6	✓		

Copy of Quarterly Performance Report 2011-12 Quarter 2 Indicator 3

Anti-Social Behaviour	
Local Indicator 3	Number of Criminal Damage Offences per 1,000 Population
	Target: To achieve a reduction on the 2010-11 out-turn of 14.2

Period	Crimes	Population	Indicator
Apr- Sep 09	13,639	1,451,426	9.4
Apr- Sep 10	11,093	1,451,620	7.6
Apr- Sep 11	9,817	1,445,701	6.8

Performance against target:

Target:	14.2	Result:	6.8
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Contextual Information:

Criminal Damage is widely perceived as a proxy measure for Anti-Social Behaviour.

Contextual Data:

July 11 - September 11: Lancashire: 3.2
July 11 - September 11: MSF Average: 3.0

Data Breakdown:

Crime Category	Crimes 10/11	Crimes 11/12	Difference	% Change
Damage to Dwellings	3,170	2,888	-282	-8.9%
Damage to Other Buildings	1,370	1,377	7	0.5%
Damage to Vehicles	4,499	3,890	-609	-13.5%
Other Damage	1,598	1,329	-269	-16.8%
Arson	456	333	-123	-27.0%
TOTAL	11,093	9,817	-1,276	-11.5%

Commentary:

Criminal Damage continues to show reductions in four out of the five categories, this has been achieved by ownership for damage resting with Neighbourhood Policing teams and ensuring via Caseman that all investigation opportunities are maximised.

In Lancashire there has been a reduction in criminal damage of 48.2% between 2005/2006 and 2010/2011 down from 39,900 to 20,626 offences and currently, year on year reductions are being maintained.

Copy of Quarterly Performance Report 2011-12 Quarter 2 Indicator 5

Anti-Social Behaviour	
Local Indicator 5	Percentage of ASB Callers satisfied with the service provided by the police
	Target: At least 80% of respondents to be at least fairly satisfied

Period	Indicator
12 months to Sep-09	No Data
12 months to Sep-10	No Data
12 months to Sep-11	79.8%

Performance against target:

Target:	80.0%	Result:	79.8%
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Contextual Information:

This indicator was new for 2010/11 and limited historical data are available.

Commentary:

The survey of anti-social behaviour victims only started in April 2010 and consequently there are no data for the 12 months ending September in the previous two years. Since the target result of 80% falls within the 95% confidence interval surrounding the sample result to September i.e the result from the sample is 79.8% plus or minus 1.4%, it could be argued that the target is being met.

However, given that the target is a stated percentage i.e. 80%, it may be better to regard the level of the indicator to be encouraging and almost at the target level. Since the launch of the Anti-Social Behaviour Strategy and the intrinsic processes involved in response and delivery of service, the survey gathers the views of the callers over a range of service delivery aspects.

Copy of Quarterly Performance Report 2011-12 Quarter 2 Indicator 6

Serious Acquisitive Crime	
Local Indicator 6	Number of Serious Acquisitive Crimes per 1,000 Population
	Target: To achieve a reduction on the 2010-11 out-turn of 9.1

Period	Crimes	Population	Indicator
Apr- Sep 09	7,266	1,451,426	5.0
Apr- Sep 10	6,834	1,451,620	4.7
Apr- Sep 11	6,128	1,445,701	4.2

Performance against target:

Target:	9.1	Result:	4.2
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Contextual Information:

This indicator includes the following crime types; Domestic Burglary, Vehicle crimes and Robbery.

Contextual Data:

July 11 - September 11: Lancashire: 2.2

July 11 - September 11: MSF Average: 2.8

Data Breakdown:

Crime Category	Crimes 10/11	Crimes 11/12	Difference	% Change
All Vehicle Crime	4,210	3,722	-488	-11.6%
Burglary Dwelling	2,287	2,055	-232	-10.1%
All Robbery	337	351	14	4.2%
TOTAL	6,834	6,128	-706	-10.3%

Commentary:

Reductions have been achieved in domestic burglaries and vehicle crime the first half of 2011/2012 compared to the same period last year. However, robbery has shown an increase when comparing the same periods. Robbery can be broken down into Business Robbery and Personal Robbery.

The number of Robbery offences is low compared to the other categories of Serious Acquisitive Crime. The increase in the first quarter of 2011/2012 compared to the first quarter in the previous year was 15.1% up by 23 offences. In the second quarter of 2011/2012 there has been a reduction of 6.5% compared to the second quarter of 2010/2011 indeed the number recorded for the month of July 2011 was the lowest single month figure in the last 18 months.

In Lancashire there has been a reduction in Serious Acquisitive Crime of 38.9% between 2005/2006 and 2010/2011, down from 21,575 to 13,188 offences and currently, year on year reductions are being maintained.

Copy of Quarterly Performance Report 2011-12 Quarter 2
Indicator 7

Serious Acquisitive Crime	
Local Indicator 7	Percentage of Serious Acquisitive Crimes resulting in a Sanction Detection
	Target: To achieve a detection ratio of 30%

Period	Crimes	Detections	Indicator
Apr- Sep 09	7,266	2,058	28.3%
Apr- Sep 10	6,834	2,261	33.1%
Apr- Sep 11	6,128	1,984	32.4%

Performance against target:

Target:	30.0%	Result:	32.4%
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Contextual Information:

This indicator was new for 2009/10. This indicator includes the following crime types; Domestic Burglary, Vehicle crimes and Robbery.

Contextual Data:

Lancashire: 31.1%
October 10 - September 11: MSF Average: 20.1%

Data Breakdown:

Crime Category	10/11			11/12		
	Crimes	Detections	Indicator	Crimes	Detections	Indicator
All Vehicle Crime	4,210	1,301	30.9%	3,722	1,190	32.0%
Burglary Dwelling	2,287	804	35.2%	2,055	609	29.6%
All Robbery	337	156	46.3%	351	185	52.7%

Commentary:

The target for the detection rate for Serious Acquisitive Crime in 2011/2012 of 30% is viewed as a "floor" target which is currently being achieved. It is difficult to translate and overall "floor" target into targets for the individual crime categories included in Serious Acquisitive Crime.

The comparison of the detection rates for each of the crime categories shown above, for the first half of 2010/2011 and 2011/2012, have been colour coded either green or red simply by comparing them with the level at the same time as last year as opposed to an assessment against the target.

Numerous Serious and Organised Crime Unit operations have shown how intelligence and information sharing from a neighbourhood level, through partnerships and cross border effectively detect a wide range of criminality.

The table below shows the other non-sanction disposals that are available to officers to resolve crimes. However, the current criteria for utilising these approaches mean that very few are applied to Serious Acquisitive Crime.

Breakdown of Sanction Detection and Ratios including Police Resolutions and Restorative Justice:

Crime Category	SANCTION DETECTION RATIO		ADDING Police Resolution		FURTHER ADDING Restorative Justice	
	Detected	Ratio	Police Resolution	New Ratio	Restorative Justice	New Ratio
All Vehicle Crime	1,190	32.0%	0	32.0%	2	32.0%
Burglary Dwelling	609	29.6%	0	29.6%	0	29.6%
All Robbery	185	52.7%	0	52.7%	0	52.7%
TOTAL	1,984	32.4%	0	32.4%	2	32.4%

Copy of Quarterly Performance Report 2011-12 Quarter 2 Indicator 8

Violent Crime	
Local Indicator 8	Number of Violence With Injury Crimes per 1,000 Population
	Target: To achieve a reduction on the 2010-11 out-turn of 7.2

Period	Crimes	Population	Indicator
Apr- Sep 09	6,024	1,451,426	4.2
Apr- Sep 10	5,694	1,451,620	3.9
Apr- Sep 11	5,657	1,445,701	3.9

Performance against target:

Target:	7.2	Result:	3.9
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Contextual Information:

This indicator is new for 2011/12. This indicator includes offences that range from assaults that result in Actual Bodily Harm to more serious offences.

Contextual Data:

July 11 - September 11: Lancashire: 2.0
July 11 - September 11: MSF Average: 1.6

Data Breakdown:

Crime Category	Crimes 10/11	Crimes 11/12	Difference	% Change
Serious Violent Crime	714	650	-64	-9.0%
Assault with Less Serious Injury	4,980	5,007	27	0.5%
TOTAL	5,694	5,657	-37	-0.6%

Commentary:

The two major categories of Violence with Injury are Serious Violent Crime, which ranges in seriousness from offences of Grievous Bodily Harm without Intent up to and including Murder and Assault with Less Serious Injury which are offences of Actual Bodily Harm. Whilst Serious Violent Crime is showing a reduction for the first half of 2011/2012 compared to the same period in 2010/2011, Assault with Less Serious Injury is showing a slight increase.

Initiatives across the county to reduce violence within the night time economy have shown benefits and work within this area is to continue.

In Lancashire there has been a reduction in Violence with Injury of 30.7% between 2005/2006 and 2010/2011, down from 15,026 to 10,408 offences.

Copy of Quarterly Performance Report 2011-12 Quarter 2
Indicator 9

Violent Crime	
Local Indicator 9	Percentage of Violence With Injury Crimes resulting in a Sanction Detection
	Target: To at least maintain the 2010-11 out-turn of 55%

Period	Crimes	Detections	Indicator
Apr- Sep 09	6,024	2,804	46.5%
Apr- Sep 10	5,694	2,998	52.7%
Apr- Sep 11	5,657	3,079	54.4%

Performance against target:

Target:	55.0%	Result:	54.4%
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Contextual Information:

This indicator is new for 2011/12. This indicator includes offences that range from assaults that result in Actual Bodily Harm to more serious offences.

Contextual Data:

October 10 - September 11: Lancashire: 55.9%
October 10 - September 11: MSF Average: 44.6%

Data Breakdown:

Crime Category	10/11			11/12		
	Crimes	Detections	Indicator	Crimes	Detections	Indicator
Serious Violent Crime	714	446	62.5%	650	392	60.3%
Assault with Less Serious Injury	4,980	2,551	51.2%	5,007	2,687	53.7%

Commentary:

The detection rate target for Violence with Injury for 2011/2012 is to at least maintain the rate achieved in 2010/2011. Due to the fact that the target is to at least maintain the previous years performance it is reasonable to monitor performance in each of the major crime categories that comprise Violence with Injury on that basis.

The detection rate achieved in 2010/2011 for Serious Violent Crime was 65.0% and for Assault with Less serious Injury it was 53.5%. Therefore, both of the detection rates for 2011/2012 have been coloured green or red in comparison these targets as opposed to the detection rate for the same period in 2010/2011. However, the detection rate for Serious Violent Crime has shown improvement more recently and for the months of September and October the detection rates achieved were the highest of the year so far 65.7% and 67.4% respectively.

The table below shows the other non-sanction disposals that are available to officers to resolve crimes and demonstrates that for the period April to September 2011, the resolution rate for offences of Violence with Injury was 59.6%.

Breakdown of Sanction Detection and Ratios including Police Resolutions and Restorative Justice:

SANCTION DETECTION RATIO			ADDING Police Resolution		FURTHER ADDING Restorative Justice	
Crime Category	Detected	Ratio	Police Resolution	New Ratio	Restorative Justice	New Ratio
Serious Violent Crime	392	60.3%	0	60.3%	4	60.9%
Assault with Less Serious Injury	2,687	53.7%	63	54.9%	286	59.4%
TOTAL	3,079	54.4%	63	55.5%	290	59.6%

Copy of Quarterly Performance Report 2011-12 Quarter 2 Indicator 11

Service Delivery	
Local Indicator 11	Comparison of satisfaction between white users and users from minority ethnic groups with the overall service provided by the police
	Target: To have a high level of satisfaction and no disparity

Period	White Users Indicator	Minority Ethnic Group Users Indicator	Difference Indicator
12 months to Sep-09	82.8%	77.8%	No Significant Difference
12 months to Sep-10	84.9%	81.4%	No Significant Difference
12 months to Sep-11	83.8%	77.0%	Significant Difference

Performance against target:

Target:	No Disparity	Result:	Significant Difference
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Contextual Information:

The users will be those who were victims of domestic burglary, vehicle crime, violent crime, racist incidents and those involved in road traffic collisions. This indicator will be used to monitor the equality of service provided to the community of Lancashire.

Data Breakdown:

Aspect	White	VME
Contact	95.9%	95.6%
Police Actions	86.2%	78.8%
Follow-Up	76.4%	77.6%
Treatment	93.9%	95.1%
Whole Experience	83.8%	77.0%

Commentary:

There is a statistically significant difference between the satisfaction of White and VME users with the Whole Experience and Police Actions whereas there are no statistically significant differences between the users in the other aspects of the service delivery i.e. Ease of Contact, Follow-up and Treatment.

The Constabulary continually seeks to ensure that it provides a good quality of service to all of the communities in Lancashire and these data are monitored closely in Constabulary processes.

Copy of Quarterly Performance Report 2011-12 Quarter 2 Indicator 12

Service Delivery	
Local Indicator 12	Satisfaction of victims of racist incidents with the overall service provided by the police
	Target: To improve upon the 2010-11 out-turn of 76.9%

Period	Indicator
12 months to Sep-09	76.5%
12 months to Sep-10	79.4%
12 months to Sep-11	75.7%

Performance against target:

Target:	76.9%	Result:	75.7%
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Contextual Information:

This indicator is an aggregation of the satisfaction of users with the whole experience of the service provided.

Contextual Data:

12 months ending June 11: Lancashire: 77.9%
 12 months ending June 11: MSF Average: 82.8%

Commentary:

The respondents in this survey may have been the victim of either a racist incident or a racist crime and may be from either the White community or the Minority Ethnic Community. The satisfaction level of these victims is lower than that for those included in Local Indicator 10. Therefore, the target is to increase the level of satisfaction of these victims in 2010/2011 rather to at least maintain the level of satisfaction as with Local Indicator 10. The result for the 12 months ending September 2011 is below that for both the same period last year and the 2010/2011 out-turn.

This issue has been the subject of scrutiny at the Strategic Tasking & Co-ordinating Group with all divisions tasked with analysing and seeking to improve the provision of service to the victims of Racist Incidents.

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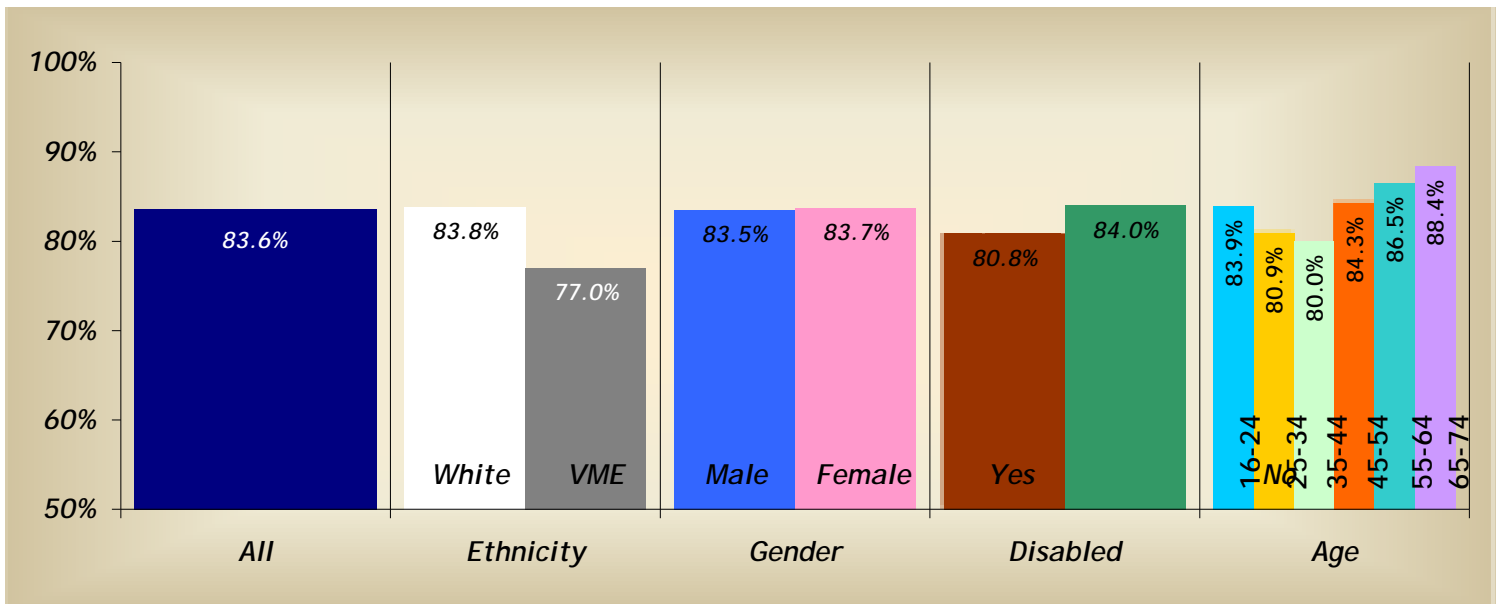
Diversity Strands

Satisfaction with Service - Diversity Strands Breakdown

The respondents of the User Satisfaction Surveys covering the victims of domestic burglary, violent crime, vehicle crime, racist incidents and those involved in road traffic collisions are asked a number of questions, often referred to as demographic questions, that allow further analysis. The demographic questions currently asked are about ethnicity, gender, disability and age. This allows for comparisons of the satisfaction levels between the different groups.

Looking at the graph below and reading from left to right, the first section is the overall level of satisfaction with the whole experience when all the responses are combined. The sections then compare White and VME users, Male and Female users, those with a Disability (shaded brown in the graph) and those no Disability and the end section compares the age groups.

The graph below shows the satisfaction levels for those who were at least fairly satisfied with the whole experience across the five surveys for the 12 months ending September 2011. Analysis of the data for each section of the graph shows that there is statistically significant difference between the White and VME satisfaction levels. There are also statistically significant differences between the 25 to 34 age group and both of the older age groups 55 to 64 and 65 to 74 and this is the same when comparing the age group 35 to 44 with both of these older groups .



The sample sizes for the above chart were:-

All:	3,061
Male:	1,850
Female:	1,211
White:	2,559
VME:	462
Disabled:	370
Not Disabled:	2,691
16-24:	669
25-34:	576
35-44:	674
45-54:	548
55-64:	319
65-74:	187

Copy of Quarterly Performance Report 2011-12 Quarter 2
Indicator 20

Service Delivery	
Local Indicator 20	Percentage of Hate Crimes resulting in a Sanction Detection
	Target: To at least maintain the 2010-11 out-turn of 58.8%

Period	Crimes	Detections	Indicator
Apr- Sep 09	916	473	51.6%
Apr- Sep 10	607	358	59.0%
Apr- Sep 11	524	329	62.8%

Performance against target:

Target:	58.8%	Result:	62.8%
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Contextual Information:

This indicator is new for 2011/12 and limited historical data are available. This indicator includes offences where the perceived motivation of the offender was based on prejudice arising from issues of Sexual Orientation, Disability, Gender, Transgender, Age, Race or Religion.

Contextual Data:

October 10 - September 11: Lancashire: 71.6%
October 10 - September 11: MSF Average: 51.0%

Data Breakdown:

Apr - Sep 11

Based On	Crimes	Detections	Indicator
Race	430	275	64.0%
Religion	27	16	59.3%
Disability	22	9	40.9%
Homophobia	44	29	65.9%
Transphobia	10	5	50.0%
Age	19	12	63.2%
Gender	13	11	84.6%

Apr - Sep 10

Crime Category	Crimes	Detections	Indicator
Race	467	296	63.4%
Religion	22	15	68.2%
Disability	31	8	25.8%
Homophobia	64	39	60.9%
Transphobia	10	3	30.0%
Age	50	24	48.0%
Gender	18	10	55.6%

* Please note that the first table counts the total number of incidents, but as some incidents may be in more than one of the groups listed, the individual figures may add up to more than the total figure in the first table.

Commentary:

A positive result exceeding target at this stage of the year. Whilst there is some variation when the detection rates "by strand" are considered, the numbers when broken down are low. Significant changes in percentage terms can result from just one or two detections.

However, trends over time for a particular strand will be a useful indicator in terms of ensuring the Constabulary understands those trends.

The table below shows the other non-sanction disposals that are available to officers to resolve crimes and demonstrates that for the period April to September 2011, the resolution rate for offences of Hate Crime was 65.3%.

Breakdown of Sanction Detection and Ratios including Police Resolutions and Restorative Justice:

SANCTION DETECTION RATIO			ADDING Police Resolution		FURTHER ADDING Restorative Justice	
Crime Category	Detected	Ratio	Police Resolution	New Ratio	Restorative Justice	New Ratio
Hate Crime	329	62.8%	2	63.2%	13	65.3%

Copy of Quarterly Performance Report 2011-12 Quarter 2 Indicator 21

Management	
Local Indicator 21	Number of working days lost due to sickness per police officer
	Target: To have less than 7.5 days per officer

Period	Indicator
Apr- Sep 09	3.4
Apr- Sep 10	3.8
Apr- Sep 11	4.2

Performance against target:

Target:	7.5	Result:	4.2
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Contextual Information:

In common with most of the police forces in England and Wales, Lancashire Constabulary records sickness absence in days lost.

Commentary:

Police officer sickness for the first six months of 2011/12 is 4.2 lost working days per officer, which equates to the equivalent of 8.4 lost working days per officer for the full year. Short-term (self-certificated) sickness remains at very low level.

However, the long-term sickness trend has continued, with two-thirds of all lost working days being attributed to officers with absences of 28 days, or longer. Accordingly, efforts continue to be focused on cases conferences chaired by senior managers in divisions and by the Head of Human Resources or ACC People at HQ, in order to provide clarity for the way forward at the earliest opportunity.

It is also interesting to note that approximately 15% of absences at any one time are currently attributable to officers with long term absences and very little prospect of returning. Typically, these are officers who are likely to exit the Constabulary through ill health retirement.

