

# Essex Police

## Performance Update

### September 2015

<u>Areas of Focus</u>	<u>Page</u>
1. Reducing Domestic Abuse	1
2. Supporting Victims of Crime	4
3. Reducing Youth Offending and Reoffending in General	8
4. Tackling Consequences of Alcohol and Drug Abuse, and Mental Health Issues	11
5. Improving Road Safety	13
6. Improving Crime Prevention	16
7. Increasing Efficiency in Policing through Collaborative Working and Innovation	22
8. Organisational Health	23

# Monthly Performance Report: September 2015

## 1. Reducing Domestic Abuse

### Performance Information

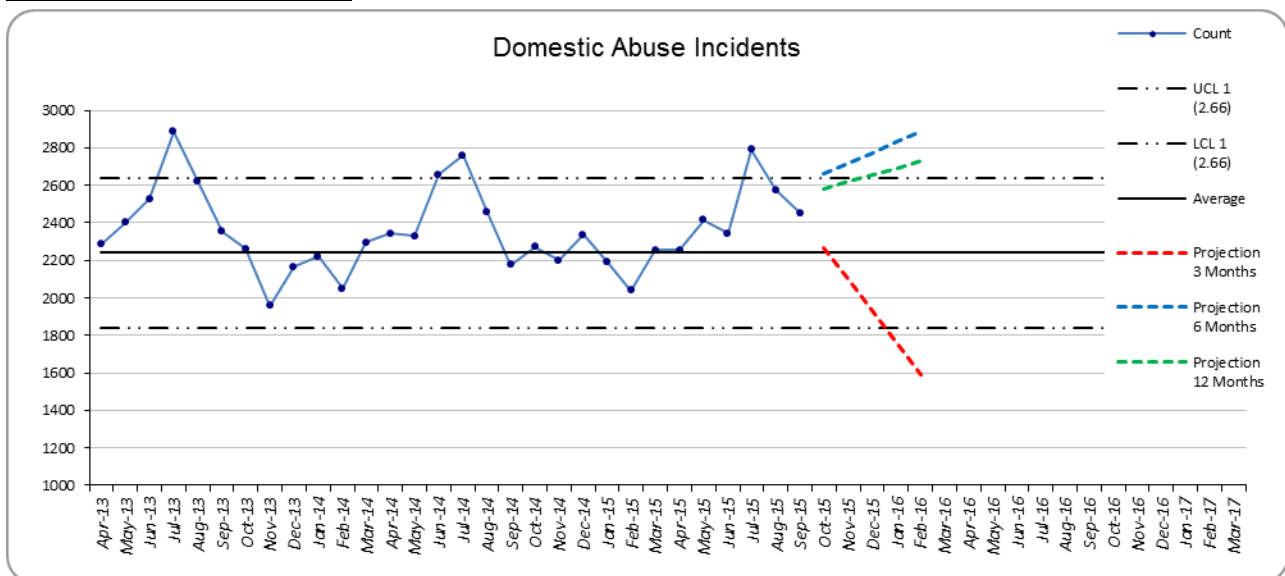
1. Reducing Domestic Abuse Data to Sept 2015 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.	Yr on Yr diff. Improved/ Worsened since Aug 2015
Number of domestic abuse incidents	27674	<b>28111</b>	1.6	<b>Worsened (1.6% pt.)</b>
Number of repeat incidents of domestic abuse	See Comment Below*			
Number of domestic abuse offences	10469	<b>11546</b>	10.3	<b>Improved (-0.8% pt.)</b>
Number of repeat offenders of domestic abuse	59	<b>39</b>	-33.9	<b>Improved (-51.8% pt.)</b>
Domestic abuse solved rate	42.6%	<b>34.6%</b>	-8.0	<b>Worsened (-1.1% pt.)</b>
Number of successful prosecutions for domestic abuse without the victim	See Comment Below*			

\*Due to a change in business processes, it is currently not possible to produce data for this measure. Work is on-going to resolve this issue.

The number of repeat offenders of domestic abuse is for the months of March 2014 and March 2015. The time lag is due to Essex Police following the national re-offending definition that allows 6 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: September 2015

### 1. Reducing Domestic Abuse

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#### Domestic Abuse

##### Domestic Abuse Action Plan 2014/15

Outstanding actions have now been converted to form part of the Protecting Vulnerable People Improvement Board's action plan. Out of the initial 36 actions only 1 remains outstanding and is currently being progressed.

##### HMIC Peel Inspection

In July, HMIC conducted their PEEL (police effectiveness, efficiency and legitimacy) Vulnerability inspection of Essex Police. The full HMIC report will be supplied to Essex Police by the end of October with a view to being published in December. The recommendations from this will inform future improvement plans.

##### Domestic Violence Disclosure Scheme (DVDS)

This scheme has been embedded within the Central Referral Unit safeguarding processes, both in terms of 'Right to Know' applications from the public and identifying 'Right to Know' opportunities.

The force implemented the new legislation on 7<sup>th</sup> March 2014. Scheme application data can be seen below:

- Number of right to ask applications made: **159**
- Number of right to ask applications approved: **30**
- Percentage of right to ask applications approved: **19%**
- Number of right to know applications made by the CRU: **465**
- Number of right to know applications approved: **167**
- Percentage of right to ask applications approved: **36%**

##### Domestic Violence Prevention Orders and Notices (DVPO and DVPN)

Essex Police is continuing to utilise Domestic Violence Prevention Orders and Notices where appropriate to protect victims of domestic abuse. Application data can be seen below:

- Number of DVPN applications made: **501**
- Number of DVPNs rejected by the AO: **65**
- Number of DVPNs granted: **436**
- Number of DVPOs rejected by the court/withdrawn: **59**
- Number of DVPOs granted: **437**
- Number of reported breaches: **85**

##### Domestic Abuse Intelligence Team (DAIT)

The DAIT team relocated to form part of the Central Referral Unit in March 2015. The team received an increase in resources to improve resilience in the response to dynamic domestic abuse incidents. The DAIT has developed to enable early identification of Honour Based Abuse incidents as well as 'Right To Know' opportunities, in addition to their core role of providing intelligence to officers prior to attending domestic abuse incidents.

##### Operation Shield

Operation Shield continues to target the county's highest risk perpetrators, and the success of these interventions has led to a 27% reduction in the cohort's total harm score. This is a 4% further reduction in the last quarter.

## Monthly Performance Report: September 2015

### 1. Reducing Domestic Abuse

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#### **Providing an improved service to acute victims of domestic abuse**

In order to understand which victims are at the highest risk, it is appropriate to consider more than one indicator (i.e. frequency of victimisation). In conjunction with force analysts, a more comprehensive and accurate method of identifying acute victims has been developed.

The process analyses three factors –

- Frequency of victimisation (more than 10 times in the last 12 months)
- Presence on the Recency, Frequency, Gravity (RFG) cohort
- DASH (domestic abuse, stalking and harassment) risk assessment

The Central Referral Unit now provides a proactive safeguarding service to those victims whose potential risk has been identified as acute. A new process of case management was introduced, providing a dedicated DASO (Domestic Abuse Safeguarding Officer) to each acute victim who maintains regular contact with them to conduct monthly reviews of their risk and safeguarding plan, which is bespoke to their individual needs and situation. This is supported by the services of an IDVA (Independent Domestic Violence Advisor).

#### **Increase in High Risk domestic abuse incidents**

There has been an increase of 48.8% in the number of high risk assessments (equating to an increase of over 1000 high risk victims). This increased has been highlighted as having a significant impact across the partnership arrangements which include increases in CRU demands, the number of children referred to social care through the JDATT (Joint Domestic Abuse Triage Team) and leading to a difficult level of cases to sustain at the MARAC (Multi-Agency Risk Assessment Conference). As the volume of incidents and offences has remained relatively stable this appears to be an internal Essex Police issue. This is currently the subject of an analytical review, the increase appears to have begun in April 2014 this does not seem to be linked to the introduction of Athena.

#### **Operation Nova**

Operation Nova is a joint enterprise between Essex Police and Relate. It is a twelve month programme starting in October 2015 which will be coordinated from Chelmsford Police station. It is designed to provide early intervention to first time or low level domestic abuse perpetrators with the intention of preventing further offending and escalation of incidents. Funding is from seized funds under the Proceeds of Crime Act. Outcomes will be closely monitored and assessed.

## Monthly Performance Report: September 2015

### 2. Supporting Victims of Crime

#### Performance Information

2. Supporting Victims of Crime Data to Sept 2015 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.	MSG Ranking	Yr on Yr diff. Improved/ Worsened since Aug 2015
User Satisfaction - Making contact with the police	94.5%	<b>91.1%</b>	-3.4	6	Worsened (-0.3% pt.)
Confidence interval	1.2%	1.5%			
User Satisfaction - Action taken by the police	82.0%	<b>76.1%</b>	-5.9	3	Worsened (-0.7% pt.)
Confidence interval	1.7%	2.0%			
User Satisfaction - Being kept informed of progress	76.7%	<b>67.8%</b>	-8.9	8	Worsened (-0.5% pt.)
Confidence interval	1.9%	2.2%			
User Satisfaction - Their treatment by staff	91.6%	<b>89.7%</b>	-1.9	8	Improved (0.5% pt.)
Confidence interval	1.3%	1.4%			
User Satisfaction - The overall service provided	81.0%	<b>76.2%</b>	-4.8	8	Improved (0.7% pt.)
Confidence interval	1.8%	2.0%			
Emergency incidents attended within standard (90% attended within 15 mins in urban areas or 20 mins in rural areas)	87.4%	<b>76.8%</b>	-10.6	N/A	Worsened (-0.1% pt.)
Emergency calls answered within standard (90% within 10 seconds)	86.9%	<b>84.4%</b>	-2.5	N/A	Improved (1.9% pt.)
Ensure that the average waiting time for a person calling our switchboard (non-emergency calls) is no more than 15 seconds	7	<b>7</b>	0	N/A	Same

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 June 2015.

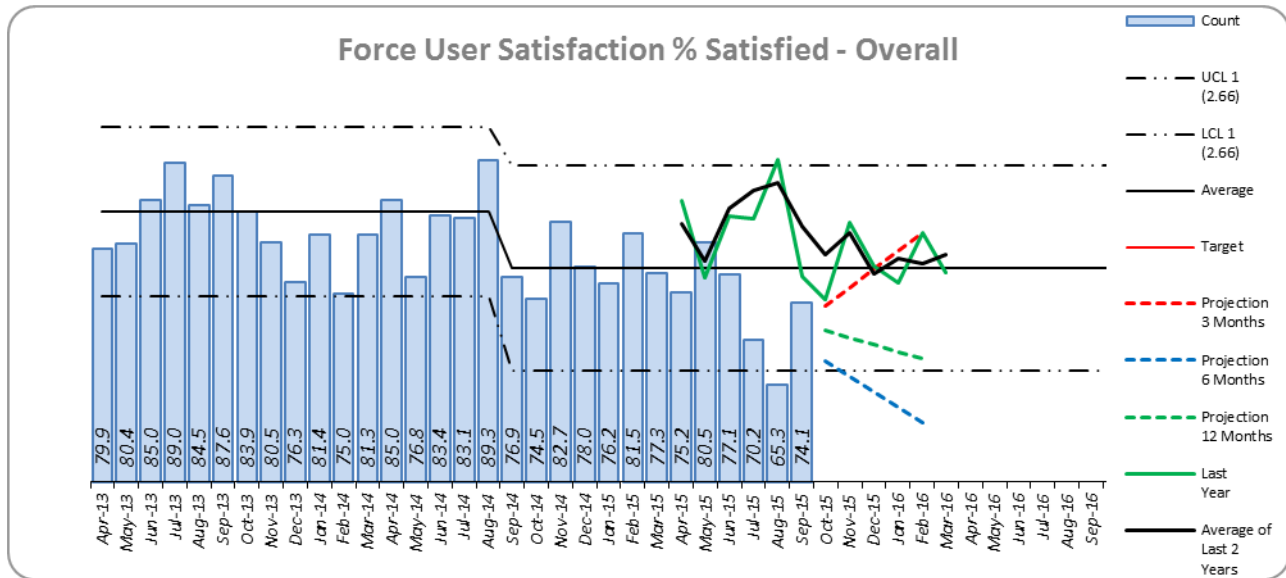
MSG ragging - green is better than the MSG average, red is worse and black is the same as the average.

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

## Monthly Performance Report: September 2015

### 2. Supporting Victims of Crime

#### Management Information



#### User Satisfaction

The rolling year results show that victims' satisfaction levels have fallen compared to the previous 12 months in all five areas tested (satisfaction with ease of contact, actions, follow-up, treatment and whole experience).

The September results include crimes and incidents up to 29 July 2015, when the force was in a period of high demand and before all the changes in demand management described below had been implemented.

We know that the timeliness of feedback and updates are having an impact on the overall satisfaction of victims. Work is on-going to ensure that we are able to extract management information from records to support an improvement in these areas (there is currently no reporting mechanism from ATHENA to show the number of victims with outstanding contacts).

Local Policing Areas' satisfaction improvement plans are being refreshed and are focused on improving victim satisfaction. These will be used by the leads to regularly update the Quality and Service Standards Group and will ensure that the results of the monthly user satisfaction surveys are used to inform service delivery.

The Customer Service Manager is planning an internal workshop mapping session with relevant Departments and staff to look at the five areas tested within user satisfaction surveys (service touch points). This will allow those attending to consider what victim care and service levels look like at each of these interactions. It will provide an opportunity to draw out any gaps in respect of our obligations within the Victims Code of Practice and identify what quality assurance stop checks could be considered to support an overall improvement in satisfaction levels.

The Quality of Service Team will support each LPA in the dip sampling of Athena investigations to ensure Victims Contracts are complied with. Good service will be highlighted, and any cases requiring service recovery will be progressed and monitored.

The Quality of Service Team will work with the Athena Crime Hub management team to support their quality assurance processes and randomly dip sample contacts between the public and their team to ensure our staff treat victims with politeness, civility and respect at all times.

## Monthly Performance Report: September 2015

### 2. Supporting Victims of Crime

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In response to the most recent force level public confidence results from the Crime Survey for England and Wales, the force Confidence Board continues to monitor the programme of work to improve public confidence and victim satisfaction. Essex Police and Anglia Ruskin University launched an online public confidence survey to identify the public's perception of how Essex Police deals with crimes, and what the public perceives to be important. Results are being analysed and it is anticipated that these will inform us about best practice when engaging with the public to improve local confidence in policing.

#### **Force Control Room**

The Force Control Room (FCR) has continued its vigorous recruitment and training of new staff, with the current phases of training taking a new recruit to fully competent in all aspects of control room work within 12 months.

The volume of 999 calls into Essex Police peaked in July, slightly dropped in August and then dropped again in September. This lowering of demand has been better met with trained staff, resulting in continuously improving performance in the timeliness of answering calls. The volume of abandoned calls per month has also reduced. We remain ahead of the national expectations for lost emergency calls for the quarter at 1.5% abandoned rate (all abandoned calls are recovered by police calling the person back).

The command team has provided direction to staff that the handling of 999 calls is the key priority and the performance in this area has continuously improved. All staff have been trained to spend more time in being inquisitive in their handling of non-emergency calls. Although this has lengthened the time taken to answer non-emergency calls, the staff are able to better assess whether police attendance is necessary or whether the matter can be resolved over the phone. This approach helps to ensure the most appropriate response is provided, whether by the police or a partner agency.

#### **Switchboard Calls**

Within the control room, information boards have been reinstalled that display live time team performance on our grade of service and how many calls are waiting. The clarity of prioritisation for 999 and non-emergency calls, along with a greater number of appropriately skilled staff to handle transferred calls from the switchboard, is contributing to improved performance.

#### **Response**

The FCR Duty Inspector holds a supervisors briefing at the start of each shift to ensure control room staffing best reflects the demands across the Local Policing Areas (LPA) and to maximise available resources.

Applying a more inquisitive approach on the call handling of non-emergency calls has helped reduce the volume of incidents requiring police attendance and in so doing there has been a gradual improvement in the timeliness in reaching emergency and priority response incidents.

The management of residual demand remains a force priority and there is continued focus through daily force management and command meetings.

During the month of September, the force moved to a new shift pattern for the 24/7 front line responders across all of the operational stations, which has provided an uplift of resources around times of peak demand. This uplift has seen a positive impact in reducing demand across the LPA, in particular, improving our response to areas of harm such as domestic abuse, violent crime and missing persons.

In addition, the LPA Pacesetter Units have taken on additional responsibilities around the management of demand, where direct tasking to officers for non-emergency incidents has now become the responsibility of

## Monthly Performance Report: September 2015

### 2. Supporting Victims of Crime

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the LPA. This allows local staff with local knowledge to appropriately assess these incidents against the new THRIVE assessment model (Threat, Harm, Risk, Investigation, Vulnerability and Engagement), assign the most appropriate resource and provide the most proportionate policing response.



## Monthly Performance Report: September 2015

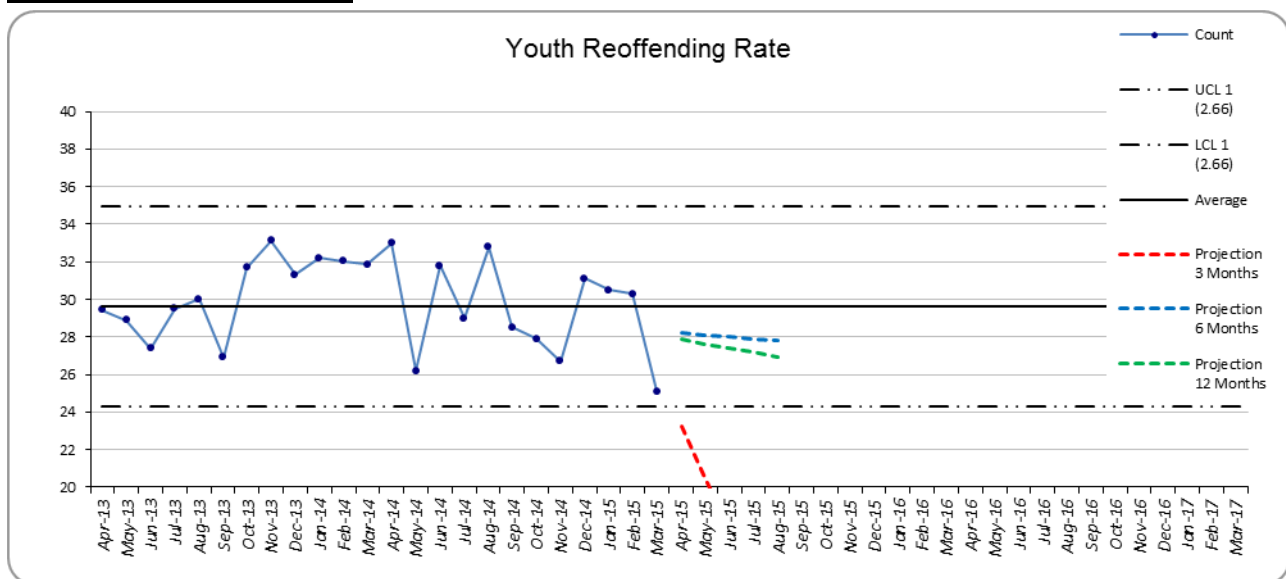
### 3. Reducing Youth Offending and Re-offending in General

#### Performance Information

3. Reducing Youth Offending and Reoffending in General Data for Mar 2015	Monthly Last Year	Monthly This Year	Monthly Better/ Worse % or % pt. diff.	Yr on Yr diff. Improved/ Worsened since Feb 2015
The number of youth offenders	314	<b>271</b>	-13.7	Improved (-7.9% pt.)
The number of adult offenders	1647	<b>1322</b>	-19.7	Improved (-6.2% pt.)
The number of youth offenders who re-offend	100	<b>68</b>	-32.0	Improved (-21.2% pt.)
The number of adult offenders who re-offend	439	<b>315</b>	-28.2	Improved (-9.4% pt.)
Youth re-offending rate	31.8%	<b>25.1%</b>	-6.7%	Improved (-5.0% pt.)
Adult re-offending rate	26.7%	<b>23.8%</b>	-2.9%	Improved (-1.3% pt.)

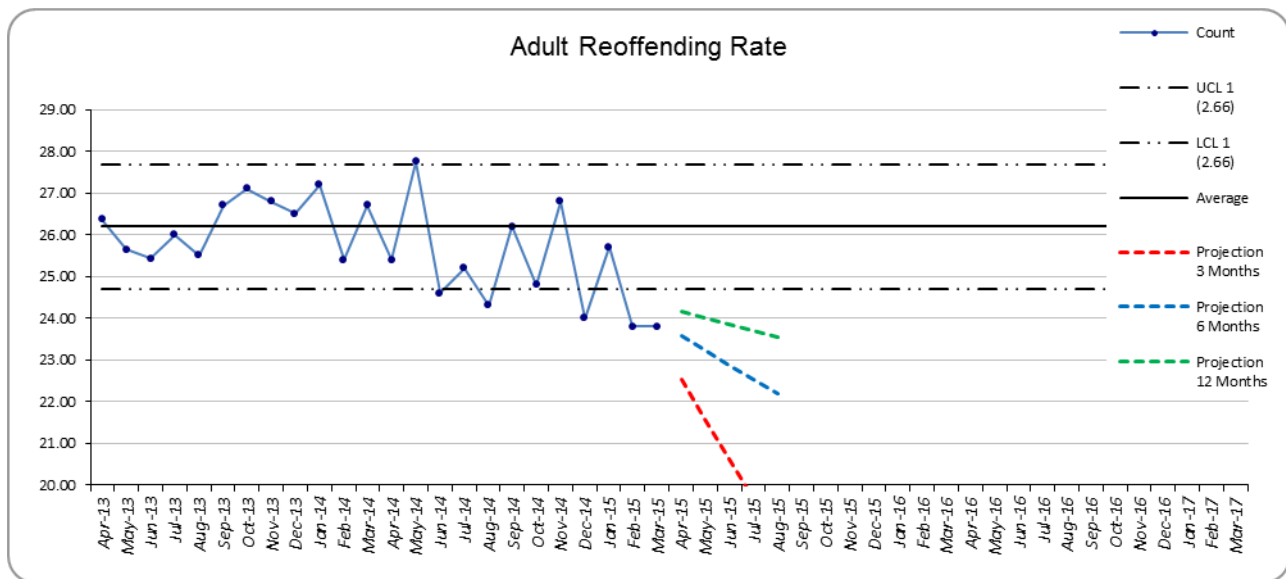
Work is on-going to develop the most informative measures of reoffending. Specifically, the Force is working with the Probation Service and other partners to develop data to inform Integrated Offender Management. Until this work is completed, for this document the data shown above are based on offender information taken from the Police CrimeFile system rather than on 'proven' reoffending data from PNC. The data are 6 months in arrears to allow time for the police to establish who the offenders are for a crime.

#### Management Information



## Monthly Performance Report: September 2015

### 3. Reducing Youth Offending and Re-offending in General



#### Adult Re-offending and Integrated Offender Management (IOM)

Joint visits by the Youth Offending Team (YOT) police officers and staff supervising young people subject to Intensive Supervision and Surveillance are now in place every weekend. This is a new process, but the early results suggest the joint approach to visiting young people in their homes is useful to everyone, including the young people and their parents. Although developed as an 'enforcement' tool, it has also provided an opportunity to engage with some young people who would not otherwise consider talking to a police officer.

Essex Police has published significant changes to staffing this week and as a result, youth officers have been reduced from 21 to 13. The officers will have a new and much broader job description which will enable them to continue their roles of engagement, but also with a strong focus on investigating those subject to criminal investigations. This should lead to the identification of young people who are at risk of Child Sexual Exploitation or becoming connected with serious youth violence.

The new role will ensure better continuity of dealing with and supporting young people across the county, ensuring the priorities of the National Youth Strategy are always considered when decisions affecting young people are made. Although the officers will work within their local policing hubs, they will now be centrally managed to ensure best practice is achieved across the county. Partnership work is being developed through referrals to other agencies that can support young people who are at risk of offending or vulnerable.

#### Adult Re-offending and Integrated Offender Management (IOM)

IOM continues to manage prolific and high priority offenders through partnership working. To ensure the appropriate agencies are engaged with IOM, a workshop was held in September to enable new contacts (Barnados, Children Affected by Parental Imprisonment, HMP Prisons, Family Mosaic and an ECRC Community Integration Officer) to be formed with the IOM teams. This provided an opportunity to promote the agencies services and demonstrated how they can assist with offender management. Due to the feedback received by attendees, a further workshop will be arranged in the New Year.

Performance data indicates a continued reduction in offending behaviour within the IOM cohort. As a result, the IOM cohort has reduced in size over the past year, enabling tighter management of the remaining offenders on the cohort.

## Monthly Performance Report: September 2015

### 3. Reducing Youth Offending and Re-offending in General

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To support this success IOM continues to submit a significant number of intelligence reports, which totalled 1010 in the last quarter and 474 reports regarding Control Strategy areas (since April 2015). Essex Police are currently in discussion with the ECRC and the NPS to establish how IOM can incorporate Control Strategy areas into IOM's daily business.

#### **Integrated Offender Management**

The independent review of IOM has created a starting point for the Reducing Re-offending Board and the soon to be formed Executive Group, to consolidate the report's recommendations into a manageable plan of work for the forthcoming year. The Report has re-energised existing and potential partners to embrace the IOM concept and become actively involved.

#### **Operation Olive: Voluntary Electronic Tagging**

IOM continues to encourage offenders to wear a voluntary electronic monitoring tag (Buddi Tag) which the team manages under Operation Olive. Daily analysis indicates the majority of tag wearers stop offending, however processes are in place to pro-actively deal with any changes in behaviour which could indicate a pattern of re-offending.

The force has had a number of successes through Operation Olive, with a number of offenders being deselected from IOM having demonstrated they have stopped offending. To date 81 offenders have worn the Buddi Tag over the past 2½ years, which has proved to be a consistent and successful deterrent to re-offending.

Essex is also linked in with neighbouring forces that use Buddi Limited. This enables all forces to receive an alert through the Buddi platform if an offender enters their policing area from a neighbouring force. When an offender enters Essex, IOM will carry out a number of checks to establish the offenders' movements and to ensure they have not committed any crime whilst in Essex.

## Monthly Performance Report: September 2015

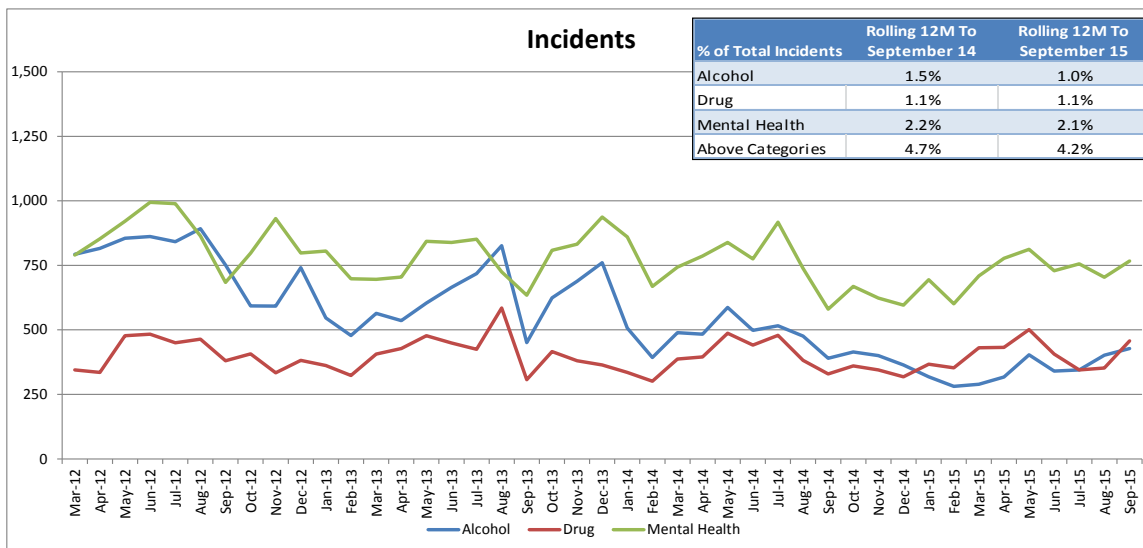
### 4. Tackling Consequences of Alcohol and Drug Abuse, and Mental Health Issues

#### Performance Information

4. Tackling Consequences of Alcohol and Drug Abuse, and Mental Health Issues Data to Sept 2015 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.	Yr on Yr diff. Improved/ Worsened since Aug 2015
The number of night-time economy crimes	5336	<b>5706</b>	6.9	<b>Worsened (2.6% pt.)</b>
% Positive for drug testing on arrest	N/A	<b>38.3%</b>	N/A	N/A
Prosecution of Class A drug suppliers	180	<b>171</b>	-5.0	<b>Worsened (-21.0% pt.)</b>

The % positive for drug testing on arrest is for the period April-September 2015.

#### 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.

#### Tackling consequences of Drugs and Alcohol abuse

A new Substance Misuse and Licensing Coordinator commenced work on the 7th September. This is now a civilian role. The new coordinator has initially been focussed on setting up the new licensing structure with 3 clerks and 2 County Licensing officers now being centrally based at Witham. The new structure will improve resilience across the county and a more consistent approach to licensing across the districts. Licensing has

## Monthly Performance Report: September 2015

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

been the initial focus due to the statutory requirements and time constraints required for applications, but going forward we will turn our attention to the broad subject of substance misuse.

Colchester successfully reviewed the Quayside Bar which resulted in the Designated Premises Supervisor (DPS) being removed and new conditions being set. This followed an incident where 60+ underage persons drinking in the premises that spilled out and caused serious disorder in the street. This was despite reminders issued previously not to serve underage.

Colchester also initiated the voluntary surrender of three premises licences in the district in the last few months when venues have closed so the licences don't pass on in perpetuity with the building and continue to cause issues.

The Colchester Licensing Officer worked closely with the Local Authority for the launch of the current Purple Flag campaign for the town. This flag is awarded to binge drinking-free town centres.

The Castle Point and Rochford Licensing Officer organised and ran Conflict Management and Drugs Training for 100 licensees across the Districts. He has also obtained funding to pay for Taxi Marshalls within Rayleigh High Street to disperse crowds quicker following their evening out.

Funding for drugs wipes to be used during the Christmas period to test people's hands as they enter licensed premises has also been secured.

#### Drug Testing on Arrest

Drug Testing on Arrest continues to support offender management within the IOM cohort and can often highlight a change in lifestyle at an early stage. The Drug Intervention Programme has now been running within Essex Police Custody suites for 6 months. In that time there has been approximately 2626 persons tested of which 974 (38%) were positive for Class A drugs.

The aim of the programme is to detect drug misusing offenders and divert them out of crime and into treatment, thereby identifying a person that may be addicted to drugs at an early stage in the Criminal Justice process. The most recent data shows Essex Police custody officers, in September 2015, had completed 485 drug tests across Essex with 194 positive results (40%), Clacton police custody having the highest result at 53% positive.

Custody	Tests Completed	Cocaine	Opiates	Both	Total Positive	% Positive
Clacton	30	8	1	7	16	53%
Rayleigh	54	5	4	19	28	52%
Braintree	24	3	4	5	12	50%
Harlow	75	12	4	18	34	45%
Grays	87	21	7	7	35	40%
Basildon	73	18	1	7	26	36%
Colchester	91	13	2	15	30	33%
Chelmsford	48	8	1	4	13	27%
<b>Total</b>	<b>485</b>	<b>88</b>	<b>24</b>	<b>82</b>	<b>194</b>	<b>40%</b>

## Monthly Performance Report: September 2015

### 5. Improving Road Safety

#### Performance Information

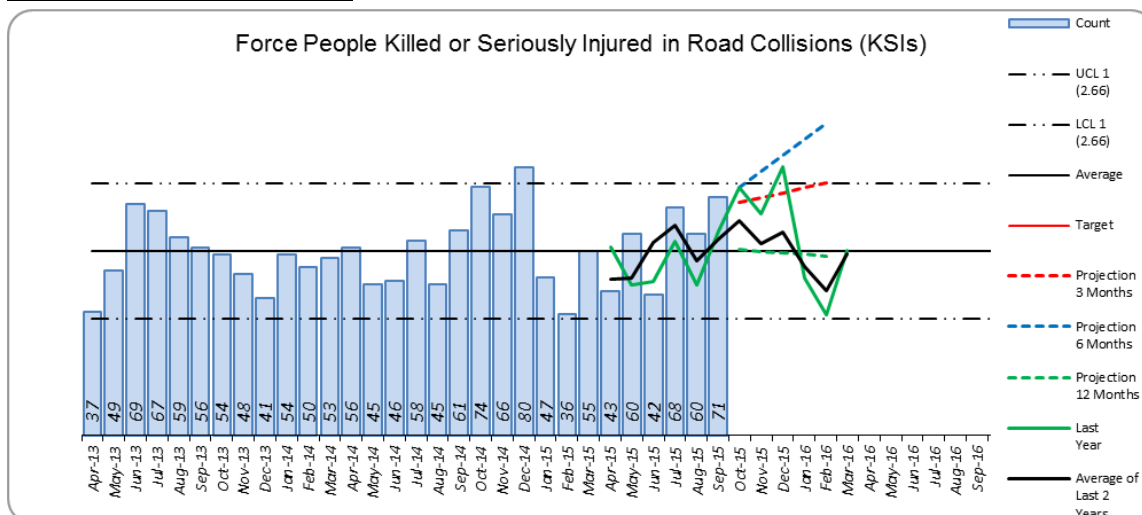
5. Improving Road Safety Data to Sept 2015 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.	Yr on Yr diff. Improved/ Worsened since Aug 2015
All people killed or seriously injured (KSI) in road collisions	680	757	11.3	Worsened (0.9% pt.)
KSI - Fatalities	30	55	83.3	Improved (-2.4% pt.)
KSI - Serious injuries	650	702	8.0	Worsened (0.8% pt.)
Number of Collisions	608	697	14.6	Improved (-1.3% pt.)
The number of people KSI in powered two wheeled vehicles	176	187	6.3	N/A
The number of young car drivers (17 - 25 years) KSI in road collisions	114	108	-5.3	N/A
The number of pedestrians KSI in road collisions	124	130	4.8	N/A
The number of cyclists KSI in road collisions	88	70	-20.5	N/A
The number of children and young people (0 - 17 years) KSI in road collisions	65	72	10.8	N/A
The number of drink drivers KSI in road collisions	12	38	216.7	N/A

September 2015 KSI data is at 12/10/2015

The rolling 2014/15 12 month KSI data is based on rerun individual months added together.

Yr. on Yr. difference in the breakdown is not available as last month's breakdown was unobtainable.

#### Management Information



## Monthly Performance Report: September 2015

### 5. Improving Road Safety

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#### Improving Road Safety

The second quarter of 2015/16 has seen a rise in the number of people killed and seriously injured as a result of a road traffic collision, with 197 KSI casualties between 1<sup>st</sup> July and 30<sup>th</sup> September 2015 compared to 174 over the same period for 2014/15.

Tragically the period has seen an increase in loss of life, with 15 recorded road deaths compared to 7 over the same period during 2014/15.

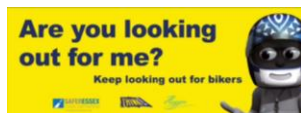
Vulnerable road users (VUR) such as P2W riders and pedestrians remain a concern, recognising that P2W casualties accounted for over a third of all recorded KSI collisions during the second quarter period (55 casualties, equating to 34%) and pedestrians (23 casualties, equating to 14%).

On 1<sup>st</sup> July the Safer Essex Roads Partnership launched a road safety campaign focused upon improving rider safety and involved eight weeks of radio advertising plus the placing of visual messages to the rear of service buses asking drivers to look out for P2W.

Recognising the significant risk of harm to P2W riders and the increasing number of riders involved in road traffic collisions resulting in fatal or serious injury, a review will be undertaken of our current enforcement, education and engagement strategy with Safer Essex Roads Partnership colleagues ahead of our 2016 programme.

This review will consider that during 2016 a shift of strategic direction will be used to target enforcement focused upon high risk behaviour and offending with partners embracing a wider role in educational and engagement delivery.

Example graphics are shown below highlighting 2015 P2W campaign.



A similar campaign has been recently launched by the road safety partnership promoting pedestrian safety, recognising that 85% of all pedestrian collisions occur between the hours of 1700 and 2400, alongside 10% of recorded pedestrian casualties being under the influence at the time of the collision. At night the campaign is being proactively supported by Essex Street Pastors in towns such as Billericay.

#### Road Traffic Offences – Second Quarter

Essex Police, through a range of intelligence led road safety focused operations, continue to focus on offences that identify risk of high harm including the use of a mobile phone whilst driving, seat belt wearing, excess speed and drink driving. These are often referred to as the fatal4 offences. In addition, these operations also focus upon general driving standards such as careless and dangerous driving.

The referral of offenders onto the range of national driving / riding offender retraining schemes (NDORS) remains a focus in working towards a habitual change in driving and riding behaviour.

During the second quarter:

- 408 drivers were referred onto the National Driver Advisory course following involvement in a road traffic collision and identified as at fault.
- 10,558 drivers / riders attended a National Speed Awareness workshop.
- 1,527 drivers / riders attended a “What’s Driving You” course following a mobile phone offence or red light contravention.

## Monthly Performance Report: September 2015

### 5. Improving Road Safety

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- 1,315 drivers / passengers participated in the online national seat belt course.

#### **Formal launch of Safer Essex Roads Partnership**

On September 17<sup>th</sup> a formal launch took place of the Safer Essex Roads Partnership combining the combined skills and focus across a number of agencies including Essex County Council, Essex Police, Essex Fire & Rescue, Highways England, Southend Borough Council, Thurrock Council and the Essex & Herts Air Ambulance.

Governance is taken from a range of senior leads across each stake holder ensuring that a programme of dedicated road safety activity is developed, shared and delivered, utilising and making best use of staff and assets to deliver safer roads.



## Monthly Performance Report: September 2015

### 6. Improving Crime Prevention

#### Performance Information

6. Improving Crime Prevention Data to Sept 2015 (unless stated otherwise)	12m Last Year	12m This Year	Better/ Worse % or % pt. diff.	MSG Ranking	Yr on Yr diff. Improved/ Worsened since Aug 2015
The number of all crime offences	100049	<b>104561</b>	4.5	6	Worsened (0.7% pt.)
The number of victim based crime offences	90049	<b>94593</b>	5.0	6	Worsened (0.8% pt.)
The number of repeat victims of crime	8823	<b>9133</b>	3.5	N/A	Worsened (0.1% pt.)
The number of repeat victims of business crime	See Comment Below*				
The solved crime rate	27.92%	<b>23.16%</b>	-4.76	N/A	Worsened (-0.62% pt.)
The number of anti-social behaviour incidents	53018	<b>54257</b>	2.3	N/A	Improved (-3.0% pt.)
The % of people agreeing that the Police and Local Council are dealing with crime and ASB in this area	55.2%	<b>60.3%</b>	5.1	3	Improved (2.8% pt.)
The % of people who think the Police are doing a good job in this area	56.8%	<b>57.8%</b>	1.1	8	Improved (1.3% pt.)

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

\*Due to a change in business processes, it is currently not possible to produce data for this measure. Work is on-going to resolve this issue.

The all crime and victim based crime MSG rankings are for the 3 months to August 2015

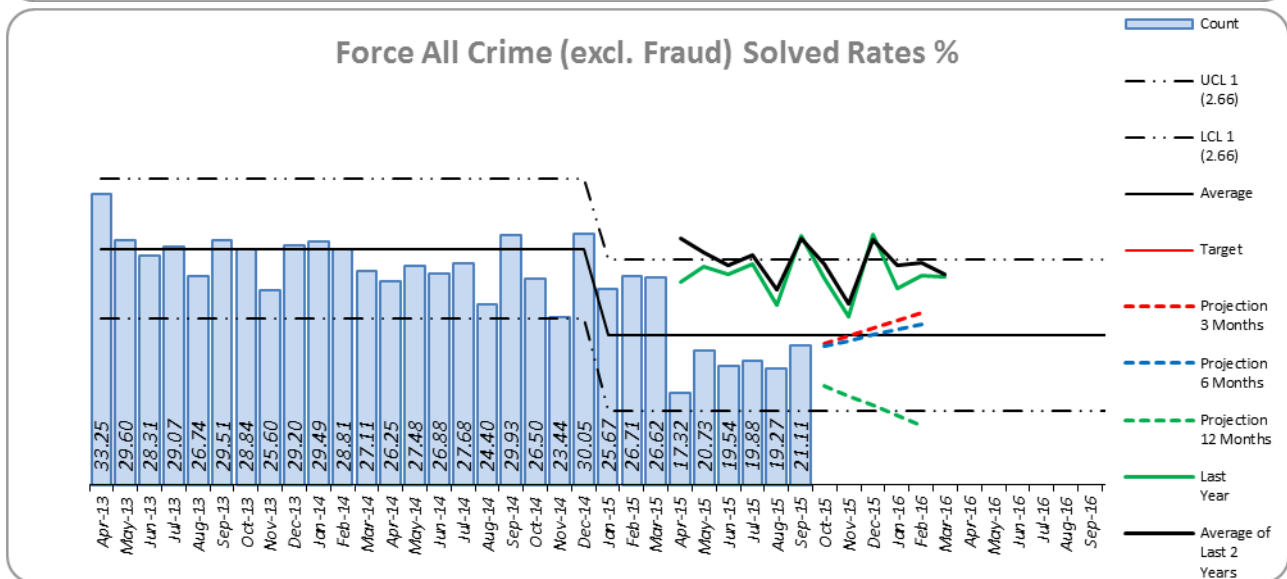
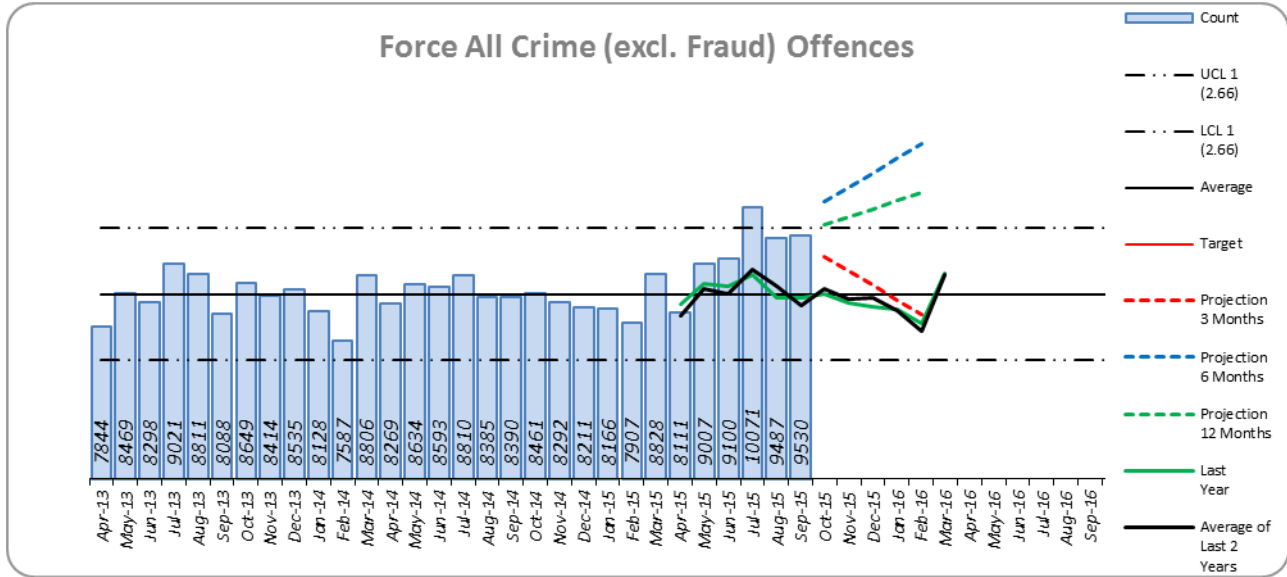
The last two measures in the table above are from the Crime Survey for England and Wales. Data and MSG rankings are for the 12 months to March 2015.

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

# Monthly Performance Report: September 2015

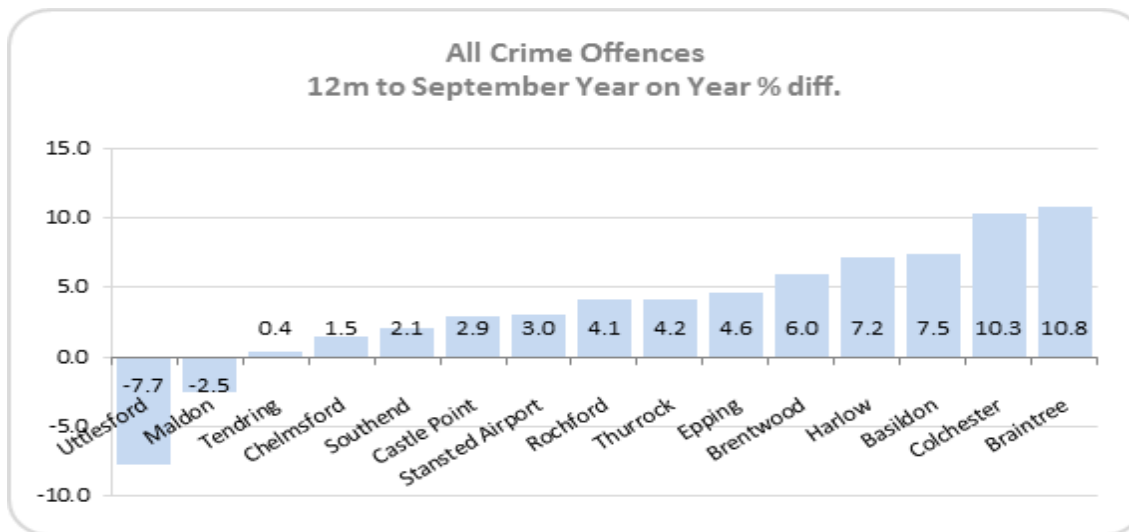
## 6. Improving Crime Prevention

### Management Information



## Monthly Performance Report: September 2015

### 6. Improving Crime Prevention



#### Crime prevention

The 12 months to September 2015 shows a 4.5% (4512 offences) increase, however the cumulative year to September 2015 has seen a year on year increase in all crime of 9.4% (4761 offences). Although crime peaked in July, overall numbers have remained high for the last 6 consecutive months. Breaking this down, victim based crime is up by 10.1% year to date compared with state based crime which increased by 3.2% over the same period. Key areas of increase were violence without injury 35.0%, vehicle offences 19.5% and dwelling burglary 12.3%; of note other theft has seen a 7.0% reduction over the same period.

Due to changes in National Crime Recording Standards (NCRS) in April this year, allegations of malicious communications are now being recorded as crimes, this has meant an additional circa 700 violent crimes being recorded. At the same time changes to HO counting rules have meant that crime are now recorded far sooner than previously within the Athena Hub during first contact rather than awaiting officer attendance, the impact of this change will have contributed to the crime increase in Essex. Changes were also made in April 2015 with regard to recording of domestic abuse incidents, all DA incidents and crimes are now recorded onto Athena and subject of additional scrutiny, this has seen more non-crime DA incidents being re-classified as DA crimes over recent months.

All Districts have recently refreshed their local Crime and Harm Reduction Plans and they now follow a common template, these are subject of on-going review by the District Commanders and support both the Strategic Assessment priorities and any local volume crimes of concern eg significant increase in vehicle crime in Harlow and Basildon . In turn the revised Tasking and Coordination process, which sees a greater emphasis on local coordination supported by a modest uplift in funding, now provides a more effective platform for delivery of local enforcement and preventative activity supported by the Pacesetter teams to provide daily grip and focus.

At 19.2% the all crime solved rate for the cumulative year to August 2015 has seen a year on year decrease of 7.5% points (2482 outcomes). More recently the force has begun to see an incremental increase in the solved rate which has now passed 20%. Following a very busy summer period with significant demand challenges and settling down of Athena, the capacity for local officers to spend more time investigating crime continues to increase. THRIVE continues to support and focus investigation of crime with staff in FCR and the Athena hub and local officers becoming more and more confident in its use and effectiveness as a key tool in helping to inform their response to incidents and investigation of crime. All Commands in particular the LPA's and Public

## Monthly Performance Report: September 2015

### 6. Improving Crime Prevention

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Protection who carry the majority of caseloads have already commenced reviews of the quality of their investigations with the objective of enhancing the solved rate.

#### **Burglary**

The success of Operation Insight, our tactical response to burglaries, continues. This uses the combination of predictive policing, directed patrols and 'cocooning' homes in close proximity to burgled premises and saw a decrease of 755 offences between April 2014 and March 2015, the first full calendar year of Operation Insight compared with the previous 12 months (which included six months of Op Insight).

We intend to build on this success by working to develop an enhanced briefing slide for each of the local policing areas, showing burglars who may be 'active' in their area. This way Insight patrols will be better informed and targeted, particularly pertinent as winter and longer hours of darkness approach.

We are already supported in Operation Insight by key partners within Community Safety Partnerships and organisations accredited under the Community Safety Accreditation Scheme. Also we are exploring the possibility of using Neighbourhood Watch and other volunteers, such as Active Citizens, to help with cocooning and crime prevention advice, and looking at how to link this with Essex Community Messaging (ECM).

#### **Business Crime**

Essex Police (via the Local Policing Support Unit) are a member of the PCC's Business Crime Forum which brings together key partners from the business community.

We have worked closely with members of the business community (via the PCC's forum) to encourage the reporting of offences (addressing the historic issue of under-reporting) and to encourage business to protect themselves by developing business watch schemes (such as Witham Industrial Watch) and create targeted alerts via ECM.

We are also working closely with the National Business Crime Solution Unit (a not for profit organisation supported by the College of Policing and National Police Chief's Council) to ensure that data regarding crime series and trends and the activities of highly mobile Organised Crime Groups (OCGs) in the business sector is shared with our business community who are in turn encouraged to share their information.

#### **Rural Crime**

Recorded rural crime has shown an increase, however, this must be seen in conjunction with the active campaign across the last 2 years to encourage rural communities to report all crime to enable resources to be targeted effectively.

Feedback from Farmers' Action Panels (FAP) still indicates that issues with reporting crime are still deterring victims.

We are working closely with the Force Control Room to provide bespoke training to staff to ensure they are aware of the impact of rural specific offences (such as hare coursing) and provide an appropriate response.

The Special Constabulary Rural policing team work closely with the Local Policing Support Unit and receive appropriate tasking according to reported incidents, or issues raised at FAPs or via the PCC's Rural Crime Forum.

A change in structure of the team and a change of start point for their duties (HQ) has seen an increase in hours and far greater visibility county-wide with considerable positive feedback from the rural community.

## Monthly Performance Report: September 2015

### 6. Improving Crime Prevention

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The trial in Colchester identified farms in the district and provided officers with directions and information regarding accessibility and contact details for the landowners. This saw an improvement in response times and will now be expanded across the county.

The force Wildlife, Heritage and Environmental Crime Officer (WHECO) is now a member of the Local Policing Support Unit and works with departmental colleagues, key partners and the Special Constabulary Rural Crime Team to coordinate a number of operations county-wide.

Hare coursing continues to occur in Essex but this year, to date, at a lower rate. This may be due to the success of the National Hare Coursing Operation, Galileo, which Essex Police took part in.

Joint patrols have been conducted with the Environment Agency to tackle fish poaching and unlawful fishing, and these will continue into the winter months.

A number of incidents of bat roost destruction have been investigated and a file currently sits with CPS awaiting a decision to prosecute a company based in Essex for one of these offences.

Several poisoning offences have been reported to Essex Police and Natural England, and these have been referred to the Wildlife Incident Investigation Scheme to be investigated to ascertain if there are any offences for Essex Police to deal with.

#### **Heritage Crime**

Heritage Watch has now been launched in Essex and a number of regional launches have taken place. A specific 'Heritage' category exists on Essex Community Messaging and members of the Watch scheme are encouraged to sign up to ECM. The first Heritage Crime Strategy Group meeting has taken place, bringing together police and partner agencies to tackle Heritage Crime.

Four years ago, Essex Police led a joint Essex and Kent operation into the theft of items from protected shipwrecks off the Essex and Kent Coast, in particular HMS London, lying off the Southend coast.

This investigation resulted in the recovery of hundreds of items, including three 16th century cannons from HMS London. This case has now been heard at Crown Court and the final defendant, , has been imprisoned for 2 years with a Proceeds of Crime Act application pending.

The other two offenders received fines totalling over £60,000.

#### **Fraud**

The Local Policing Support Unit and the Serious Crime Directorate worked closely and provided a training day for key partners within Community Safety Partnerships, organisations accredited under the Community Safety Accreditation Scheme (CSAS), Neighbourhood Watch and the Community Agents regarding all aspects of fraud awareness, particularly cyber-crime and postal scams. The event was well attended and well received and will form part of Continued Professional Development for CSAS members going forward.

This was followed by our involvement in National Rogue Traders Week which ran between 28<sup>th</sup> September 2015 and the 2<sup>nd</sup> October. This campaign is designed to raise security awareness among the vulnerable members of the community and those involved in the provision of care and services.

In partnership with Trading Standards and Neighbourhood Watch, 700 of the people identified by the National Trading Standards team as being most vulnerable to scams in Essex received an advice leaflet and a No Cold Calling sticker to display at their door.

## Monthly Performance Report: September 2015

### 6. Improving Crime Prevention

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A daily message was sent out via ECM to over 7000 individuals covering different aspects of Rogue Trading. This ranged from how to prevent traders from calling on you, what to do if you are a victim, to where to find responsible traders.

Our media team generated media items and press releases including 24 social media items and used the Essex Police website to launch 3 new You Tube videos relating to Rogue Traders, Bogus callers and Scamming.

The Special constabulary assisted our Roads Policing Unit with Operation Nash during the week in different districts where special attention was paid to vehicles identified as being used by Rogue Traders.

East Cheshire Trading Standards developed a lesson plan for children 9-11 years which they shared with us and we provided it to Essex County Council, Thurrock and Southend Unitary Authorities and the Independent Schools Council to use as part of lesson planning.

The lesson is about safety at the door and is intended to encourage children to engage with their parents and grandparents about the relevant issues, thereby enhancing crime prevention awareness.

A limited number No Cold Calling stickers and Be Sure At The Door leaflets were sent to the front offices at our 10 main police stations for the public to call in and collect.

The Essex Police media team advertised their availability from Trading Standards and us.

Neighbourhood Watch attended local libraries to hand out leaflets, fridge magnets and No Cold Calling stickers.

In Thurrock, two Rogue Trader/ cold caller talks were given at a sheltered housing complex and a learning disability group session at South Essex Rape and Incest Crisis Centre (SERICC).

## Monthly Performance Report: September 2015

### 7. Increasing Efficiency in Policing Through Collaborative Working and Innovation

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#### 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**

It has been a busy 3 months for the Strategic Change Team (SCT) with the priorities being the landing of the new shift pattern for Local Policing Teams (LPT) in September, continued work in reducing incident demand, and the review of Neighbourhood Policing.

Following Chief Officer approval the Local Policing Teams (LPTs) moved to a 6 on 3 off shift pattern on the 8<sup>th</sup> September. This change from the 6 on 4 off pattern provided a 25% uplift in police officers being on duty during the busiest time of the day. In addition to the uplift in resources on duty the SCT has worked with other areas to deliver the introduction of THRIVE (Threat, Harm, Risk, Investigation, Engagement) principles in the Force Control Room and the increase in the number of 101 calls that are routed through the Athena Hub. The implementation of these, changes the way that we do business, and has seen the number of open incidents on our command and control system reduce from over 2000 to less than 800.

The most challenging work has been the review of Neighbourhood Policing, which has seen the Chief Constable having to make some very difficult proposals around the number of PCSOs and police officers. The proposal, which is subject to consultation, is that PCSO numbers are reduced by 190 posts to 60 and that police officer posts are reduced by 73 from the organisation.

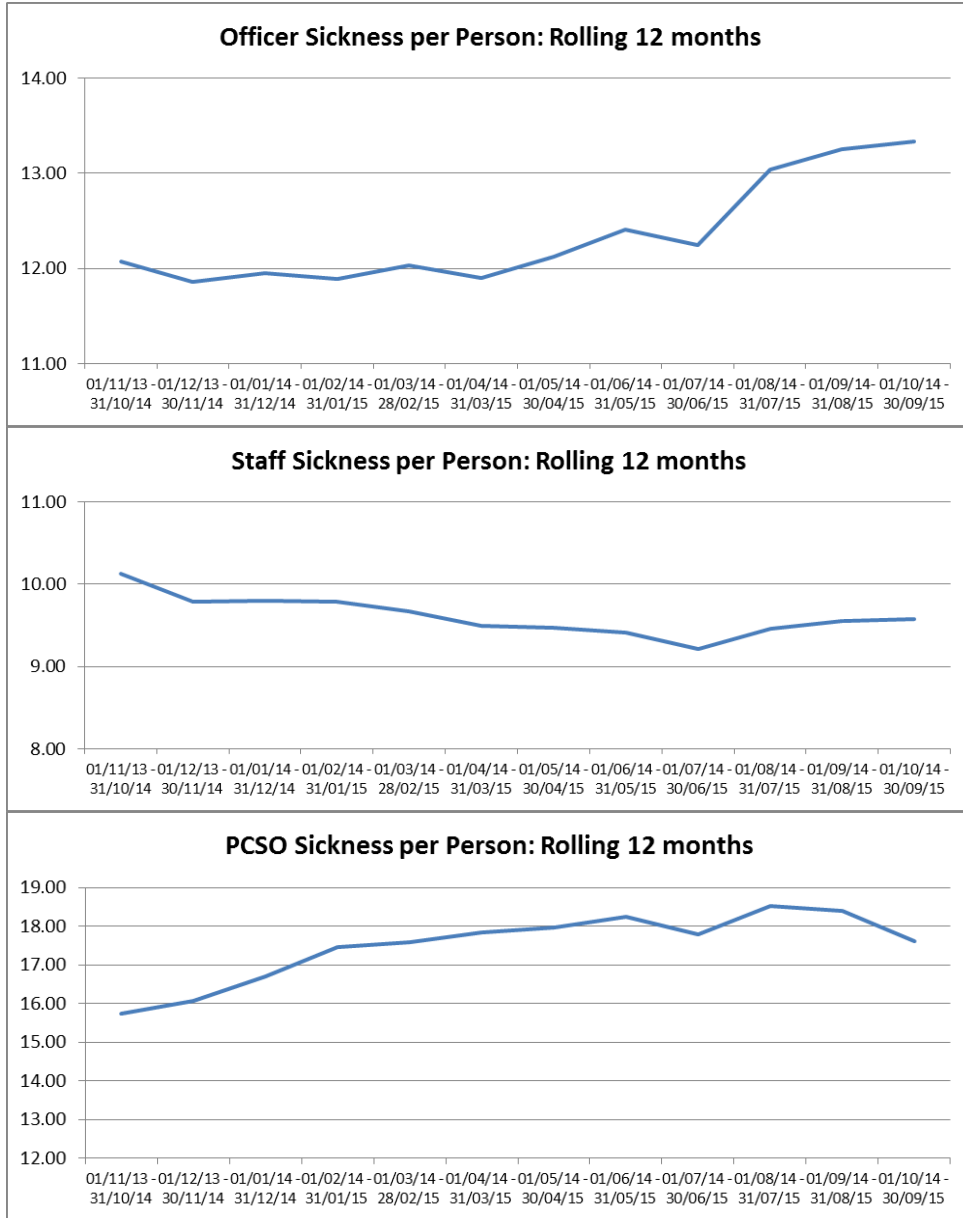
The SCT are now working on the implementation of Community Policing Teams (CPT) across the force which will be the new model of Neighbourhood Policing (NHP). The CPTs will be district based and will carry out proactive work, targeting those individuals that pose the greatest risk to our communities. The teams will be problem solvers, dealing with emerging crime trends and some ASB before they become significant issues for our communities.

# Monthly Performance Report: September 2015

## 8. Organisational Health

### Management Information

#### Sickness Levels



### Health

Police - Police Officer rolling year sickness has increased from 13.04 average days lost per person for the period 01/08/14 – 31/07/15 to 13.25 average days lost per person for 01/09/14 – 31/08/15. This is an increase of 1.61%.

This has been the same trend for the last three rolling year periods which has seen a rise in the average days lost per Officer. This increase is due to this financial year to date (Apr 15 – Aug 15), Police Officers having an average 5.78 days lost per person compared to 4.57 average days lost per person for the same period last year (Apr 14 – Aug 15).



## Monthly Performance Report: September 2015

### 8. Organisational Health

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Police Staff - Police Staff (excluding PCSO's) rolling year sickness has increased from 9.46 average days lost per person for period 01/08/14 – 31/07/15 to 9.55 average days lost per person for 01/09/14 – 31/08/15. This is an increase of 0.93%.

As with Police Officers, the last three rolling year periods has seen an increase however this current financial year to date (Apr 14 – Aug 15) has decreased by 0.17 average days lost per person (3.69) compared to the same period last year (3.86). Based on this current financial year to date position, it is projected that 2015/2016 average days lost per person will be 8.86, which would be a reduction of 0.63 average days lost per person compared to 2014/2015 (9.49).

PCSO - For the period 01/09/14 – 31/08/15 average days lost per person has reduced to 18.40 from 18.54 (a reduction of 0.76%).

This financial year to date (Apr 15 – Aug 15) has seen an average of 6.20 lost days per person, which is an increase of 0.72 average days per person compared to the same period last year (5.48). Based on this financial year to date so far, it is projected that 2015/2016 average days lost per person will be 14.88 which would be a reduction of 2.97 average days per person compared to 2014/2015 (17.85).

Following the departure of the Clinical Nurse Lead in Occupational Health, a temporary position of Health Services Development Co-ordinator has been recruited and the individual is now in post. This post has been created on a temporary basis (until April 2016) in order to research and develop proposals for the structure and delivery model of the collaborated Health Services department. The business case for organisational change will then be developed with implementation in April 2016.

This post will also ensure local management support for the department whilst the structure is being developed and implemented, thus ensuring no detriment to local service delivery during the development and transitional period.

Health Screening assessments, funded by Police Mutual Foundation, were held in locations throughout Essex during August. Appointments were warmly received with a total of 80 appointments available over the four week period.

Approval has been granted from Chief Officers to sign the Blue Light Pledge through MIND (the Mental Health Charity). The pledge signing, by Mr Kavanagh, will take place in December 2015 and will demonstrate the organisation's commitment, determination and support to promoting the removal of the stigma attached to mental health issues. The organisational action plan is currently being developed by a working party which will be submitted to MIND for ratification.

In support of the above and in recognition of the issues experienced by psychological absence, a submission for a grant to the Innovation Fund is also being developed for internal submission approval, to fund learning and development interventions. One training intervention is for managers in supporting their staff members; and one for staff to develop their own strategies and resilience in dealing with issues affecting them both in and out of work, which ultimately impact on their attendance and/or performance in the workplace.