

Essex Police

Performance Update

June 2016

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Monthly Performance Report: June 2016

1. Reducing Domestic Abuse

Performance Information

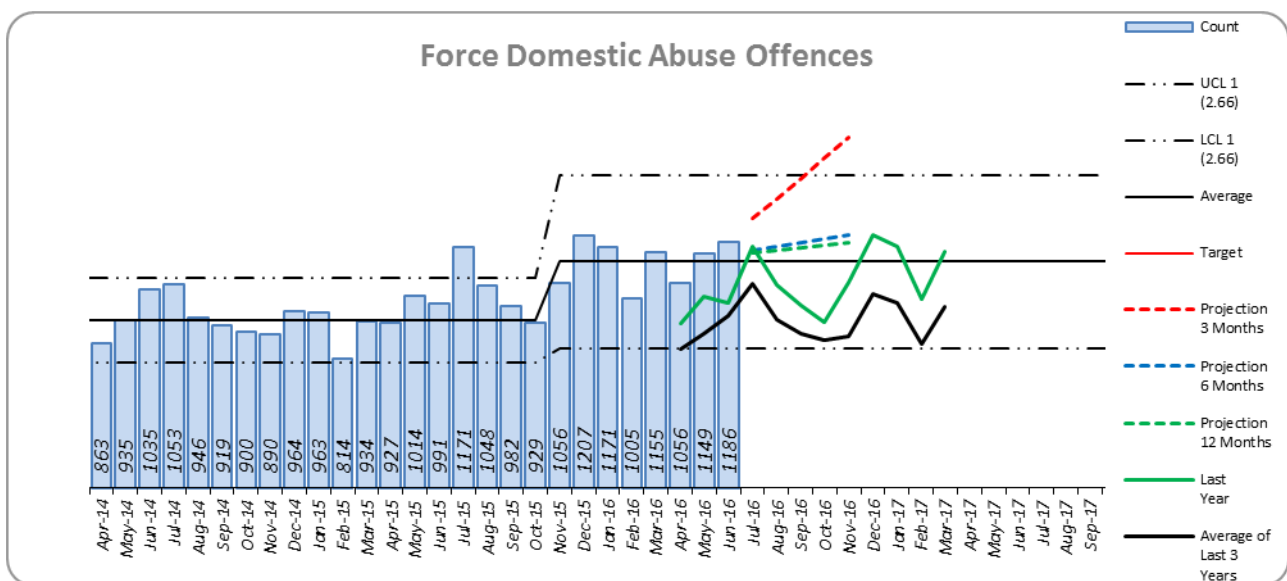
1. Reducing Domestic Abuse Data to Jun 2016 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.
Number of domestic abuse incidents	27686	31857	15.1
Number of repeat incidents of domestic abuse	N/A	1118	N/A
Number of domestic abuse offences	11224	13216	17.7
Number of repeat offenders of domestic abuse	48	36	-25.0
Domestic abuse solved rate	37.0%	30.4%	-6.6

*The number of repeat incidents of domestic abuse is for the month of June 2016. Due to the change in how this measure is captured, the previous period is not able to be produced.

The number of repeat offenders of domestic abuse is for the months of December 2014 and December 2015. The time lag is due to Essex Police following the national re-offending definition that allows six months for the offender to be identified and the appropriate disposal made.

The number of repeat offenders of domestic abuse uses re-run figures for last year.

Management Information



Monthly Performance Report: June 2016

1. Reducing Domestic Abuse

Domestic Abuse

HMIC Inspections – Essex Police Achievements

The report 'PEEL: Police effectiveness 2015 (vulnerability) – A revisit inspection of Essex Police' was published on 7th July 2016. Following re-inspection in March 2016, HMIC concluded that "the force has improved its response to domestic abuse and now has effective and reliable processes in place to respond to and safeguard victims". HMIC recognised the extensive improvements made in respect of raising the vulnerability agenda, stating "HMIC observed a change of mind set and approach to vulnerability across the force, putting children and vulnerable people at the centre of everything the force does".

Domestic Abuse Action Plan

Essex Police is currently finalising the 2016/2017 Domestic Abuse Action Plan. This follows an HMIC recommendation in 2015 that every police force in England and Wales should establish and publish an action plan that specifies in detail what steps it will take to improve its approach to domestic abuse. The action plan has been developed, in consultation with Safer Places and Essex Social Care, based on best practice from a variety of sources including HMIC Home Office and Domestic Homicide Reviews.

Domestic Abuse Problem Profile

The Domestic Abuse Problem Profile is currently being updated. This is a requirement specified by HMIC in the paper 'Increasingly everyone's business: A progress report on the police response to domestic abuse'. The aim of this analysis is to establish the nature and scale of domestic abuse in Essex in order to support and inform operational and policy decision-making.

Coercive Control

The Government's new coercive or controlling behaviour offence came into force on 29th December 2015. To date, Essex Police has recorded 66 investigations relating to engaging in coercive and controlling behaviour, with nine charges being brought against perpetrators.

Recent Freedom of Information (FOI) requests, published in May 2016, have enabled comparisons with a number of forces, as shown below. This indicates Essex Police officers' understanding of this new legislation.

Force	Reported Incidents	Charges
Essex	66	9
West Midlands	24	6
Surrey	6	0
Avon and Somerset	37	1
West Mercia	21	0
South Yorkshire	7	2
Metropolitan	51	0

Monthly Performance Report: June 2016

1. Reducing Domestic Abuse

Operation Nova

Operation Nova was launched on 5th October 2015, as a 12 month pilot and is a joint enterprise between Essex Police and Relate. Operation Nova is designed to provide early intervention for first-time or low-level domestic abuse perpetrators, with the intention of preventing further offending and escalation of incidents. Offenders' engagement with the programme is on a voluntary basis. Essex Police and Relate have worked extremely hard in ensuring that a high number of suitable offender referrals are considered for the programme. To date, 325 referrals have been made which has resulted in ten offenders currently on the programme. This is a very small group given the significant work to support high referral rates. The financial cost of the programme for the 12 month pilot was £40,000. Whilst there continues to be a need identified under the Domestic Abuse Strategy to support perpetrator programmes outside of the criminal justice process, it is unlikely that Operation Nova would be considered cost effective to extend in its current format.

Operation Drive

Operation Drive is a perpetrator intervention programme aimed at high risk perpetrators. This project, based in Tendring, is one of three national programmes of its type. The project commenced delivery on 21st March 2016, and is progressing well, with 24 perpetrators on the programme so far.

Monthly Performance Report: June 2016

2. Supporting Victims of Crime

Performance Information

2. Supporting Victims of Crime Data to Jun 2016 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.
User Satisfaction - Making contact with the police	92.5%	90.0%	-2.5
Confidence interval	1.4%	1.6%	
User Satisfaction - Action taken by the police	79.8%	71.0%	-8.8
Confidence interval	1.8%	2.3%	
User Satisfaction - Being kept informed of progress	71.7%	64.9%	-6.8
Confidence interval	2.1%	2.4%	
User Satisfaction - Their treatment by staff	91.4%	87.7%	-3.7
Confidence interval	1.3%	1.5%	
User Satisfaction - The overall service provided	79.3%	72.3%	-7.0
Confidence interval	1.8%	2.1%	
Emergency incidents attended within standard (90% attended within 15 mins in urban areas or 20 mins in rural areas)	79.2%	76.8%	-2.4
Emergency calls answered within standard (90% within 10 seconds)	83.0%	82.1%	-0.9
Ensure that the average waiting time for a person calling our switchboard (non-emergency calls) is no more than 15 seconds	7	8	1

The Essex Most Similar Group (MSG) consists of Avon & Somerset, Derbyshire, Hampshire, Hertfordshire, Leicestershire, Staffordshire and Sussex.

The user satisfaction MSG ranking is for the 12 months to March 2016.

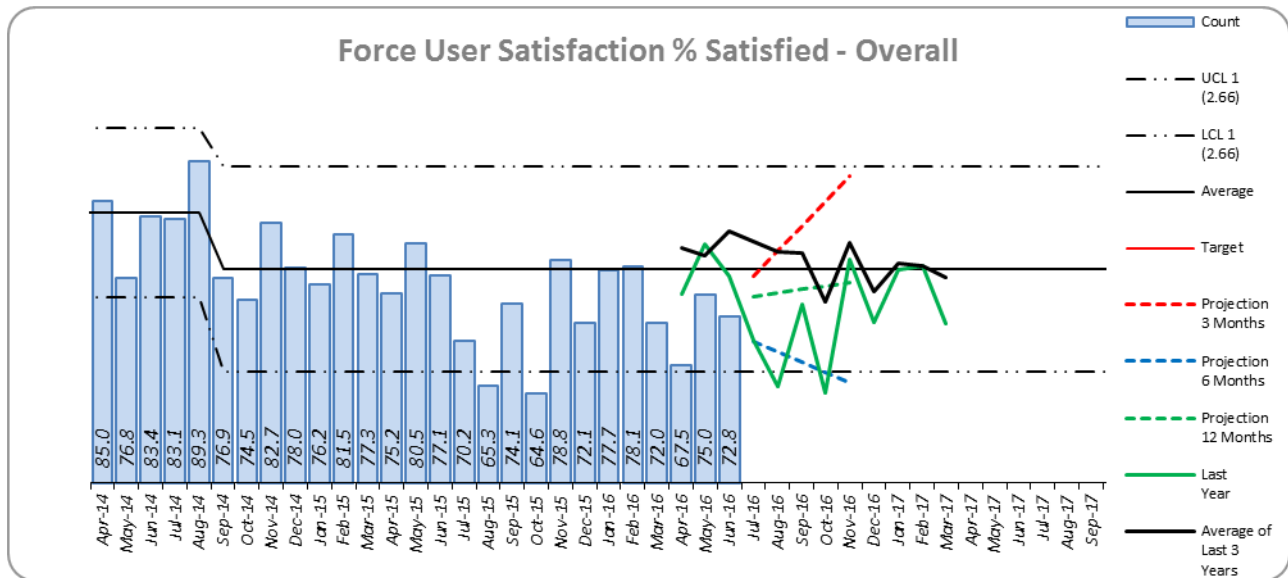
MSG ragging - green is better than the MSG average, red is worse and black is the same as the average.

User satisfaction is measured using feedback from a sample of dwelling burglary, vehicle crime and violent crime victims.

Monthly Performance Report: June 2016

2. Supporting Victims of Crime

Management Information



User Satisfaction

Despite a high level of focus and scrutiny, the rolling year results show that victims' satisfaction levels have fallen compared to the previous 12 months, across all stages of service delivery measured: initial contact, actions, follow-up, treatment, plus the whole experience. Although this is not statistically significant, it shows that respondents' levels of satisfaction have not improved.

Previous research has shown the major drivers to increased satisfaction are for the victim to be kept informed of progress and also to provide reassurance to the victim. However, it is important to note that the research also describes the importance of how this takes place and the treatment the victim experiences during reassurance and victim updates.

The majority of the activity driven by the Quality of Service Team has been focused around the four areas which are most likely to influence victim satisfaction. This is based on verbatim feedback from respondents in relation to the user satisfaction questionnaire, as well as the activity undertaken to address service failures identified during the survey process.

The four areas are:

- Contact Management Command (first point of contact and the crime assessment process)
- LPA process for victim feedback and follow up for those crime types surveyed
- Officer and staff awareness of, and compliance with, the Victims' Code of Practice
- Promoting what good service looks like and highlighting where improvement is needed

This activity has been progressed as a direct effort to improve victim satisfaction, according to the results of the user satisfaction questionnaires.

Monthly Performance Report: June 2016

2. Supporting Victims of Crime

Timely updated information to victims of crime in compliance with the Victims' Code continues to remain an area of focus for the Quality of Service Group. A number of activities have taken place over the previous three months to support an improvement in this area. These have included a visit to the Victim Care Centre at Hertfordshire Police to seek best practice and to a Victims' Day training event hosted by West Midlands Police. Both provided a useful insight into the interpretation of the Victims' Code to ensure that victims are being given a choice about their access to entitlements, how best to support victims and what possible further training could be considered.

Inspectors' half-day attachments to the Quality of Service Team commenced on 1st March 2016 and are scheduled to run until 27th July 2016. To date, they have audited 550 investigations, acknowledging good work and initiating service recovery on those that have not met the expected standard. The learning from their work has been shared internally as part of our continued drive to improve victim satisfaction. The interaction between the Quality of Service Team and operational colleagues has been useful to gain a better understanding of the demands faced by officers, discuss management of victims' expectations and reinforce key messaging around the Victims' Code.

The 'Delivering Quality of Service' focus week from 25th – 29th April 2016, was used to refresh officers' and police staff knowledge on specific areas of the Victims' Code. The Chief Constable, in his key message, addressed how important our support was to victims of crime to help them cope and recover. He stressed the importance of updating victims regularly and ensuring every victim was left with a Victim Care Card which provides a named point of contact.

Our internal webpages have a refreshed bespoke victim and witness page which officers and police staff are able to use for their reference. Internal messaging continues to reinforce the importance of timely updates, victims' personal statements, business impact statements and the Right to Review Scheme.

The force welcomes all feedback from victims, from those satisfied to those dissatisfied with the service levels, to ensure that we continue to learn from their experiences and to shape future service. Our surveys are conducted by an independent research company and we have specifically sought consent from victims who are dissatisfied with the level of service to have their information passed back to our Quality of Service Team. This allows us an opportunity to help recover service as best as possible, with the aim of leaving them feeling better supported, listened to and confident in us as a force.

Our Quality of Service Team is the central co-ordination point for all victims and witnesses who have enquiries about their contact with Essex Police. They aim to satisfactorily resolve any issues that are raised with them. All victims of crime are signposted to their services via correspondence, the Essex Police website and the Victim Care Card.

Monthly Performance Report: June 2016

2. Supporting Victims of Crime

Call Handling

Essex Police manages emergency and non-emergency calls through two distinct processes to ensure that the time critical nature of an emergency phone call is managed as quickly as possible. All emergency calls are presented directly to a call handler. There has been an increase of 3,219 emergency calls for the first quarter of 2016 compared to 2015, and this equates to a 5% increase in demand. The force aims to answer all emergency calls within ten seconds; within the first quarter of 2015 the force answered 83% of the calls within that time limit; this has reduced in 2016 to 77%. The force monitors how many calls were abandoned before an officer was able to speak with a caller. The force has seen a significant improvement; in 2015, 2.3% of people abandoned their call whereas in 2016 only 1.5% abandoned their call which is below the mandated target of 2%. The reason for this is that the average wait time for an emergency call to be answered in 2015 was 11 seconds, but that has been reduced in 2016 to eight seconds. Despite the increase in emergency demand, Essex Police answers the phone, on average, faster now than in 2015.

Non-emergency calls are managed through the Force Control Room switchboard. The force has seen a reduction in the calls being answered by the switchboard. In the first quarter of 2015 the switchboard answered 209,456 calls. There was a reduction of 36,451 calls and this could be attributed to the introduction of an Interactive Voice Response system, (IVR). The IVR enables callers to pick the best option for them to deal with their issue. Many of the calls to the switchboard are for people to report non-urgent crimes. The IVR makes it possible for a caller to go straight through to the Crime Bureau (CB) and report their crime immediately. Interestingly, the CB received 35,186 calls in the first quarter of 2016, which were re-directed calls from the switchboard. The introduction of IVR redirection of callers to the CB aims for calls to be dealt with more effectively at the first point of contact.

Essex Police continues to modernise its demand management model - the implementation of the new website will enable reporting of various incidents online and has a significant 'Frequently asked Questions' section. It is hoped that this will further assist with the non-emergency demand to allow the force to focus on saving lives by resourcing emergency calls.

Response

Essex Police aims to attend all emergency calls in urban areas within ten minutes and rural areas within 20 minutes. The force's performance is monitored daily and any failures to meet those times are recorded with the reason why. For the first quarter of 2016, the force responded to 13,233 emergency response incidents; this is an increase of 937 on the previous year. The force reached more of those calls within the target times, achieving 78%. In the first quarter of 2015, the force achieved 75%. Each Local Policing Area has achieved a better response result than the previous year.

Response times continue to be one of the fundamental areas that the force will focus on. Local Policing Areas (LPAs) seek to respond to those persons in need as quickly as possible, providing the right support in a timely manner. This process is managed by the Pacesetter Team, overseen by the duty Command Officer. Response times are reviewed daily and when targets for response time have not been met they are reviewed to identify why.

The environment we operate in is very challenging. We are constantly balancing the demand placed upon our team, with the geographical nature of the LPAs and the mix of urban and rural areas.

The force will continue to focus on improving response times, monitoring our performance and dealing with any issues that prevent us from achieving our targets for response.

Monthly Performance Report: June 2016

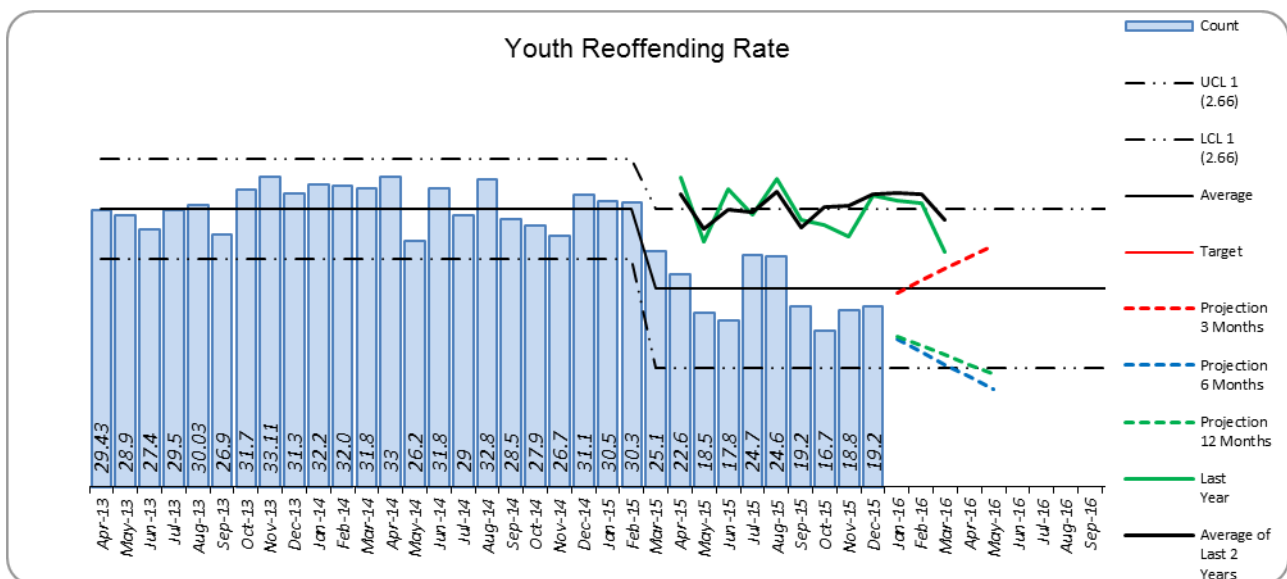
3. Reducing Youth Offending and Re-offending in General

Performance Information

3. Reducing Youth Offending and Reoffending in General Data for Dec 2015	Monthly Last Year	Monthly This Year	Monthly Better/ Worse % or % pt. diff.
The number of youth offenders	254	291	14.6
The number of adult offenders	1386	1749	26.2
The number of youth offenders who re-offend	79	56	-29.1
The number of adult offenders who re-offend	332	370	11.4
Youth re-offending rate	31.1%	19.2%	-11.9%
Adult re-offending rate	24.0%	21.2%	-2.8%

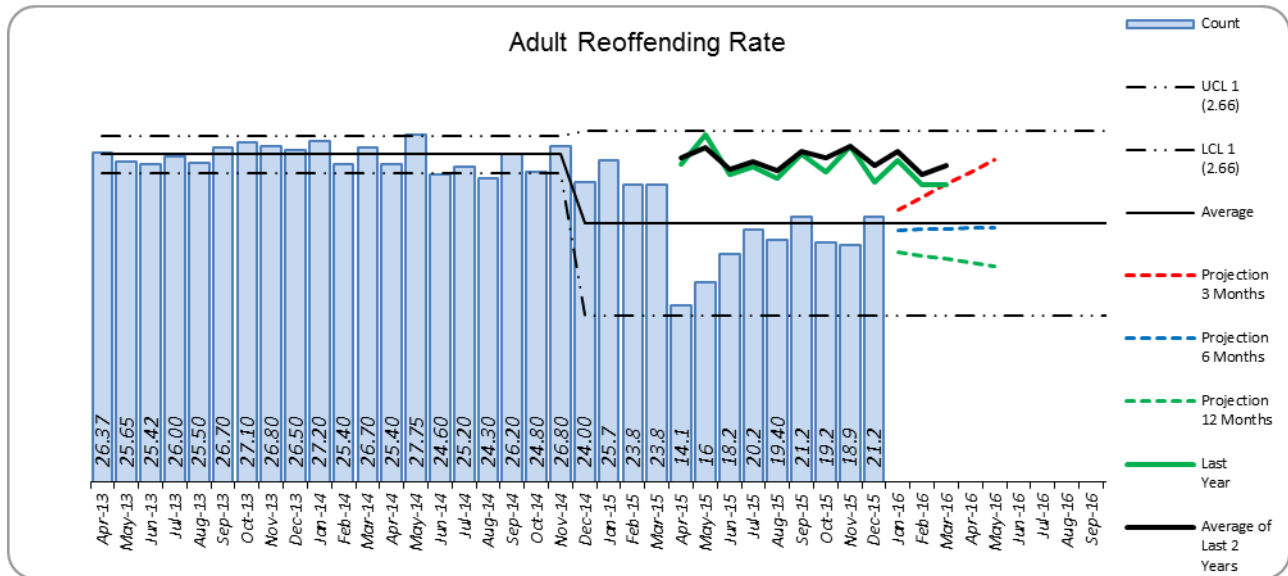
Essex Police produce re-offending rates for both adult and youth offenders using data obtained from the force crime recording system. The data are six months in arrears to allow time for the police to establish who the offenders are for a crime.

Management Information



Monthly Performance Report: June 2016

3. Reducing Youth Offending and Re-offending in General



Adult Re-Offending and Integrated Offender Management (IOM)

The team continues to respond positively towards the IOM and Probation services restructure and have maintained a high level of intelligence reports. The last quarter has seen some of the highest returns from the IOM team with just under 500 intelligence submissions each month.

A number of Reducing Re-Offending workshops have taken place over the past couple of months to promote partnership working and to reinforce that every organisation has a part to play around offender management. This has proved invaluable to the IOM team as further contacts have been made to assist them with offender management.

IOM Success

A good example of partnership working was highlighted when IOM officers from Bedfordshire Police notified the team that a 37-year-old male from their IOM scheme was relocating to Southend. The male had a history of burglary offences and drug using and it was agreed the male would be supervised in Essex by the IOM team.

Additional licence conditions were imposed upon the male before he moved to Essex and a Buddi Tag was fitted. This enabled a detailed intelligence picture to be built up around his movements and to eliminate him from any crimes being committed locally.

Due to a domestic incident, the male was arrested and unable to stay at his Southend address. The male stated he would return to Luton, however he failed to attend his probation appointment, his licence was revoked and he was recalled to prison for 28 days.

It was suspected that the male had remained in the Southend area with his girlfriend which was confirmed when another disturbance was reported. This information was again relayed to Bedfordshire IOM and Luton CRC, who recalled the male until the end of his licence period (one year).

This was a good example of partnership working between forces and how, through close management and supervision, the male was dealt with effectively as soon as he started committing offences in Essex.

Monthly Performance Report: June 2016

3. Reducing Youth Offending and Re-offending in General

Operation Olive: Voluntary Electronic Tagging

IOM continues to promote Buddi Tags within the force which has resulted in an increase in demand from specialist departments. To date, 120 offenders have worn the tag, with 21 offenders currently wearing the tag in Essex.

At the latest Buddi Conference (May 2016) exciting new advances in the service delivery and equipment capability was unveiled. As a result, enhanced monitoring will be available regarding offender management whilst moving towards safeguarding victims.

The Media Department has recently filmed an IOM offender who was happy to share his story through Twitter to promote the advantages of wearing a Buddi Tag.

Following his release from prison, the male faced a number of challenges due to his drug usage. Despite wearing the Buddi Tag, the male reached a point where he relapsed and a written warning was issued by the National Probation Service.

The IOM team intervened and explained that if he continued to provide positive drug tests he would be putting his tenancy at risk and could be recalled to prison to serve his remaining sentence (seven years).

This was the turning point for the male and he finally started to provide negative drug tests. The male thanked the IOM officers for their support and stated if he hadn't been wearing the Buddi Tag during his relapse he would have offended in order to fund his drug habit.

Having worn the tag for almost a year now, the male continues to make great progress and uses the tag to support him on his journey to stop re-offending.

Youth Offending

Children and Young People (CYP) Officers (there are currently 13 officers throughout the county) are now in post in Community Policing Teams within the Community Safety Hubs. The role seeks to identify vulnerability at the earliest opportunity and ensure appropriate agencies are alerted. Those young people who continue to cause harm in their communities will be offered support and enforcement via a joint approach from their local CYP officer in partnership with Youth Offending Team (YOT) supervision. CYP officers are actively supporting colleagues in ensuring appropriate disposals are being used when dealing with children and young people who have offended, avoiding criminalisation where appropriate. This ensures intervention and support is provided alongside any sanction to discourage further anti-social behaviour and ensuring they understand the consequences of their behaviour.

CYP officers are now fully engaged with the intensive supervision and surveillance team within the YOT. They are completing home visits on those children assessed as being at most risk of reoffending or of most risk to others. This proactive engagement is enabling us to support the young people whilst reminding them of the need to break their cycle of offending/risky behaviour. Initial feedback has been extremely positive in regard to the affect this will have in preventing re-offending.

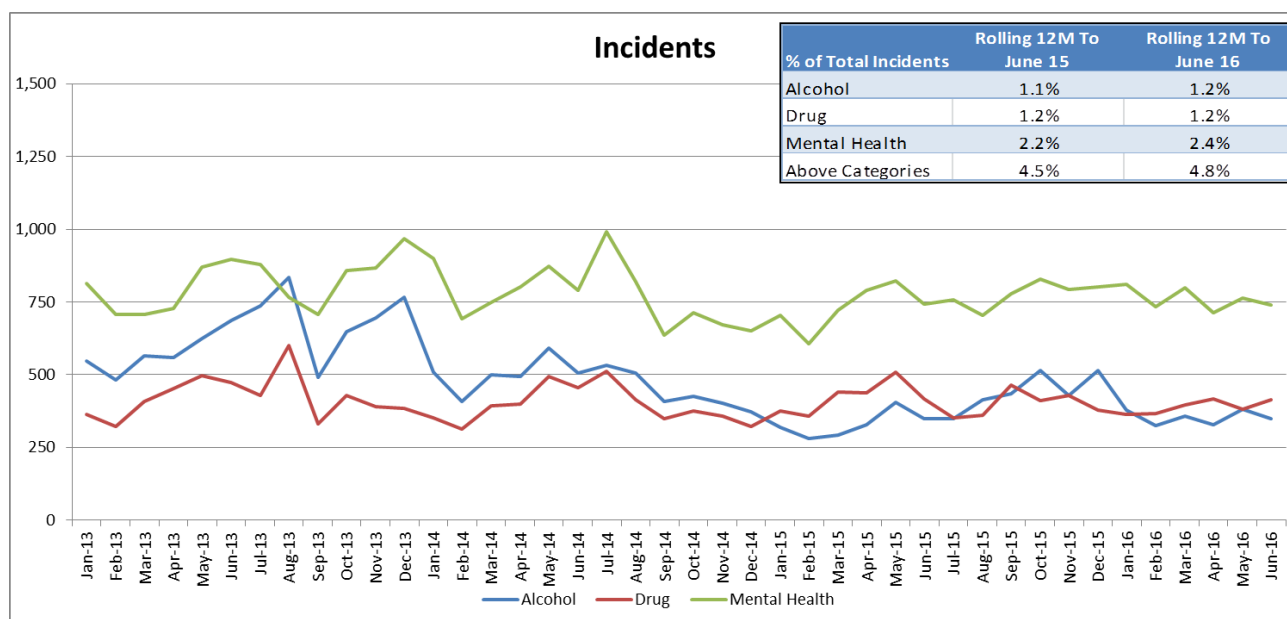
Monthly Performance Report: June 2016

4. Tackling Consequences of Alcohol and Drug Abuse, and Mental Health Issues

Performance Information

4. Tackling Consequences of Alcohol and Drug Abuse, and Mental Health Issues Data to Jun 2016 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.
The number of night-time economy crimes	5404	7032	30.1
% Positive for drug testing on arrest	N/A	42.7%	N/A
Prosecution of Class A drug suppliers	183	236	29.0

Management Information



Data for April to March 2013 has been re-run and as such is not strictly comparable. This is because there has been a longer period of time for the 2012 incidents to have been closed with the most appropriate qualifiers. Incidents may contain all three qualifiers (drug, alcohol or mental health). The qualifiers used to close the incident as drug/alcohol/mental health-related can be assigned by any authorised person during the 'resulting' or 'closing' process. As a result, a degree of caution has to be used whilst quoting these figures as an accurate representation of policing interaction. These figures are collated from a system that is designed for command and control and not for management information.

Monthly Performance Report: June 2016

4. Tackling Consequences of Alcohol and Drug Abuse, and Mental Health Issues

Night-Time Economy (NTE)

Each district has a dedicated licencing officer committed to working with partners (particularly their community safety partnership) and is proactive in preventing and investigating incidents of violence connected to the night-time economy. Having identified evidence based tactics from the College of Policing, as well as similar forces, each district has a clear plan as to how they can tailor the tactics to fit their individual areas. A robust approach to licensing inspection by local authorities and police is a key element in support of reducing offences within the night-time economy. The licensing inspection process (Operation Benison) has been reviewed and developed since January 2016. It is now being implemented to enable a more targeted and intrusive inspection process to those premises identified as needing more support, to reduce incidents of crime associated with their premises. Essex Police is currently exploring the opportunity to use a single data base relating to the night-time economy that all partners have access to. Data sharing opportunities are also being explored with security companies at the key premises.

Tackling the Consequences of Drug and Alcohol Abuse

We have continued to develop data collection and recording; this is to enable us to target licensed premises that need intervention to reduce incidents from occurring in and around them during the periods of the night-time economy. Each district has identified its top five premises that cause most concern and flagged the premises within our command and control system (STORM). This is so staff can quickly identify it as a premises of interest should further incidents occur. Standard operating procedures are attached to the record so that staff that are unfamiliar with the premises are able to deal with incidents in a proportionate manner. This procedure creates a supportive audit of interventions with licensed premises and also allows for robust enforcement if improvements are not made.

Changes have also been made to the recording of incidents involving licensed premises to ensure that the focus is on reducing violence. All Community Policing Team staff have been provided with additional training in regard to licensing enforcement. This is to enable the teams to provide a consistent knowledge based approach to enforcement of the following licensing objectives: Prevention of crime and disorder, Public safety, Prevention of nuisance, Protection of children from harm.

The focus on firm but fair policing of the night-time economy has resulted in a police instigated review of Nu Bar in Loughton. This was due to the number of incidents that were occurring in and around the premises, which led to the licensing authority placing restrictions on the premises and the owners deciding to cease trading.

New legislation has been introduced to tackle the sale of new psychoactive substances. Agreements were made with Trading Standards to enable collaborative working within this area and intelligence requirements have been tasked to frontline staff. 'Head shops' (shops selling legal psychoactive substances) were sent letters to pre-empt the legislation in regard to the sale of new psychoactive substances and this has been followed up by visits to ensure that the sale of such products has ceased.

Monthly Performance Report: June 2016

5. Improving Road Safety

Performance Information

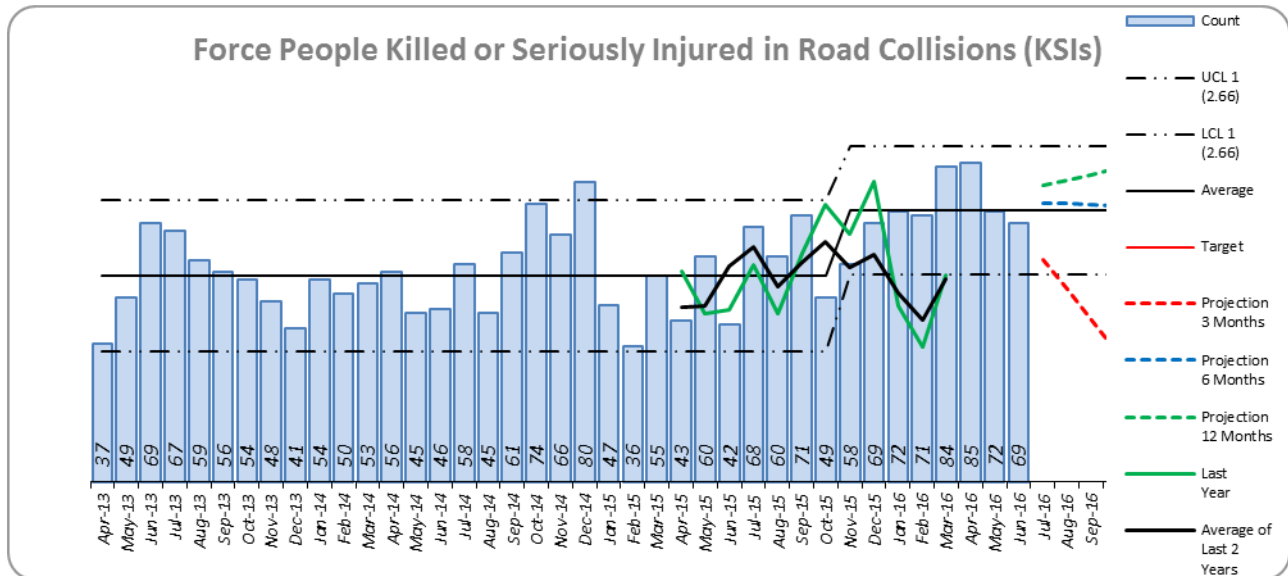
5. Improving Road Safety Data to Jun 2016 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.
All people killed or seriously injured (KSI) in road collisions	733	890	21.4
KSI - Fatalities	46	56	21.7
KSI - Serious injuries	687	834	21.4
Number of Collisions	669	819	22.4
The number of people KSI in powered two wheeled vehicles	196	205	4.6
The number of young car drivers (17 - 25 years) KSI in road collisions	108	180	66.7
The number of pedestrians KSI in road collisions	130	156	20.0
The number of cyclists KSI in road collisions	77	94	22.1
The number of children and young people (0 - 17 years) KSI in road collisions	65	93	43.1
The number of drink drivers KSI in road collisions	28	40	42.9
The number of drug drivers KSI in road collisions	16	13	-18.8
Number of car drivers aged 76+ KSI in road collision	63	56	-11.1

The rolling 2015/16 12 month KSI data is based on re-run individual months added together.

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5. Improving Road Safety

Management Information



Improving Road Safety

This report highlights the concerning trend of the increasing number of persons being killed or serious injured (KSI) on the roads of Essex. This is a national trend which has seen a steady increase in all categories of KSIs since around 2013.

Some of the more recent increases nationally, and specifically in Essex, can be attributed to the implementation of the CRASH system. CRASH is a system developed by the Department for Transport to create, manage and administer the reporting of road traffic collisions including the provision of timely legislated road traffic collision (RTC) statistics (STATS 19).

CRASH allows the police service to fully embrace modern back office IT systems to support the front line. Essex Police has been recognised as a “Pathfinder” force by the Department for Transport in how the force has fully embraced and utilised the system in managing RTC data. Essex has been the force chosen to showcase and model best use and efficient working practices.

There has been significant belief for many years there has been an under-reporting of road traffic collisions across England and Wales by police forces. A number of factors, including a disparity in the number of people being recorded by the National Health Service following an injury, and subsequent treatment after a road traffic collision, indicate this. CRASH has removed the practice of police officers making their own personal interpretation of a casualty severity. This has led to an increase in the severity of injuries that are now being recorded.

CRASH went live in Essex Police on 2nd November 2015, and has since that date has been recording and reporting significant increases in the number of people killed and seriously injured. This is being described by the Department for Transport as the “CRASH effect” and the department is comfortable with the increase, acknowledging the ultimate aims and objectives of the CRASH system’s development.

Monthly Performance Report: June 2016

5. Improving Road Safety

Essex Police is one of only a handful of police forces that also offers online reporting of collisions. This method of recording RTCs is currently being scoped by the Department of Transport for a national roll out to other forces. This system has increased the total number of collisions being recorded, as it is far more accessible for victims than attending a police station.

The CRASH system is not responsible for the increase in the number of fatalities that are currently being recorded. These are caused by a number of complex social and economic factors such as an increase nationally of vehicle use by 2.4% every year and weather patterns.

Enforcement activity to prevent KSIs occurring in Essex has been greatly reduced with successive reductions in the number of roads policing officers. The remaining staff are not reserved solely for traffic enforcement and are very often used to service general force demand, at peak periods. This greatly impacts on their ability to carry out proactive traffic enforcement.

The key contributory factor for KSIs recorded in the Essex Police area for all road users, including pedestrians, was “failing to look properly”. This was the cause of 21% of all KSIs recorded in total, and was particular significant for cyclists (31% of collisions) and pedestrians (46% of collisions).

Other emerging factors for the last year were:

- Driver distracted inside the vehicle by person or object (mobile devices etc.)
- Pedestrians failing to judge the path and speed of vehicles

The number of people killed and seriously injured following a road traffic collision involving a motorcycle remains a significant concern not only within Essex but across the country. In Essex we have started to identify a specific risk of harm around motorcycles that would normally be used as off road bikes. They are now being used illegally on the public highway and in doing so riding in a manner that is not only anti-social but dangerous. This trend also includes other motorcycles, including mopeds, sport and quad bikes which are using public roads unregistered, displaying false vehicle indexes. There is significant public concern relating to this behaviour across the policing districts of Harlow, Epping Forest and Thurrock.

Key current policing activity to reduce RTCs:

- Working closely with Safer Essex Road Policing (SERP) around the education of all road users
- Proactive targeting of the so called fatal four (excess speed, no seat belt, mobile phone and drug/drink driving)
- Maximising Roads Policing Unit (RPU) staff enforcement time and minimising their use for non RPU work
- Targeting of vulnerable groups with education and enforcement, (elderly drivers, young drivers, motorcyclists)
- Developing intelligence to target high threat drivers (multiple reports of poor behaviour)

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6. Improving Crime Prevention

Performance Information

6. Improving Crime Prevention Data to Jun 2016 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.
The number of all crime offences	100798	113650	12.8
The number of victim based crime offences	91064	101468	11.4
The number of repeat victims of crime	N/A	1481	N/A
The solved crime rate	24.99%	21.61%	-3.38
The number of anti-social behaviour incidents	57087	51281	-10.2
The % of people agreeing that the Police and Local Council are dealing with crime and ASB in this area	58.9%	58.5%	-0.4
Confidence Interval	4.2%	3.7%	
The % of people who think the Police are doing a good job in this area	56.8%	60.0%	3.2
Confidence Interval	4.1%	4.8%	

The Essex Most Similar Group (MSG) consists of Avon & Somerset, Derbyshire, Hampshire, Hertfordshire, Leicestershire, Staffordshire and Sussex.

The number of repeat victims of crime is for the month of June 2016. Due to the change in how this measure is captured, the previous period is not able to be produced.

The all crime and victim based crime MSG rankings are for the three months to May 2016.

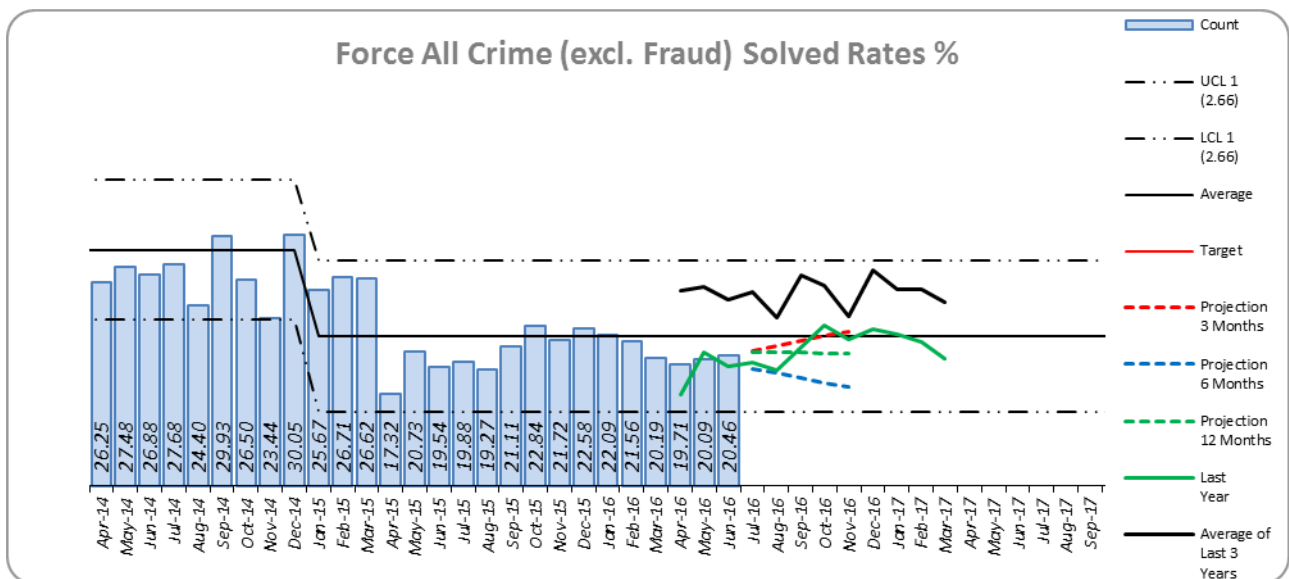
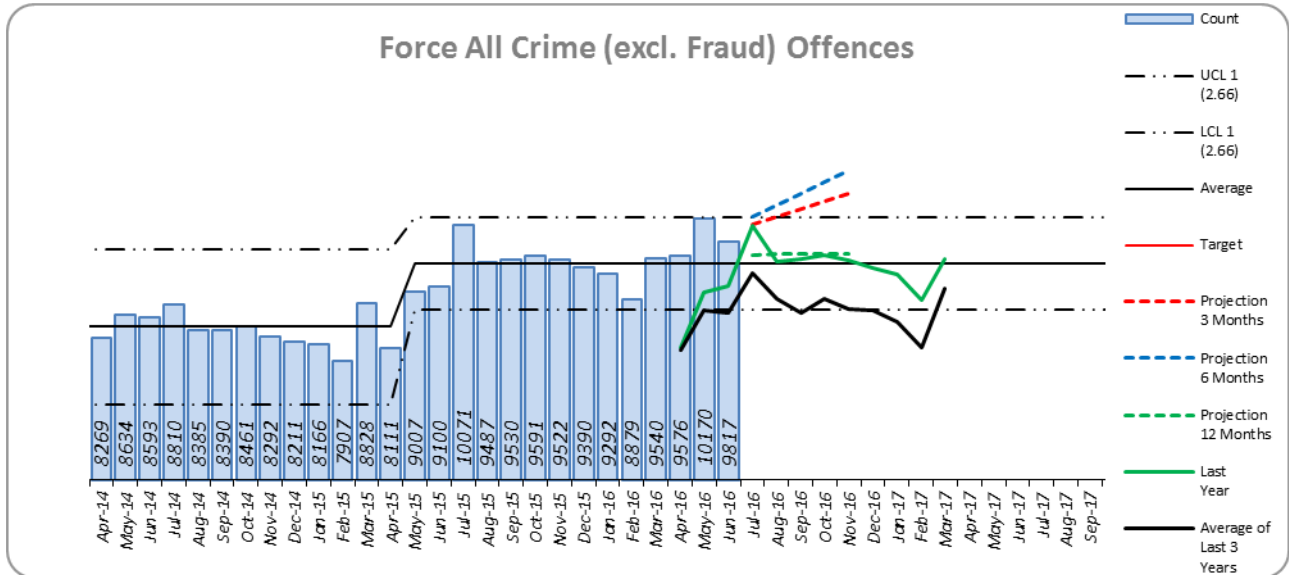
The last two measures in the table above are from the Crime Survey for England and Wales. Data and MSG rankings are for the 12 months to December 2015.

MSG ragging – green is better than the MSG average, red is worse and black is the same as the average.

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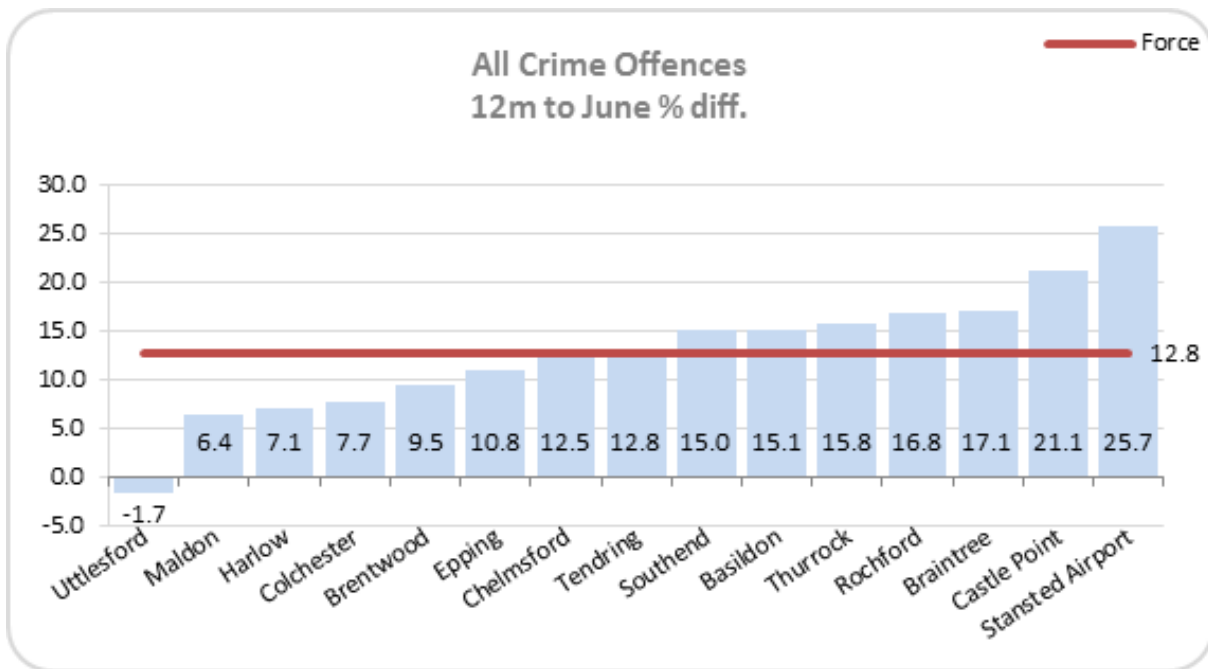
6. Improving Crime Prevention

Management Information



Monthly Performance Report: June 2016

6. Improving Crime Prevention



Crime Prevention

Overall crime has increased by 11.3% during April to June 2016 versus the same period the previous year. Essex Police has invested considerable activity in the campaign to address under-reporting of offences, particularly via media campaigns and public meetings. This focused on the message that reduced resources need to be intelligence led, so all crimes need to be reported in order for an accurate picture to be obtained.

We have also begun to introduce alternative contact methods (Contact Points/on-line reporting) in addition to the traditional means of reporting (front counters/telephone). This has potentially contributed to the increase in reported crime (although this would need to be tested), in addition to the recognised socio-economic causes of crime. However, recent changes to legislation and procedures in how we deal with anti-social behaviour have seen a marked decrease in such reports (9.1% decrease during April to June 2016 versus the same period the previous year).

Community Policing Teams (CPTs) are now embedded in each policing district within the multi-agency partnership hub structure; working in partnership with councils, charities and emergency service colleagues. This is so we can focus on local priorities and concerns, based primarily on the Community Safety Partnership plan. This joint approach will enable us to address local issues and problems in the most effective way possible.

The joint Essex Police/Essex County Fire and Rescue Service Parish Safety Volunteer scheme is where members of the local community are trained to provide low-level crime prevention and fire safety advice. This allows Crime Prevention and Fire Safety Officers more time to focus on crimes involving vulnerable or high-risk victims, and positive feedback has been received from those parishes where the system is in effect. Our ambition is to have two Parish Safety Volunteers in each parish.

Monthly Performance Report: June 2016

6. Improving Crime Prevention

An enhanced governance structure has been put in place which establishes better accountability and support at both strategic and tactical levels through the implementation of:

- Strategic Crime Prevention Board chaired by the DCC
- Executive Delivery Board chaired by ACC Mason
- Violent Crime Suppression Board chaired by ACC Mason

In relation to violence and the rise in violent crime, a significant amount of work is ongoing to create a strategic alliance from key partners in Essex, with Public Health playing a lead role. This has been the hallmark of other successful approaches in places such as the West Midlands. In addition, there are a growing number of local innovative initiatives aimed at understanding and tackling the root causes of violence, including:

- Basildon Hospital's Accident and Emergency Department working with the police and the local authority to examine options for having referral workers in Accident and Emergency, based on the Glasgow Royal Infirmary model and the London Red Thread initiative, aiming specifically at younger victims of violent crime.
- The Southend STARS project where a new alcohol awareness programme has been commissioned specifically for offenders of low level violence to whom a Community Resolution is given predicated on successful completion of the ten week programme

Other key areas of crime prevention activity include:

Active Citizens

We are working closely with Essex County Neighbourhood Watch and other key stakeholders in the third sector to develop the concept of Active Citizens.

Originally devised to assist the cocooning element of Operation Insight (our tactical response to burglaries) the scheme is being developed to increase the 'eyes and ears' available to report and deter suspicious and criminal activity.

There are a number of innovative schemes already in existence, and we are working with partners to identify other opportunities.

Community Safety Accreditation Scheme (CSAS)

The scheme increases the opportunity to deter criminality, enhance intelligence gathering and make communities safer by accrediting organisations (that meet specific criteria) with low level policing powers to tackle crime and anti-social behaviour.

Essex Police remains an example of best practice with the scheme and continues to have the largest number of organisations (52) and accredited persons in the UK (over 600 people).

Business Crime

There has been an improvement in the exchange of information between businesses in the county, fostered by the PCC's Business Crime Forum, which, together with the increased membership of Essex Community Messaging (ECM,) has enabled us to share information more effectively about crime trends and the preventative measures available.

Monthly Performance Report: June 2016

6. Improving Crime Prevention

Essex Police is an active member of the National Retail Crime Group which aims to reduce the volume of retail crime. We work with major retail chains to reduce their losses, in addition to working with surrounding forces and the National Business Crime Solution unit, to monitor organised crime groups and travelling criminals targeting businesses, particularly in the retail sector.

Rural Crime

Essex Police is a member of the PCC's Rural Crime Forum and ensures representation at district Farm Watch meetings.

We enjoy strong working relationships with Farm Watch groups and the wider rural community, but are always looking to improve our service by increasing our understanding of the volume and impact of rural crime. This is one of the key areas of activity where we have focused on addressing the under-reporting of crime.

We are providing bespoke training to Control Room staff so they understand the impact of rural-specific offences on the wider rural community and therefore ensure an appropriate response.

The Special Constabulary Rural Policing Team now works under the direction of the Crime Prevention and Partnerships Team. It is co-located with the force Wildlife, Heritage, Environmental and Rural Crime Officer (WHERCO) to ensure appropriate tasking and expert advice and guidance on dealing with rural crimes.

Monthly Performance Report: June 2016

7. Increasing Efficiency in Policing Through Collaborative Working and Innovation

Performance Information

7. Increased Efficiency in Policing Through Collaborative Working and Innovation

Make savings of £12.2 million by 31/03/2016 (as part of our overall requirement to realise savings of £55.3 million by 31/03/2019)

A significant proportion of the savings (2015/16) have already been achieved and firm plans are in place for the remainder.

Detailed progress is reported via the monthly Budgetary Control Report.

Strategic Change

The Strategic Change Team is currently carrying out a review of police demand, both current and in the future. The purpose of this work is to map demand across force resources in order to establish existing or future gaps, including the skill set of officers and staff. Some of this research will form part of the work that is being carried out around Force Management Statements.

As a result of the demand work, a number of recommendations have been made about the way that Essex Police manages certain aspects of demand. The implementation of these recommendations will create capacity which can then be invested in the areas that pose the greatest risk.

2,000 mobile devices are being purchased for front line officers and will be rolled out over the summer and autumn. Initially these devices will have basic functionality, but they will provide officers with access to Athena, thus preventing the need to return to a police station in order to create a crime record or submit an intelligence report.

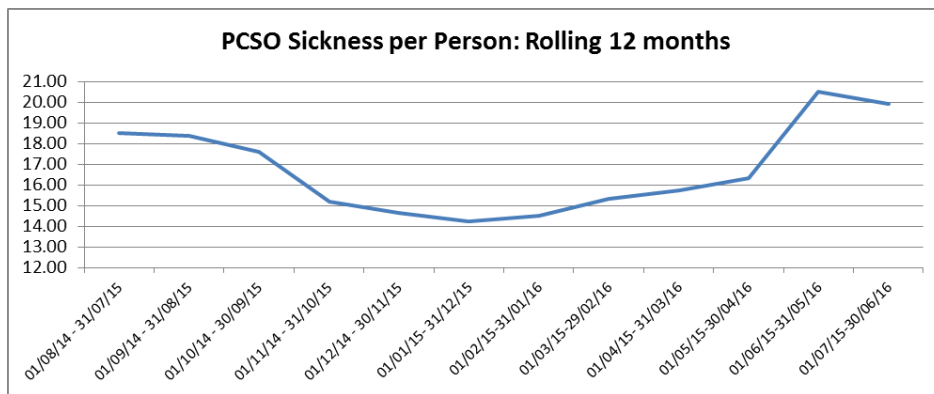
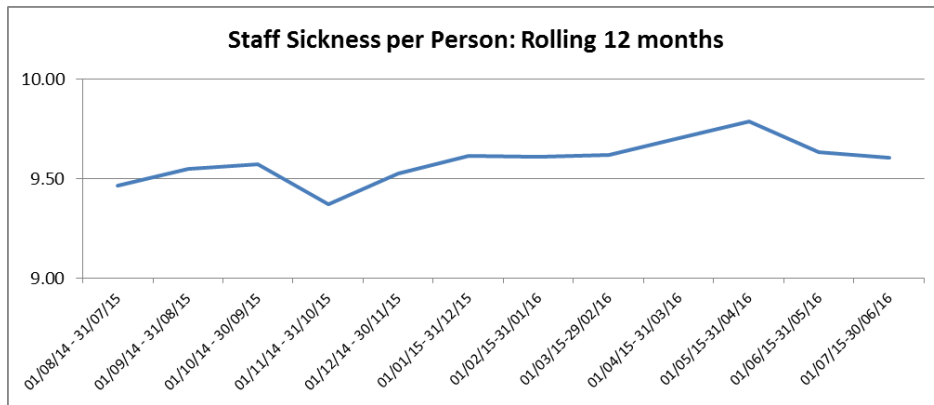
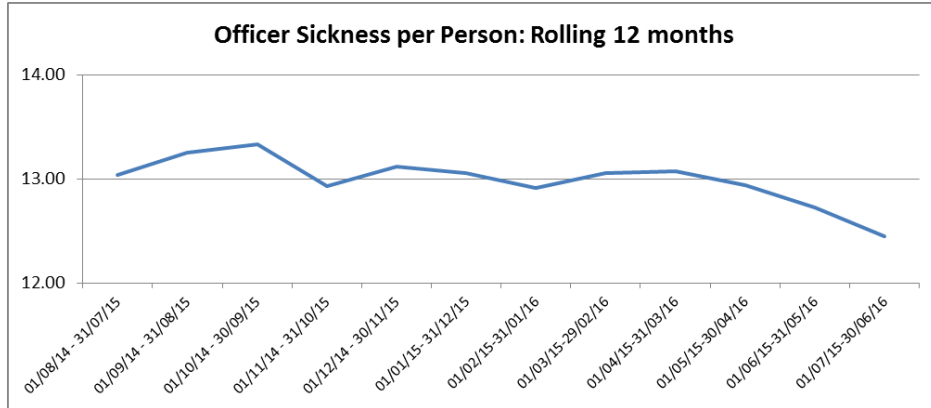
Agreement has been reached with both the Essex and the Kent Police and Crime Commissioners to start the procurement process for the software that will provide integrated functionality for these mobile devices. A final business case will then be prepared once the preferred supplier has been identified.

Monthly Performance Report: June 2016

8. Organisational Health

Management Information

Sickness Levels



Health

For officers there has been a reduction for each rolling year period over the last four periods, from 13.08 average days lost per person for the period 01/04/15 - 31/03/16, to 12.45 average days lost per person for the period 01/07/15 - 31/06/16. It should be noted that the most recent period (01/07/15 - 30/06/16) has seen the lowest average days lost per person (12.45) over the last 12 periods.

Monthly Performance Report: June 2016

8. Organisational Health

Similarly, for staff (excluding PCSOs) there has been a reduction for each rolling year period over the last three periods, from 9.79 average days lost per person for the period 01/05/15 - 30/04/16, to 9.61 average days lost per person for period 01/07/15 - 30/06/16.

For PCSOs, the most recent rolling year period (01/07/15 - 30/06/16) has reduced to 19.91 average days lost per person from 20.52 for the rolling year period 01/06/15 - 31/05/16. It should be noted, however, there was a significant reduction in the PCSO headcount between 1st April and 30th June 2016 as a result of the PCSO redundancies, thus affecting the average days lost per person data.

Analysis shows that since the conclusion of the PCSO reductions, the average days lost per person throughout quarter 1 has reduced month on month, with June 2016 reducing compared to the same period last year (June 2015).

In terms of Occupational Health intervention to support the reduction in absence, 533 occupational health referrals were received during quarter 1 2016/17 which equates to 961 appointments undertaken including Limited Duties reviews. There is currently a waiting time of five working days for an appointment with the Force Medical Officer and the wait for an appointment with an Occupational Health Adviser is currently six working days. Within Health Surveillance, 275 immunisations have been undertaken in the first quarter of 2016/17, which include Hepatitis B inoculations and blood screening activities.

Essex Police was recently successful through the Police Innovation Fund in securing a grant (jointly with Kent Police) to deliver Mental Health Leadership training to all supervisors and managers within the force, at which attendance for all those with a supervisory responsibility will be mandatory.

A series of sessions through the Feel Well Live Well programme will be available on a voluntary attendance basis. This will develop individual resilience and wellbeing, specifically in relationships, boundary setting and communication, relaxation, goal setting and time management. There will be 525 training places available until the end of the financial year 2016/17.

The third element of the programme is the development of specific seminars in dealing with the public with mental health issues or who are in crisis in order to assist in this key area of frontline work.

Essex Police supported Mental Health Awareness week (16th-21st May 2016) – where activities included:

1. Mindfulness sessions and attachment issues sessions – Impact of early childhood attachment and the potential lasting effects on adult mental health
2. Provide - Relaxation Class
3. The Blue Light steering group held a joint meeting with the Ambulance and Fire steering groups to share good practices and ideas for supporting the workforce around mental health
4. Essex Police College hosted a mental health and well-being event. This included classes on mindfulness and relaxation. In addition, the ACE (health check) bus attended and stalls were available providing information on health and wellbeing initiatives.