Public Performance Meeting Report

17 May 2023

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Data to 31 March 2023

This document is classified as
<u>OFFICIAL</u>
Transparency:
Full – proactively published

Contents

1. Emerging Challenges
1.1 Chief Constable's Foreword

Our public performance report begins with feedback from our latest quarterly meeting with HMICFRS and other agencies, in April, as part of the 'engage' programme. Those attending the meeting, the Police Performance Oversight Group, were encouraged by the progress we have already made. However, we also recognise that there is more work to do if we are to come out of 'engage' monitoring and to achieve our vision of becoming an outstanding local police force that cares.

The latest crime figures, as shown in the infographic on page 6, show an increase in overall crime in Staffordshire for the year to 31 March 2023; a rise mirrored in many forces nationally, reflecting the return to post pandemic normality.

Tackling violent crime continues to be a priority. We are committed to strong enforcement, targeting areas where incidents of serious violence are highest, and will continue to work with partners as this is not something that can be solved by a police force alone.

The increase in crime is reflected in the increase in the number of 999 calls we receive, with an average of 61 more calls per day compared to 12 months ago. Despite this increase, over the last three months, we have answered 84 per cent of all 999 calls in less than 10 seconds. We are also receiving an average of 138 additional 101 calls per day. Pleasingly, since the implementation of our triage programme on page 14, we are seeing answering times improve. Continuing this improvement in our contact service is a priority, and we continue to invest in our Force Contact Centre, recruiting more members of staff to enhance our service, with plans to further increase staff numbers in July and in September.

Alongside this we continue to look at new technology to improve contact services. We have launched a new Live Chat function on our website in February which allows members of the public to report non-urgent crimes digitally, freeing up more staff to respond to 999 calls and helping us to identify and prioritise vulnerable callers better.

We remain focused on further improving our response to emergency and non-emergency requests for assistance, continuing with our triage function to direct those calls that can be dealt with by partner agencies or other means, and using analytical software to better predict seasonal patterns and help us to meet anticipated demand with more intelligent resourcing. We are currently working to review our policy around the grading of incidents.

We recognise the increased crime levels seen across policing and the increases in calls for service. We welcome the Government's review of Home Office counting rules, to ensure policing nationally is recording proportionate and meaningful crime for the public. In order to support the increased calls for service, we are looking to introduce the 'Right Care, Right Person' approach which will help victims and members of the public get the right service at the earliest opportunity.

Many of our plans will not be possible without the support and guidance of key partners and stakeholders. However, I am confident that together we can achieve our aims of protecting victims, safeguarding the vulnerable and preventing crime to ensure safe and confident communities in Staffordshire.

Despite rising crime figures, our most recent public survey results have shown a five per cent improvement in overall confidence in Staffordshire Police, which is encouraging and demonstrates, I believe, the improvements we have been making as our new policing model becomes embedded.

We have a proud and recent history of being one of the best performing forces in the country – and I've made it clear to my staff and the communities we serve that we intend to be back in that place and delivering the service that Staffordshire deserves.

Chris Noble
Chief Constable

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1.2 HMICFRS Police Effectiveness, Efficiency and Legitimacy (PEEL) Report

Police, Fire and Crime Commissioner, Ben Adams, and Chief Constable Chris Noble recently attended the quarterly Police Performance Oversight Group as part of the Engaged monitoring, which reviews progress against the areas for improvement identified by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

The meeting, which is attended by colleagues from HMICFRS, the Home Office, National Police Chiefs' Council (NPCC), College of Policing and Association of Police and Crime Commissioners (APCC), focuses on the steps the force is taking to improve our performance in the following areas for improvement.

Responding to the public

The force has continued to focus on how quickly we respond to emergencies and how we appropriately triage calls that come into our force contact centre to effectively assess and respond to vulnerability. The improvements the force have made in contact were reflected in the latest Victim Service Assessment (VSA) HMICFRS carried out in December 2022.

The amount of 999 calls the force receives is continuing to increase, with the force now receiving an average of 61 more calls each day compared to 12 months ago. Despite this, over the last three months the force have answered 84% of all 999 calls in less than 10 seconds, and this puts the force in fifteenth place for 999 answering times out of 43 forces nationally. The force is also receiving 138 additional 101 calls each day. Since the implementation of our triage programme, which looks at where calls should be most appropriately dealt with, the force are seeing answering times improve.

In February, the force launched a new Live Chat function on our force website which allows members of the public to report non-urgent crimes digitally, freeing up more staff to respond to 999 calls and helping us to better identify and prioritise vulnerability.

In the last few weeks, the force has launched a more resilient shift pattern in our force contact centre, informed by detailed demand profiling, to allow us to more effectively manage demand at peak times. A recruitment drive will also see more staff deployed into the force contact centre in July and September 2023.

In the coming months, our focus will be on working closely with other agencies to implement our Right Care, Right Person initiative to ensure the public receives the most appropriate care from the most appropriate service.

Investigating crime

To ensure the force is appropriately dealing with and investigating crime, we have continued to focus on accurate crime recording, reducing the number of crimes waiting to be reviewed from more than 7,000 in March 2022 to just over 650 in March 2023.

The HMICFRS VSA revisit showed some signs of improvement in investigations, but there is more to do around the use of investigation plans, supervisory oversight, evidence-led prosecutions and victim care.

Since November 2022, 10% more of our investigations have a detailed investigation plan in place and we are making an average of three more arrests every day.

Our internal audit and assurance function continues to develop to ensure the force focuses on these areas going forward, offering the appropriate support and challenge where necessary.

Training for officers and staff continues with more than 400 of those working on the frontline having now attended our investigation masterclasses. Bespoke training for officers in charge of investigations is currently being developed with the College of Policing.

Child Protection

To improve the quality of our investigations and the support the force provides for victims of crime, we have now completed a review of our Public Protection Unit. This will ensure the teams that focus on keeping children and vulnerable people safe work more closely together and with other agencies. As part of the redesign of this unit, over the next 12 months we will invest in a further 117 posts.

HMICFRS returned to inspect our child protection arrangements at the end of March 2023. While it will be some time before the full report is available, a hot debrief revealed that some positive changes had been made since the last inspection in 2021, but there is still more work to do in different areas.

Other developments

In March 2023 the force reached its Police Uplift Programme target. Since July 2019, we have recruited more than 800 officers which has seen our workforce grow from 1,648 officers to 1,973 – 28 more than the target set by the Home Office. Investment from the police precept and efficiency-based budgeting will allow us to recruit an additional 60 officers by March 2024.

Since the launch of the new local policing model in June 2022, the force has seen a 5% increase in confidence levels in Staffordshire Police. Our most recent public perception survey, conducted in January 2023, also told us that 3% more people feel there has been an increase in the number of police officers and PCSOs in their local area since the launch of the new model. Furthermore, 5% more people now think they can rely on their local policing team.

The force is also in the process of refreshing our Policing Plan and Plan on a Page which will provide a strategic plan for our teams to deliver over the next two years. The plan will be closely linked to the areas for improvement, detailing our ambition for safe and confident communities and an outstanding local police force that cares.
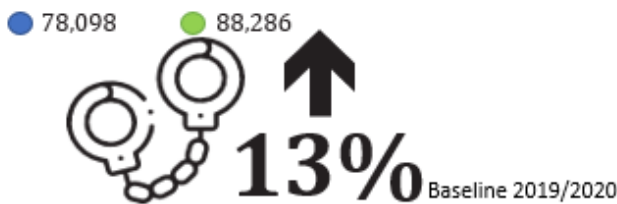
Summary overview

STAFFORDSHIRE POLICE

● Statistics from **2019/2020** baseline or National baseline for crime 01/07/2018 to 30/06/2019

● Statistics from **01/04/2022 to 31/03/2023**

Prevent harm and protect people

All crime in Staffordshire
● 78,098   ● 88,286
↑ **13%** Baseline 2019/2020

Sexual offences
● 3,237   ● 3,742
↑ **16%**
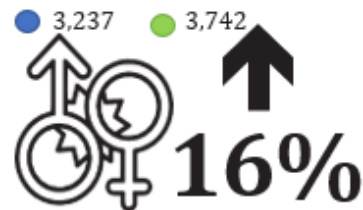
Prevent harm and protect people – National Beating Crime Plan

Neighbourhood crime
● 10,219   ● 10,432
↑ **2%**

Knife Crime
● 722   ● 859
↑ **19%**
National baseline (2018/2019) – Validated crime

Domestic Abuse (Crime)
● 17,323   ● 23,826
↑ **38%**

Local and responsive service

999 Calls (Emergency demand)
● 184,255
● 227,486
↑ **23%**
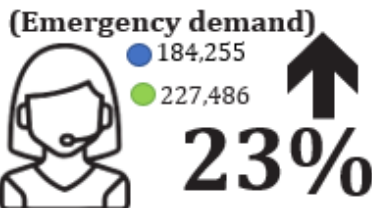
Non-Emergency demand (101 calls and digital contact)
● 320,275
● 387,040
↑ **21%**
Baseline 2019/2020
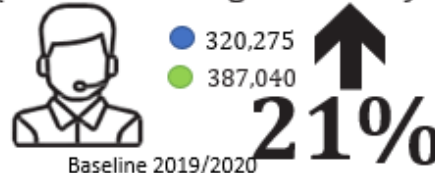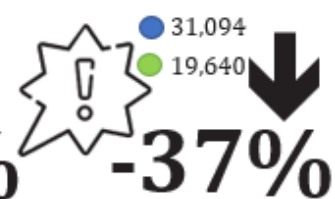
Anti-Social Behaviour
● 31,094
● 19,640
↓ **-37%**

Reduce Offending and Reoffending

Criminal Justice Outcome Rate
● 13%   ● 12%
↓ **-1%**

More effective Criminal Justice System

Crime to Prosecution (at Court) Rate
● 8.3%   ● 6.7%
↓ **-2%**
Baseline 2019/2020

Support Victims and Witnesses

Positive opinion after contact with the police
● 70%   ● 54%
↓ **16%**
Previous Year 2021/22

Enabling Services

Officer Uplift (number of officers)
● 1,673   ● 1,971 (FTE)
↑ **18%**
Baseline 2019/2020

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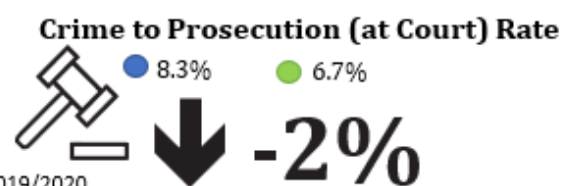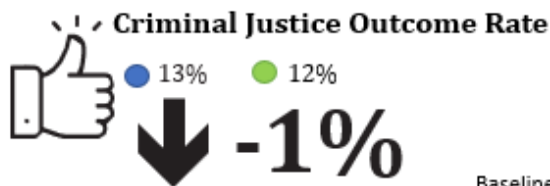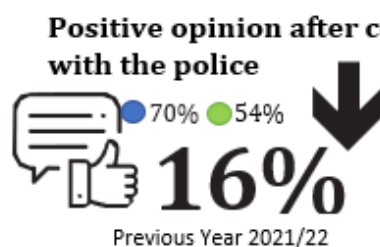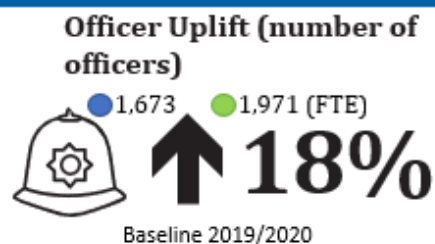
3. A Local and Responsive Service
3.1 Contact: Emergency and Non-Emergency

Force Contact covers telephony, digital contact, switchboard, front counters, contact managers, as well as support in training and contact systems administration. They handle incoming calls, digital contacts, crime and incidents reported via the force's website and an 'online' chat service 'live chat'. The force manages its contact services via our Force Contact Centre (FCC).

These contacts are classified as emergency, non-emergency, general enquiries and outgoing calls. Contact is also received from other partners and agencies such as ambulance fire and rescue services.

What have we done since our last meeting

Improving Performance
- 999 performance remains stable in the last 3 months, despite an increase in the volumes of calls compared to the previous 3 months.
- Triage remains in a strong position, taking over 70,000 calls over the last 3 months, with an average time to answer of 5 mins, and resolving 60% of calls at first contact.
- Going forward there is going to be a further uplift of 6 triage officers to support this functionality and to continue to improve initial answer times for 101 calls.
- Digital services were changed from Social Media Platforms (Facebook and Twitter) to live chat services on the 7th Feb, this service has been well received from the public. Public feedback has been overwhelmingly positive.
- Live chat recent feedback examples include: *'Excellent prompt service, very helpful', 'The person that I spoke to was really helpful. They made me feel listened to and understood. They also showed a lot of compassion and in a world that lacks compassion, it was very refreshing', 'Very helpful and much quicker way to get advice than calling'*
- The force has increased efficiency in this service, reports of incidents that are happening now are taken directly by the operator, but for reports of crime or incidents that have already happened, members of the public are signposted to the self-service platform through direct links to single-online Home. This has freed up operator capacity to provide 999 surge demand. Live Chat has been well received by staff, as it is a less complex system.
- Data Enabled Policing is now embedded into Contact to help Senior Leadership and Management understanding current demand, predict future demand and support analysis.

Quality
- The force is continually improving the quality of calls and the identification of vulnerability, and training has been delivered to all the teams around HMICFRS guidance around THRIVE.
- The Quality assurance team have been live monitoring THRIVE compliance, and have created a feedback loop to staff. Incidents without a THRIVE assessment are monitored by supervisors. This combined approach has seen an uplift in the quality of completion of THRIVE, particularly around vulnerability.
- A recent crime audit has shown that 97% of all crimes were recorded correctly at the first point of contact, this is a 7% increase from the previous audit.

Recruitment
- A successful recruitment campaign has taken place, and we changed the approach to allow CV's to be submitted (in line with modern recruitment methods) to see if this increased the number of applications, we saw a significant increasing up to 400 applications and following a rigorous process 46 people have initially passed and are currently awaiting vetting. This gives a potential of 27 staff starting in July 2023 to further boost available resources.

Structure

- A new command structure will be in place from 1st May 2023 with Sergeants being introduced into the control room. Part of their core role will be reviewing resourcing to provide a prompt, efficient response to the public, whilst providing additional management support.
- Training courses have been delivered to Chief Inspectors undertaking the new bronze role, and also to the new Sergeants. A new Chief Inspectors role has also been created in Contact as part of the senior management team.

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999 calls

Volume

- 999 call volume has increased by 8% (16,529) in the last 12 months compared to the previous year, an average of 45 calls extra a day.

999 Calls
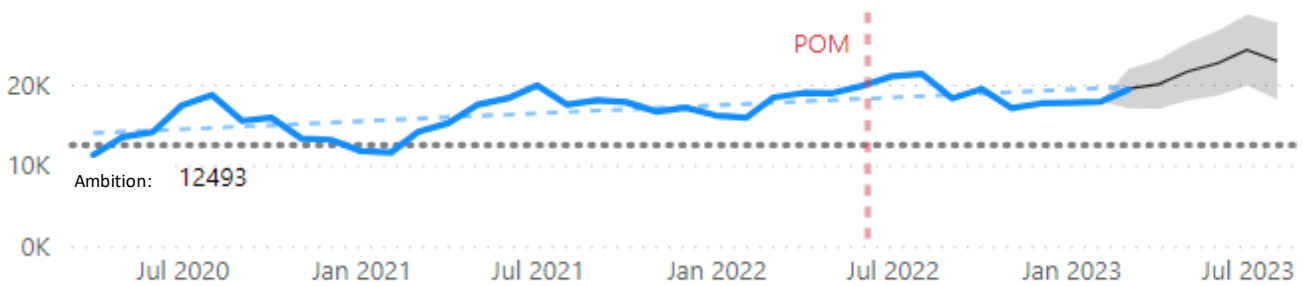
Calls 12 Months	Previous 12 Months	Difference	% Difference	Calls Trend
227486	210957	⬆ 16529	7.84 %	

Timeliness

- Average time to answer 999 calls has reduced and stabilised in the last five months between 9 and 13 seconds, with 12.6 seconds in March 2023 after a significant increase in the average time to answer 999 calls in summer 2022.
- Percentage of 999 calls answered in 10 seconds increased and has stabilised in the last 5 months between 82% and 88% with 83% being answered in March 2023 within 10 seconds.

Average time to Answer 999 Calls
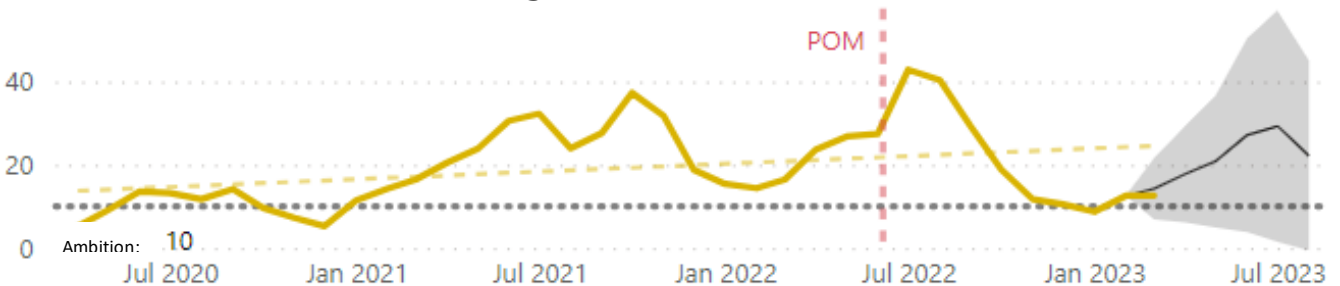
ATA 12 Months	Previous 12 Months	Difference	Difference %	ATA Trend
21.49	24.85	⬇ -3.36	-0.14	

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Average Time to Answer 999 Heatmap
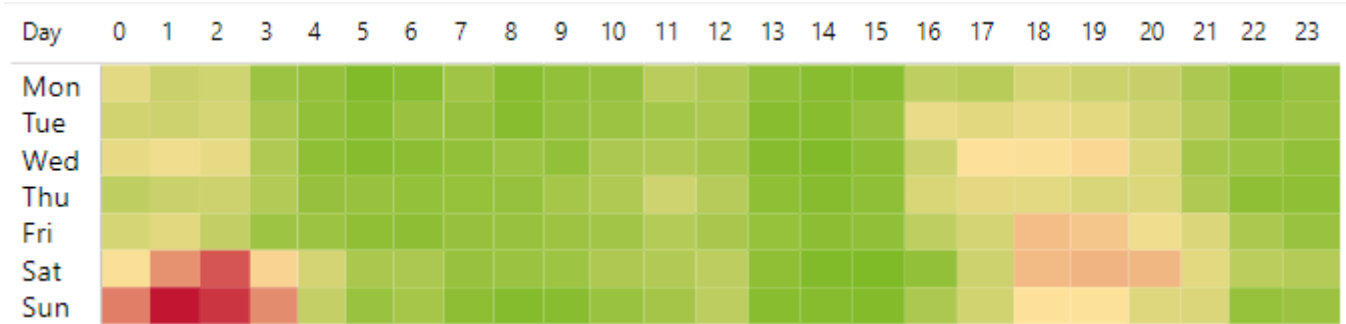
Percentage of 999 Calls Answered in 10 seconds
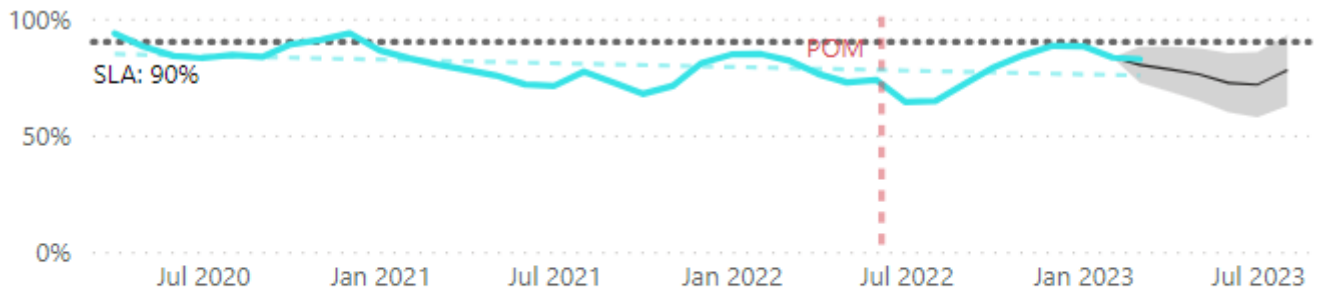
Answered in 10 secs %	12 Months	Previous 12 Months	Difference	Ans. 10 secs % Trend
	77.72 %	76.12 %	⬆ 1.60 %	

National 999 Data

Data is for the last 12-month period as there is no comparison with previous periods due to the national 999 data commencing in November 2021.

Nationally, the data for average time to answer and percentage of calls answered within 10 seconds is based on data from BT.

- For volume of 999 calls the last 12 months Staffordshire is **26th out of 42** forces. In the last three months Staffordshire is **26th out of 42** forces.
- In the last 12 months, Staffordshire was **36th out of 42** forces for the average answer time in seconds for 999 calls. This has improved in the last three months Staffordshire to **34th out of 42** forces.
- In the last 12 months, Staffordshire was **20th out of 42** forces for the percentage of 999 calls answered within 10 seconds. This has improved in the last three months Staffordshire to **15th out of 42** forces.

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101 Calls and Digital Demand

Volume

- 101 call volumes (including triage) are increasing with 10% (+27,289) more 101 calls in the last 12 months compared the previous year. The average equals 75 extra calls per day.
- Digital demand has decreased by -7% (-6,354) in the last 12 months compared the previous year.

101 Calls (Triage and direct to 101)
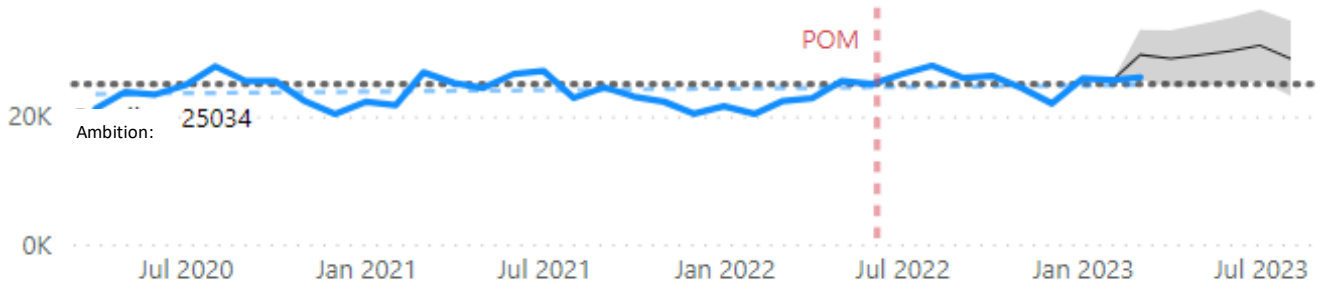
Calls 12 Months	Previous 12 Months	Difference	Difference %	Calls Trend
305486	278197 ⬆	27289	9.81 %	

Timeliness

- Improved average time to answer 101 call length has continued since the implementation of triage, with 7 minutes or less between August 22 and January 23. Slight increases have been seen in the last 2 months with 11.1 mins in March 23.

Average Time to Answer 101 (Triage and direct to 101)
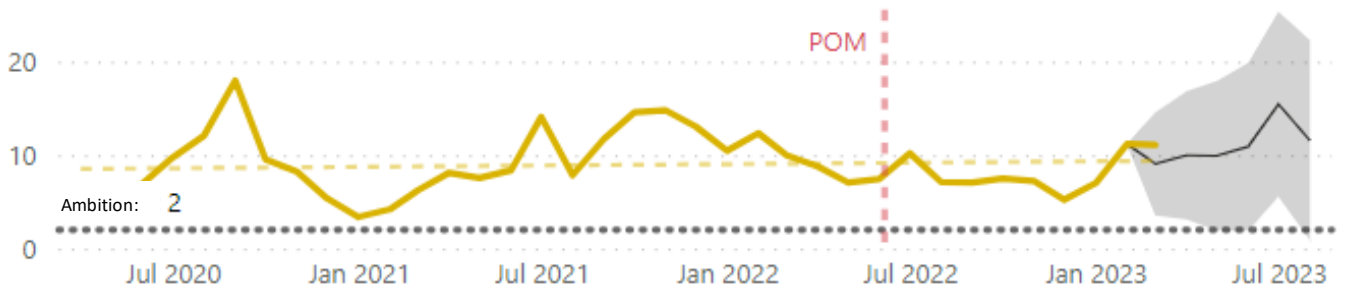
ATA 12 Months	Previous 12 Months	Difference	Difference %	ATA Trend
7.97	11.03 ⬇	-3.06	-27.75 %	

Average Time to Answer 101 Heatmap
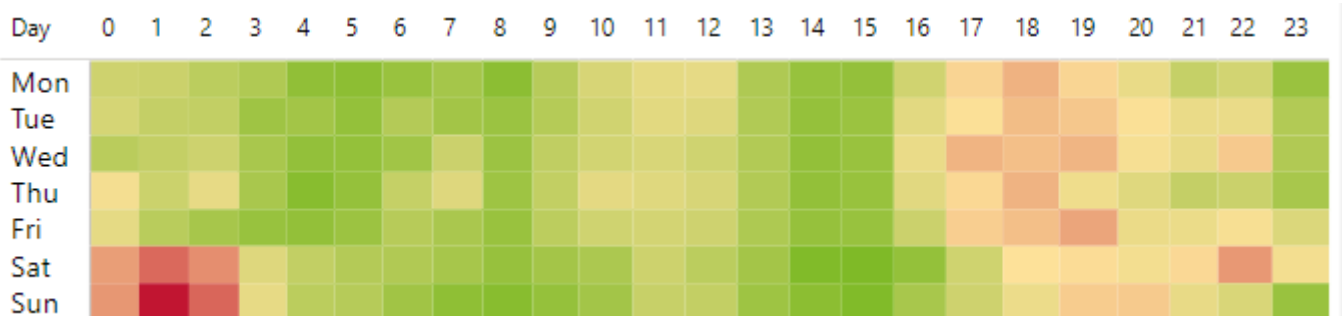
Digital non-emergency demand
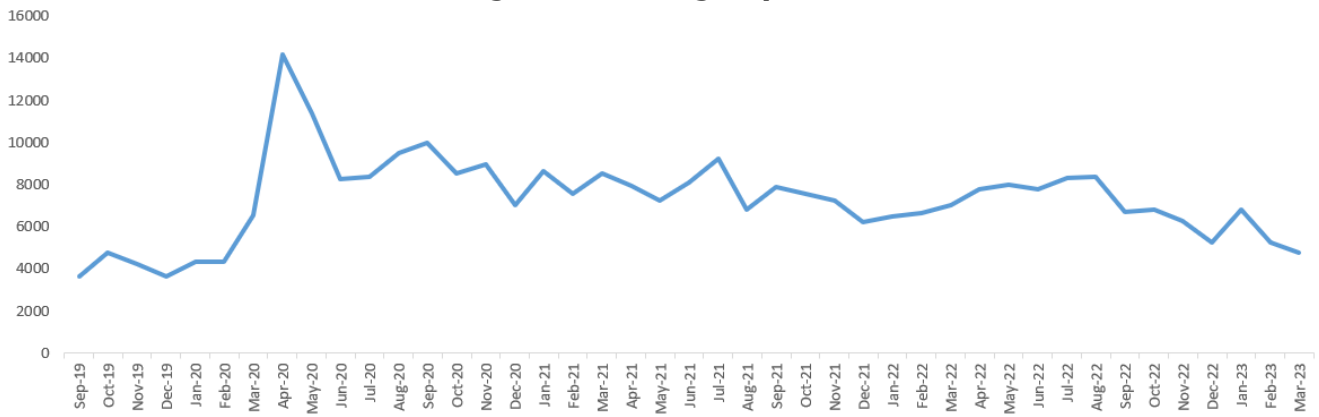
From 7th February, the force changed the way the public and businesses can contact us as part of our commitment to ensure we help people as quickly, and in the best way we can from the moment they get in touch with us. The change means that the public and businesses will no longer be able to report crime on Facebook or Twitter, but are able to speak to a Force Control Room Operator 24/7 via a new 'Live Chat' option via our website (www.staffordshire.police.uk). You will also be able to continue to report crime directly on our website.

It has been brought in as the force continue to look at better ways of responding to the public and businesses, while also ensuring that what they tell us is communicated to who needs to know within the organisation as quickly and effectively as possible. It will mean that, from the moment a Live Chat is started with us, a dedicated Force Control Room Operator will be across that case and will be responsible for making sure what the public and businesses are talking to us about, is dealt with in the most appropriate and proportionate way. The Live Chat function also enables those with hearing and physical impairments to be able to report a crime or incident directly to a Force Control Room Operator. It is hoped that this change will enable the force to improve waiting times on our non-emergency 101 service, as well as provide clear instructions on how best people can get in touch. The force will also be able to signpost to other agencies more effectively as Force Control Room Operators can direct people to the best person to speak to about their concerns straight away.

Digital Contact Types
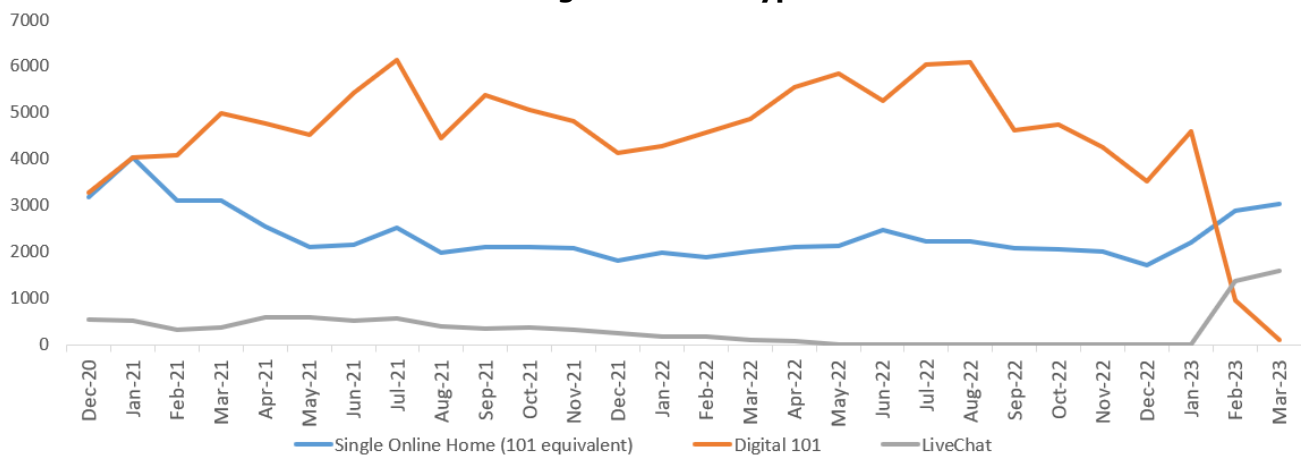
Abandoned Calls

999 Abandoned Calls

Abandoned 999 calls cause increased demand on the force contact centre. This is because all abandoned (or dropped) 999 calls have to be checked to confirm that they are not a genuine emergency and this takes considerable time and resources.

- 2.8% of 999 calls were abandoned in the last 12 months. This has decreased by 4.0% compared to the previous 12 months.
- Summer 2022 saw increased proportions of abandoned 999 calls with 7% in July and 6% in August which coincided with increased volumes of calls and higher average answer times.
- The 999 Abandon rate has improved and stabilised in the last 5 months between 0.6% and 1.3% with 1.3% abandoned in March 2023.

Abandoned 999 Call Rate
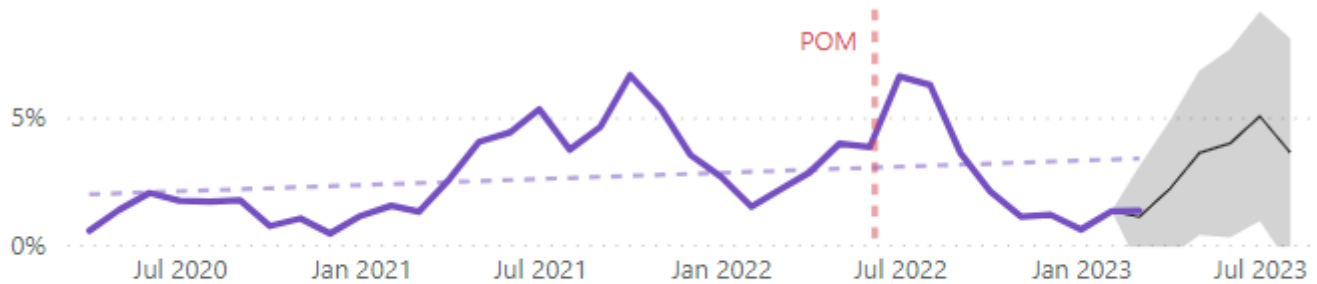
Abandon Rate %	Abandon 12 Months	Previous 12 Months	Difference	Abandon % Trend
	2.83 %	3.96 %	↓ -1.13 %	

101 and Triage Abandoned Calls

- Volume of calls to triage or 101 that were abandoned in the last 12 months has increased by 25% (22,385) compared to the previous 12 months.
- A proportion of 39.6% calls to triage or 101 were abandoned in the last 12 months and this has increased compared by 6.3% compared to the previous 12 months.
- Of the abandoned 101 and triage calls, 27% (29,468) are abandoned within 93 seconds which has reduced by 9% compared to the previous year.

- If calls are abandoned in the initial 93 seconds this would suggest the caller either chose the digital route through the alternative options messages or made an informed decision to call back later once their position in the queue was provided.

Abandoned 101 Call Rate
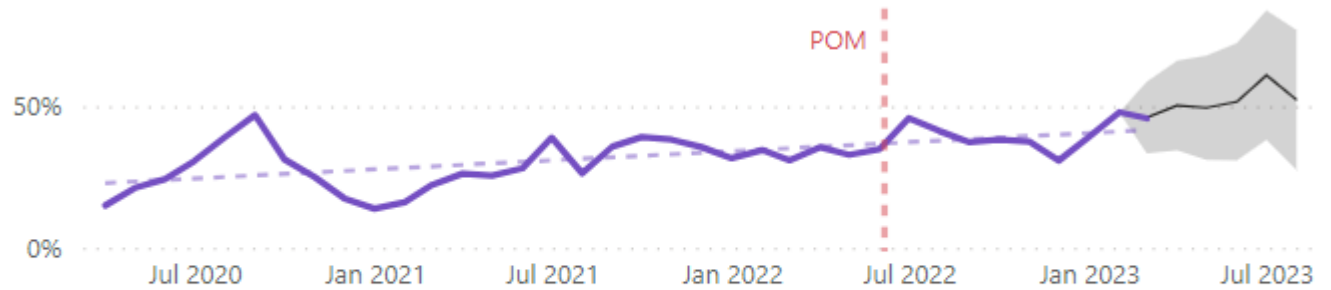
Abandon %	Abandon 12 Months	Previous 12 Months	Difference	Abandon % Trend
	39.63 %	33.33 %	↑ 6.30 %	

Data

Abandoned Call Wait times	0 - 93 secs	94 secs - 5 mins	5 - 10 mins	10 - 20 mins	20 mins +
Last 12 Months	27%	35%	17%	11%	11%
Previous 12 Months	38%	30%	14%	10%	9%

Abandoned Call Wait times	0 - 93 secs	94 secs - 5 mins	5 - 10 mins	10 - 20 mins	20 mins +	Total
Last 12 Months	29468	38277	18760	12213	12107	110825
Previous 12 Months	33289	26259	12508	8857	7527	88440

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101 Triage

The triage approach to calls for service is now in place and operating, where possible, between 8am and 10pm, seven-days-a-week. This service supports the force to identify and prioritise vulnerability quickly, ensuring immediate support when appropriate. It also allows for the force to direct members of the public's enquires more effectively, with 53.5% fewer calls being transferred to 101 as they are being resolved at the initial point of contact. The ambition of triage is to enable us to provide an enhanced service to people trying to contact the force and improve their experience.

Since introduction of triage, 270,091 calls have been answered and assessed - which is 38% of all calls received. 53.5% (200,465) of these have been resolved or finalised at Triage.

Routing of Triage Calls
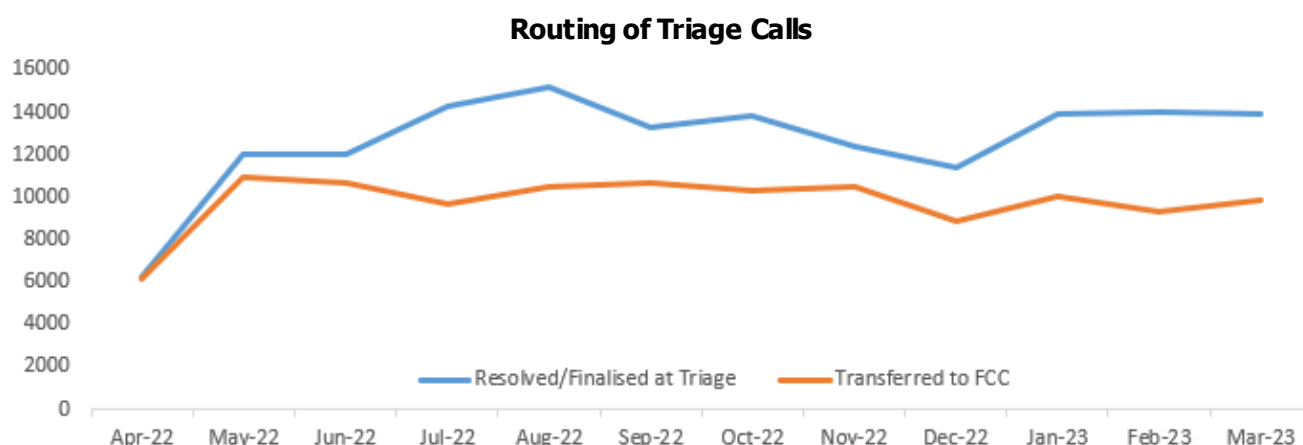
Right Care Right Person

Right Care, Right Person is a partnership approach to ensuring the right response by the right professional. It started as a Humberside Police initiative, and was introduced over a three-year period involving not only the police, but partners in ambulance, mental health, acute hospitals and social services. These partnerships ensured Right Care, Right Person achieved its aim to provide the best care to the public by ensuring the most appropriate response to calls for service.

The Right Care, Right Person model will ensure that when there are concerns for a person's welfare linked to mental health, medical or social care issues, the right person with the right skills, training and experience will respond. In many of the cases we have examined, whilst Staffordshire Police did respond, it has been the case that a police officer was not actually the right resource for the caller.

Already introduced by a number of forces across the country, Right Care, Right Person, will help reduce harm to vulnerable people, by ensuring that they receive help from the right agency, from the outset, instead of them being passed from pillar to post.

Right Care, Right Person is a focus of national best practice too. The National Police Chiefs' Council is due to release a toolkit and the College of Policing is preparing a National Partnership Agreement, both of which will form a key part of our approach in Staffordshire.

We recognise that this move represents a significant cultural change, however, this is a policy that has been successfully implemented in forces across the country, including Humberside, North Yorkshire and West Mercia and has the support of the Home Secretary.

RCRP in Humberside has reduced stress on the police and health agencies responding to these requests and early internal evaluation of the initiative in Humberside Police has shown a more collaborative, informed and appropriate response to Right Care, Right Person incidents. It has also shown a large reduction in the deployment of police resources to these between January 2019 and October 2022.

Response officers respond to incoming calls for service that are identified by the Contact Centre as an emergency (grade 1) or priority (grade 2) and which require physical attendance. Some incidents are also dealt with at a time suitable to the victim by using appointments. An investigation bureau also supports service delivery by dealing with calls for service that are suitable for telephone or remote support.

In the last 12 months, 52% of all incidents are resourced (attended in person) and this proportion had been stable for a number of years, since the new operating model was introduced on 27th June 2022, the proportion of incidents resourced has increased to between 52% and 54% and was 53% in March 2023.

Incidents by Grade: 1, 2 and 3
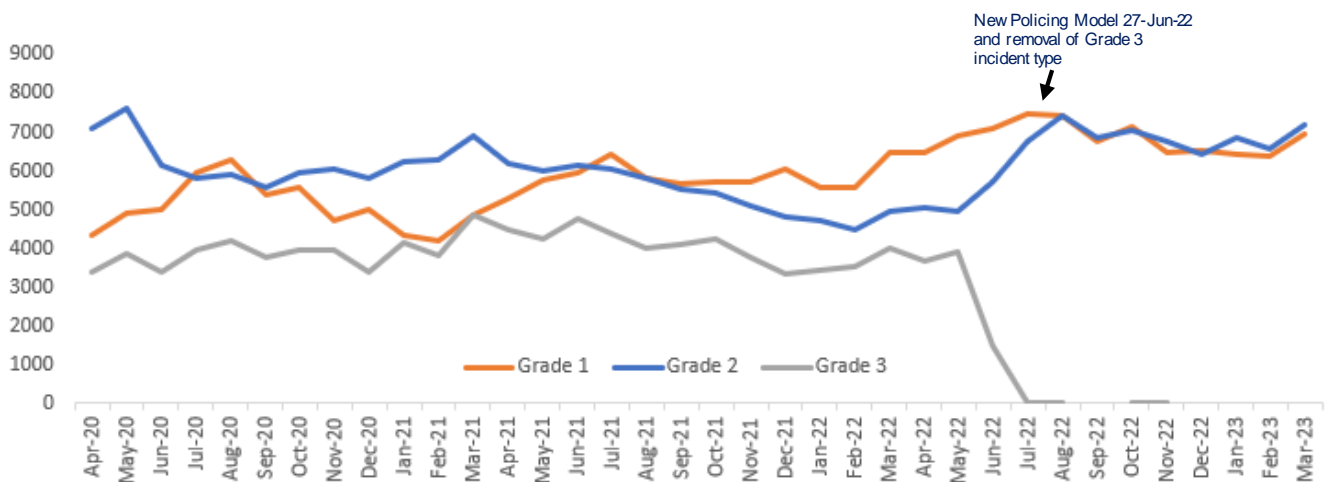
Resourced Incidents
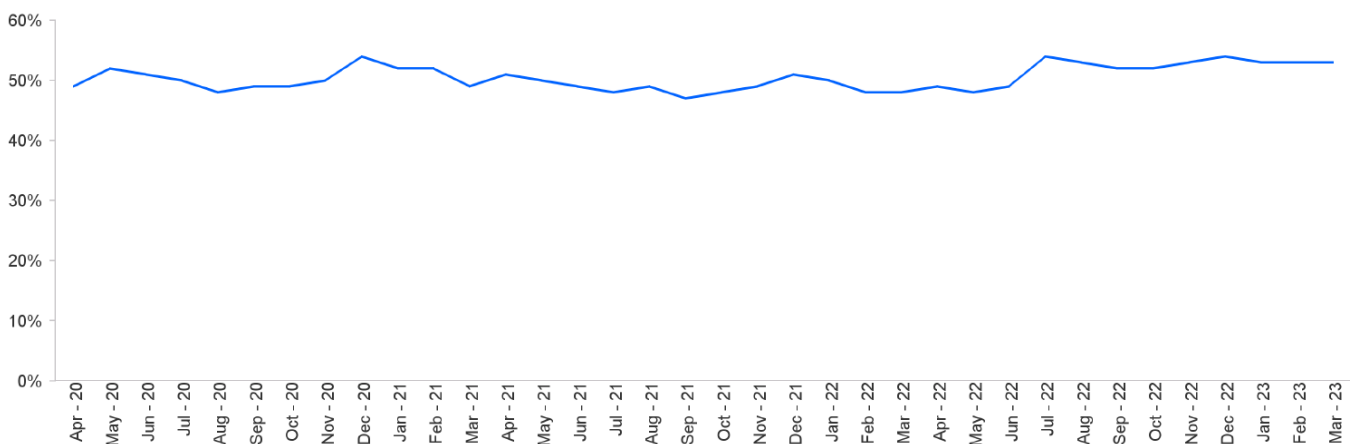
We have achieved a significant shift in the direction of performance since the implementation of the local policing operating model and continue to monitor and report our Grade 1 attendance times which have been stable.

Part of the overall national attendance time is based on the time taken for the Contact Centre to dispatch the incident to the officer. To demonstrate our current position clearly, we have split the average attendance time to show a contact centre and a response officer split.

Response analysis on the time taken from the call being received to the officer being dispatched was completed, and due to the curve of the data which was skewed to the right with a long tail to the left.

Staffordshire Police have undertaken a review of the approach to analysis. As part of that approach it has been identified that reporting is being skewed by mean reporting figures. This is due to the outliers,

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or exceptions in datasets. It is common practice in business and across other forces, to use median reporting as a way of understanding direction and performance. The median figure removes outliers and gives a more accurate visualisation of performance. The following charts report on both but the direction over coming months will be to utilise the median figure in all performance reports.

Time to answer and send call to dispatcher
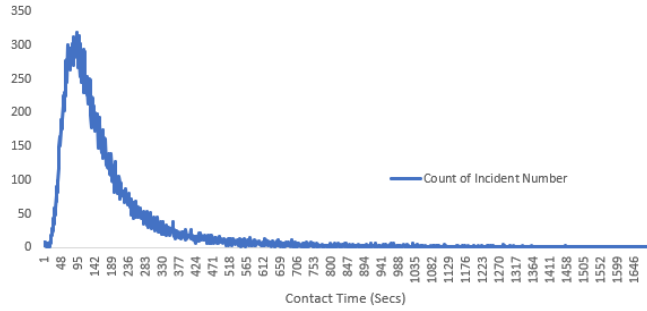
Time from sent to dispatcher until resource allocated
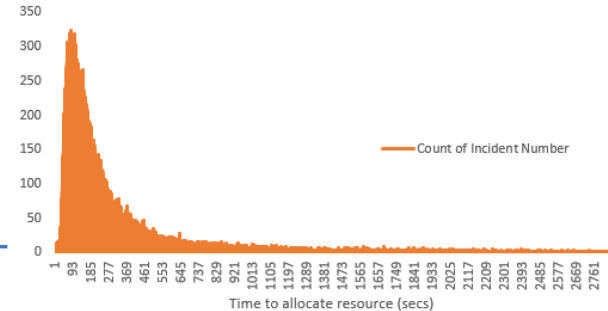
Average Attendance Time Grade 1

New Local Policing Model
27th June 22

Median Response time (mins) ■ Response time (mean)
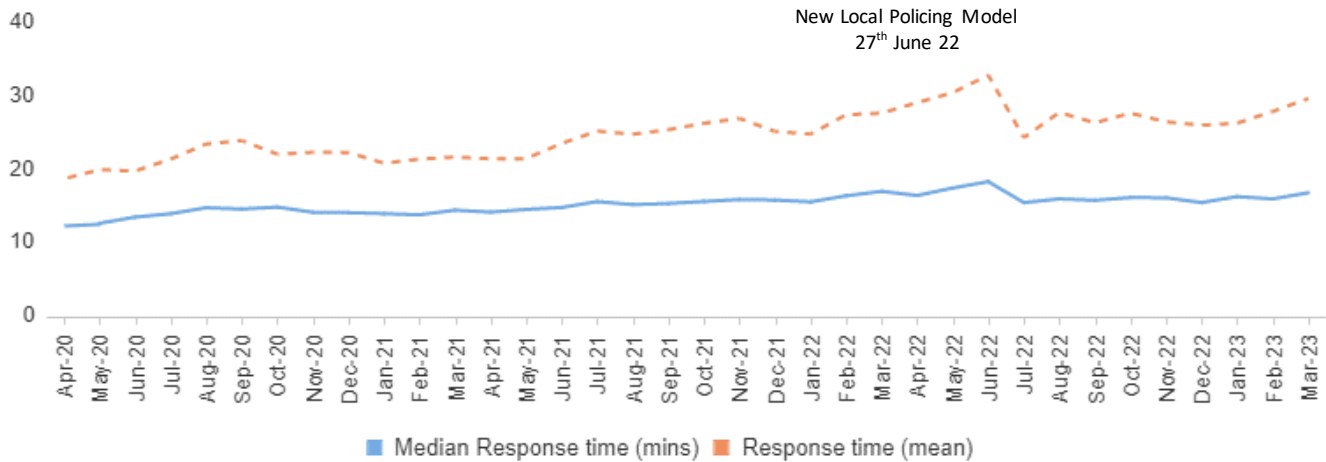
Grade 1 % attended within 15 mins

New Local Policing Model
27th June 22
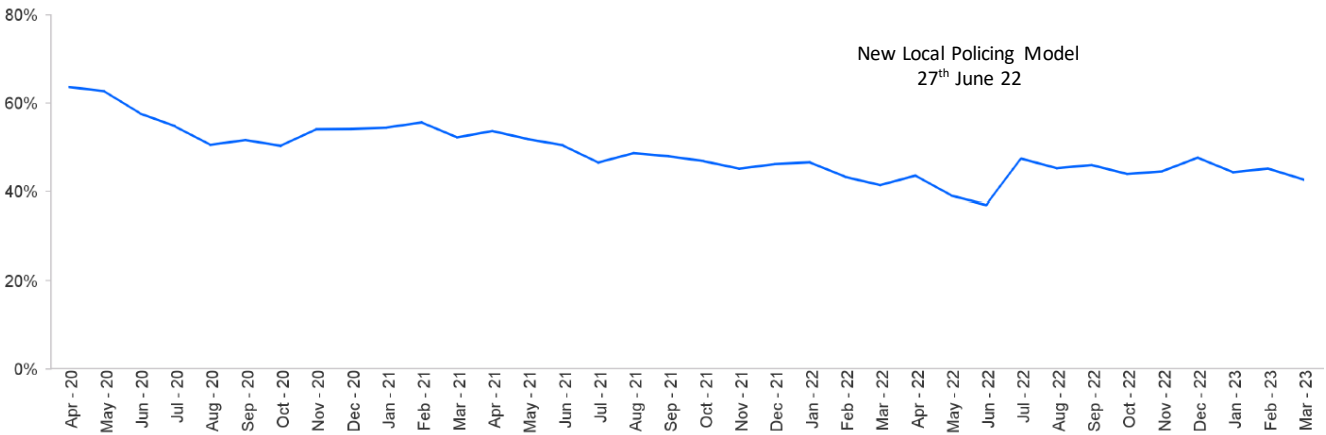
Grade 1 opened to dispatched - Average Attendance Time

New Local Policing Model
27th June 22

Legend: ■ Median Open to Dispatch (Mins) ■ Open to dispatch
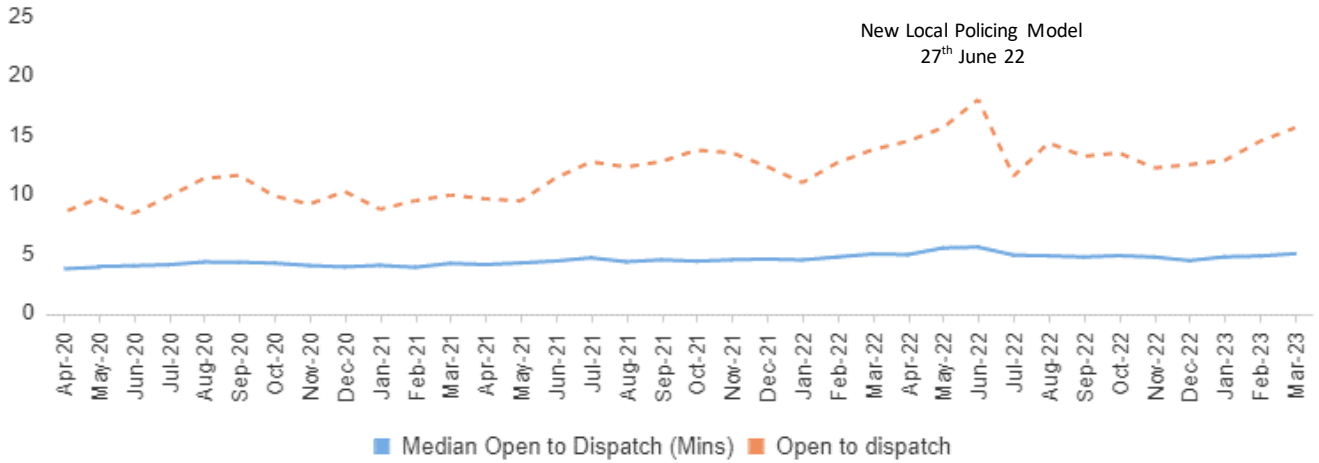
Grade 1 dispatched to arrived – Average Attendance Time

New Local Policing Model
27th June 22

Legend: ■ Median Dispatch to Arrive (mins) ■ Dispatch to Arrive (mean)

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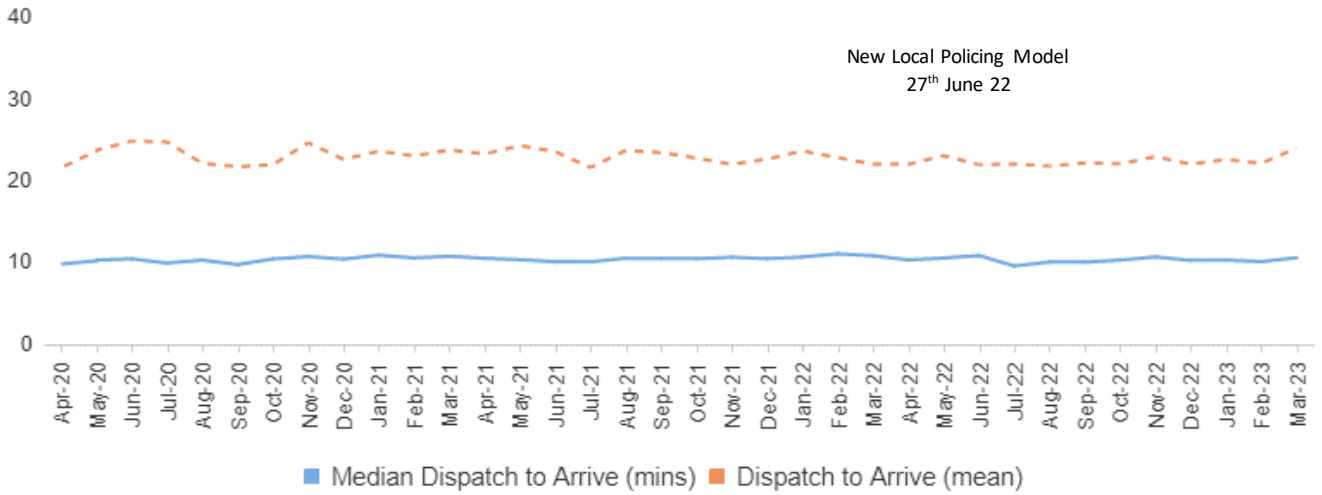
THRIVE

THRIVE is the assessment tool that we use to assist us in assessing how best to respond to calls for service. It includes assessment of Threat, Harm, Risk, Investigative Opportunities, Vulnerability and Engagement. It provides and individual assessment of every contact to ensure the most suitable response is provided. It helps us deploy the right people with the right skills at the right time.

Since the introduction of the compulsory THRIVE process, and the introduction of the quality assurance manager in April 2022, the compliance rate has been above 90% for incidents (grade 2 and below). From February 2023, THRIVE was made compulsory for all incidents (including grade 1), which has led to a slight reduction in the compliance rate and an increase in the volume of incidents, especially those with High THRIVE. Validation work has also been completed recently with the Audit and Assurance team, and an audit tool has been developed which replicates the audit process used by HMICFRS.

Thrive compliance

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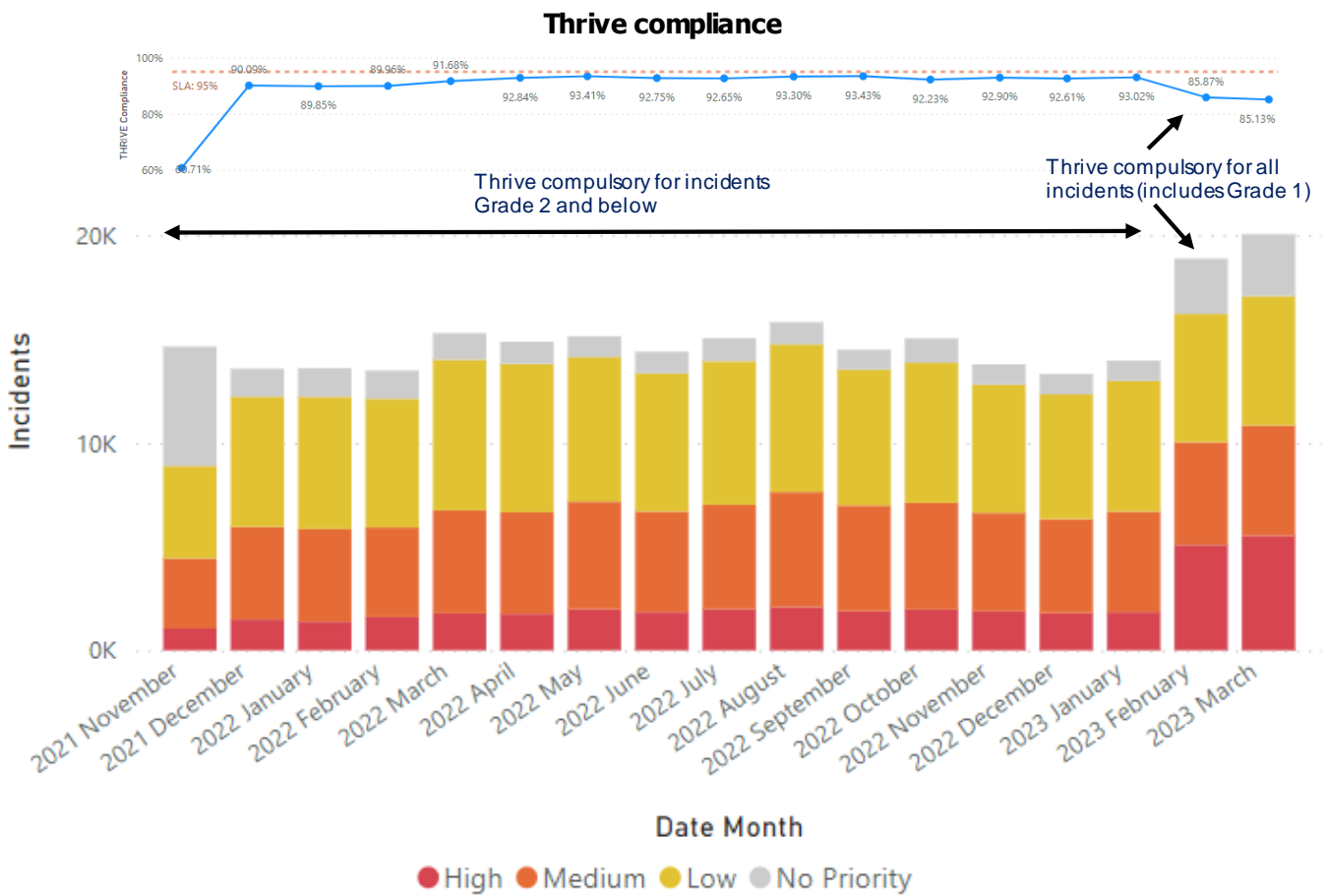
3.3 Tackle Anti-Social Behaviour

Anti-Social Behaviour (ASB) has shown a significant reduction from November 2022 onwards and is a more significant decrease than the expected seasonal variation. ASB has a seasonal pattern with volumes higher in the summer months compared to the winter. The overall volumes have been decreasing for the last 3 years.

In November 2022 the force contact centre added extra scrutiny around the classification of Anti-Social Behaviour to ensure that there were no crimes being captured within these incidents. This work identified that a proportion of the Anti-Social Behaviour occurrences should have been categorised as crime, particularly behavioural crimes such as harassment and public order. Increases have been seen in non-domestic harassment crimes, especially those linked to neighbour disputes.

Volume

- 19,640 ASB occurrences in the last 12 months, a decrease of -23% (-5,781) compared to the previous 12 months, on average 16 less occurrences a day.
- Majority of the decrease is in the personal nuisance category -35% (-4,067), due to the better identification of behavioural crimes.

Anti-Social Behaviour
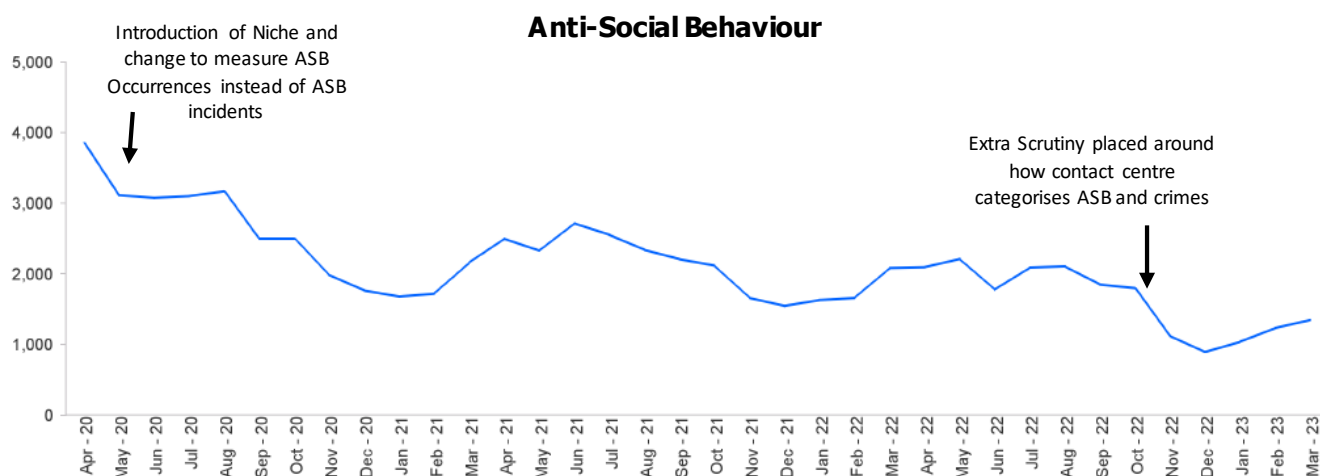
Data

	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (April 19 to March 20)	Baseline Difference	% Change From Baseline
ASB - Community Nuisance - E2	13,563	11,904	-1,659	-12.2%	19,260	-7,356	-38.2%
ASB - Personal Nuisance - E1	11,488	7,421	-4,067	-35.4%	11,345	-3,924	-34.6%
ASB - Environmental - E3	370	315	-55	-14.9%	489	-174	-35.6%
ASB	**25,421**	**19,640**	**-5,781**	**-22.7%**	**31,094**	**-11,454**	**-36.8%**

Repeat Anti-Social Behaviour

- 22% (1,094) of suspects/offenders have been linked to more than one Anti-Social Behaviour occurrence in the last 12 months. 57% (623) repeat suspects or offenders were linked to 2 ASB occurrences. Reduction in repeat suspects or offenders of 24% compared to previous year (-339)
- 15% (1164) of victims have reported more than one Anti-Social Behaviour occurrence in the last 12 months. 66% (763) repeat victims have experienced two ASB occurrences. Reduction in repeat victims of 39% compared to previous year (-746)

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- 27% (3147) of addresses have reported more than one Anti-Social Behaviour occurrence in the last 12 months. 54% (1,706) of repeat addresses have experienced two occurrences. Reduction in repeat locations of 26% compared to previous year (-1095)
- Repeat Anti-Social Behaviour suspects are subject of focus by the local policing teams and partners to deter ongoing behaviour, which results in improved tracking and monitoring of behaviour and proactive reporting of instances to support problem solving.

3.4 Reduce Neighbourhood Crime (NCPM)

The definition for Neighbourhood Crime derives from the National Beating Crime Plan
<u>Neighbourhood crime</u> includes:
- Burglary residential;
- Personal robbery;
- Theft from vehicles;
- Theft of vehicles;
- Vehicle interference and
- Theft from a person.

Neighbourhood crime has increased by 47.3% (3,350) in the last 12 months compared to the previous 12 months. This was expected due to the significant drop in crime recorded during COVID. Neighbourhood crime has increased by 2.1% (213) compared to the national Beating Crime Plan baseline.

Theft of motor vehicles and vehicle interference have increased in the last 12 months compared to the previous 12 months and the national Beating Crime Plan baseline. The increase in theft of motor vehicles and some of the increase in Burglary Residential (car key burglaries) is supported by Operation Bormus, a force priority which focuses on the activity of criminal groups which involved in organised theft of vehicles.

Stoke-on-Trent accounts for 30% (3,121) of neighbourhood crimes and Staffordshire accounts for 70% (7,294). Both areas have seen slight increases, with 5.6% in the Stoke-on-Trent and 1.1% in Staffordshire in the last 12 months compared to the national baseline in 2018/19.

Neighbourhood Crime (Beating Crime Plan)
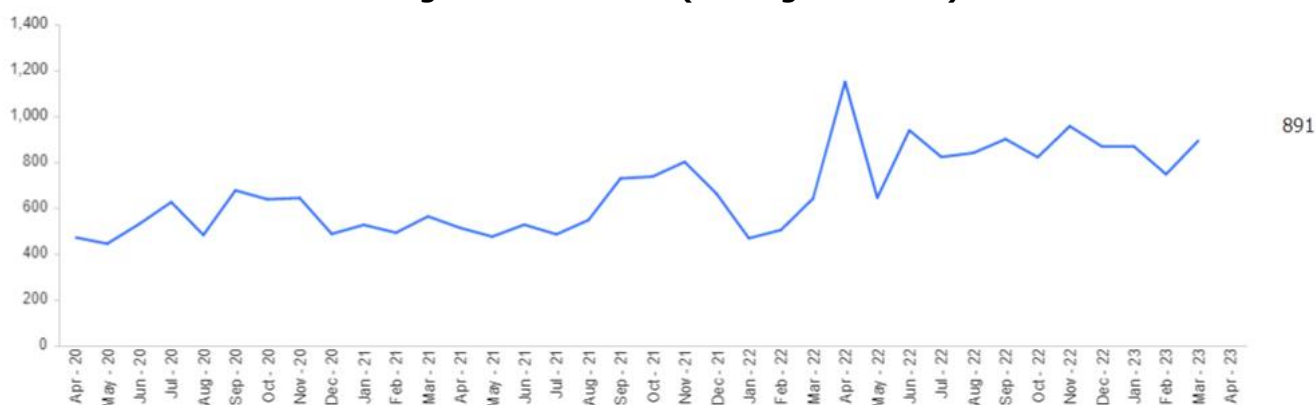
Data

Neighbourhood Crime - National DCPP Indicator	Previous 12 months	Last 12 months	12 Month Difference	12 Month % Change	Baseline (July 18 to June 19)	Baseline Difference	% Change from Baseline
Burglary Residential	2,221	2,956	735	33.1%	3,499	-543	-15.5%
Personal Robbery	568	838	270	47.5%	824	14	1.7%
Theft From Motor Vehicles	1,732	2,488	756	43.6%	2,986	-498	-16.7%
Theft from the Person	392	512	120	30.6%	551	-39	-7.1%
Theft Of Motor Vehicles	1,556	2,782	1,226	78.8%	1,725	1,057	61.3%
Vehicle interference	613	856	243	39.6%	634	222	35.0%
Neighbourhood Crime	**7,082**	**10,432**	**3,350**	**47.3%**	**10,219**	**213**	**2.1%**

3.5 Road Safety: Enforcement

The Roads Policing Unit (RPU) were introduced in September 2019 and since this time resources have increased. The Roads Policing Unit are also working more closely with local policing teams addressing the concerns of residents in the communities. This includes targeting areas of criminality and a focus on initiatives to make Staffordshire roads safer places to be, concentrating on education and enforcement around speed, mobile phone, drink/drug driving and seat belt offences (fatal 4) coupled with more targeted offences around weight restrictions and insecure loads of good vehicles and tachograph offences. The team are also committed to delivering the Bike Safe programme to educate motorcycle riders and enhance their skills. They also support Community Speedwatch. Recently, four officers, including two from the Roads Policing Unit (RPU) assisted in escorting foreign royal guests to the King's coronation and meetings of heads of state.

Killed and serious injury (KSI) road traffic collisions have decreased by 16% (-41) compared to the previous year, and have reduced by -6% (-15) in the last 12 months compared to the 2019-20 baseline (April 19 to March 20). April and May 2022 saw higher numbers of fatal collisions (nine and six respectively). Two in April 2022 were determined as natural causes.

Analysis of fatal collisions in the 12 months to March 2023 indicates that of the 38 fatal collisions involving 41 individuals:

- 11% (4) fatal collisions involved riders of motorcycles.
- 74% (28) fatal collisions involved cars.
- 26% (10) fatal collisions involved pedestrians, 3 of these 10 people were impaired by alcohol (1 driver related, 2 pedestrian related.).
- 11% (4) collisions led to more than one fatality.

Age ranges of fatal collisions:

- 5% (2 fatalities) under 18.
- 37% (15 fatalities) aged 18 to 34.
- 10% (4 fatalities) aged 35 to 44
- 10% (4 fatalities) aged 45 to 64.
- 32% (13 fatalities) aged 65 and over.

Killed and Serious Injury (KSI) Road Traffic Collisions
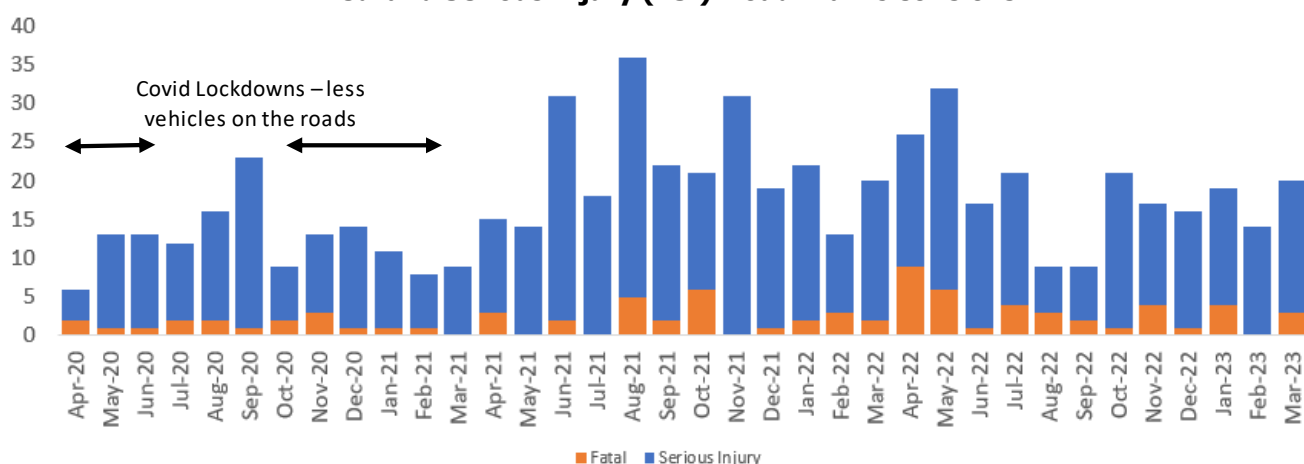
Data

KSI	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Apr 19 to Mar 20)	Baseline Difference	% Change from Baseline
Fatal	26	38	12	46.2%	23	15	65.2%
Serious Injury	236	183	-53	-22.5%	213	-30	-14.1%
Total	262	221	-41	-15.6%	236	-15	-6.4%

Motoring Offences

It is usual to see a large amount of variance month-on-month in the volumes of notices issued. In summer 2022, two vacant posts were filled which will have contributed to higher volumes in the following months.

Motoring offences – Last 12 months (April 2022 to March 2023). Tickets issued for offences relating to driving documents, manner of driving or condition of the vehicle.

- The force made 1,099 arrests for drink driving and this has increased by 5% compared to the previous 12 months.
- The force made 433 arrests for drug driving and this has been similar compared to the previous 12 months.
- There have been more seatbelt offences, mobile phone offences, uninsured drivers and driving without due care and attention offences in the last 12 months compared to the previous 12 months

Speed camera offences – Last 12 months (April 2022 to March 2023)

- The force has recorded 49,436 speed camera offences and when comparing these volumes to the previous 12 months there has been a decrease of 7% (-3,590 offences).

Speed Camera Offences

Sustained increase in the use of TruCam from May 2020 and implementation of A500 average speed cameras in September 2020
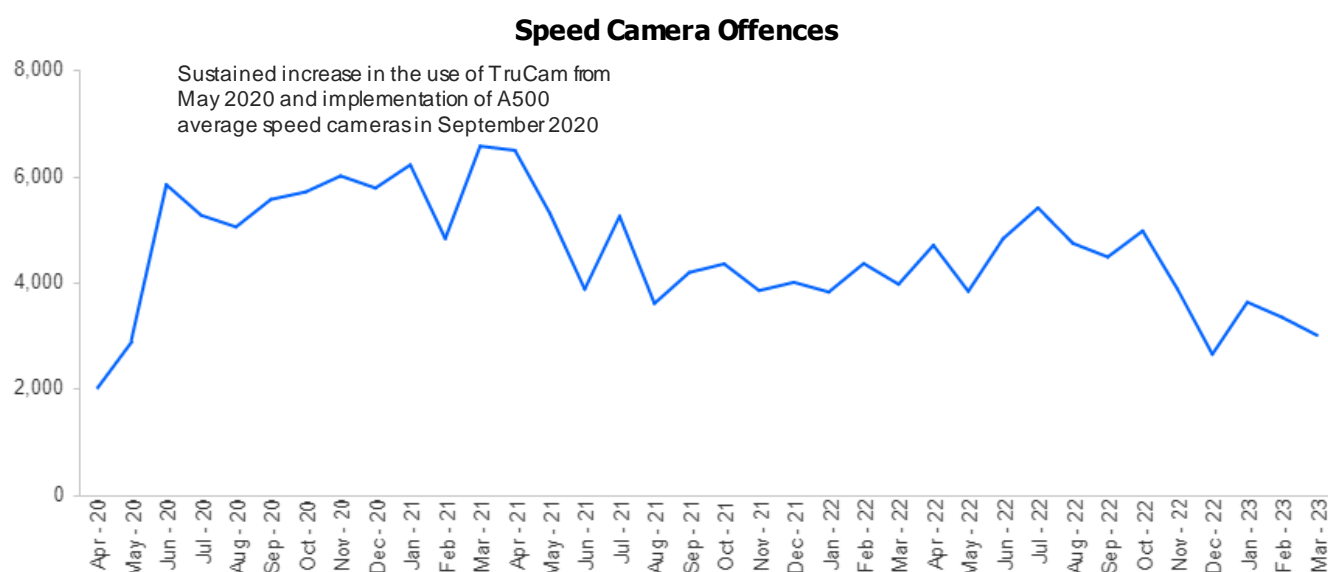
Data

Motoring Offences	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Apr 19 to Mar 20)	Baseline Difference	% Change From Baseline
Speed Camera Offences	53,026	49,436	-3,590	-6.8%	52,332	-2,896	-5.5%
Mobile Phone	730	1,086	356	48.8%	653	433	59.3%
Seatbelt	983	993	10	1.0%	832	161	16.4%
No Insurance	2,317	2,373	56	2.4%	2,083	290	12.5%
No MOT	506	466	-40	-7.9%	551	-85	-16.8%
Due Care	362	447	85	23.5%	311	136	37.6%
Drink Driving Arrests	1,043	1,099	56	5.4%	1,060	39	3.7%
Drug Driving Arrests	439	433	-6	-1.4%	278	155	55.8%

Enforcement

After the initial Covid-19 lockdown, there were increases in relation to speed camera offences (from April 20). However, volumes have since returned to pre-Covid levels although subject to a degree of variance as can be seen in the graph below. The implementation of new average speed cameras on the A500 in September 2020 which contributed to increased enforcement.

Data in relation to speed camera ticket disposals can only be reported on for the period up to six months prior to the data for offences. This is to allow for offenders to book and complete a retraining course if desired. Prosecutions are of those who fail to attend and complete a retraining course or elect for the matter to heard at court. Therefore, the disposal data shows the period October 2021 to September 2022.

Speed Camera Prosecutions
- In the 12 months to September 2022, 47% of people issued with a ticket for speeding (detected by a camera) attended a retraining course.
- In the 12 months to September 2022, 18% of people issued with a ticket for speeding (detected by a camera) were prosecuted.
- In the 12 months to September 2022, 27% of people issued with a ticket for speeding (detected by a camera) paid a fine and had their license endorsed.

Motoring Offence Enforcement
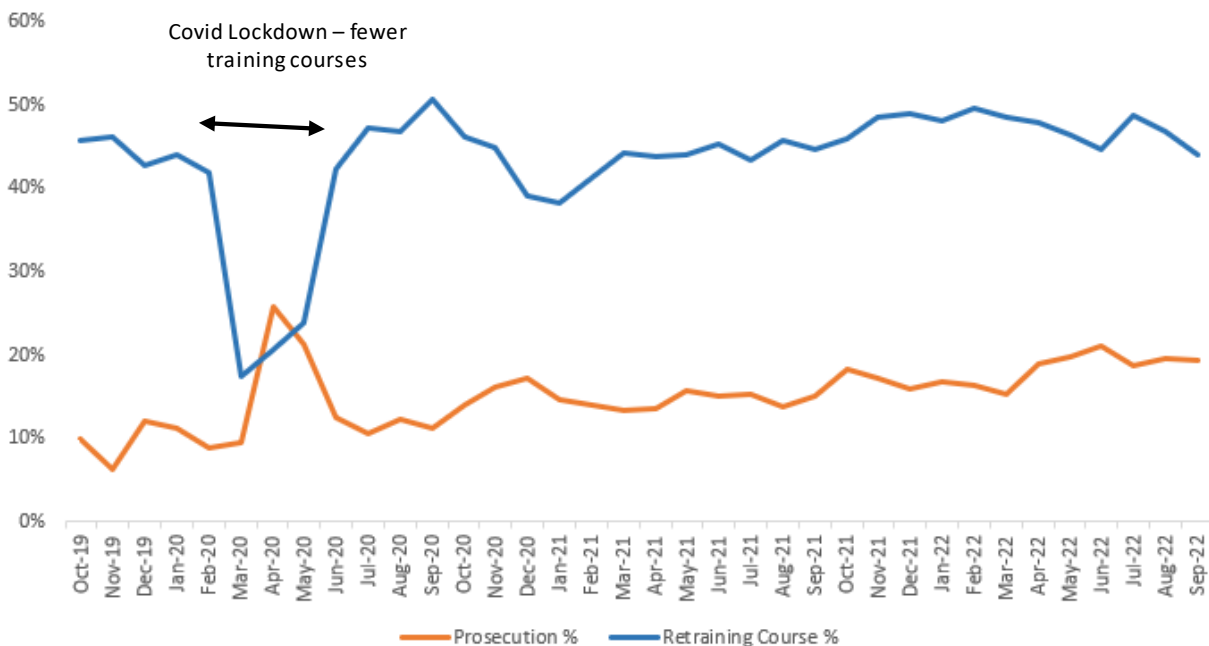
Data

	Previous Year	Current Year	12 month difference	12 month % Change	Baseline	Baseline difference	Baseline % Change
	Oct 20 to Sept 21	Oct 21 to Sept 22			Apr-19 to Mar 20		
Speed Cam Offences	63770	52306	-11464	-18.0%	52332	-26	0.0%
Prosecutions	9468	9530	62	0.7%	6113	3417	55.9%
Pros %	14.8%	18.2%	3.4%		11.7%	6.5%	
Retraining course	27551	24756	-2795	-10.1%	23124	1632	7.1%
Retraining %	43.2%	47.3%	4.1%		44.2%	3.1%	

Community Speedwatch

Volunteer Overview / Activity

Year	Number of Active Groups	Number of Active Volunteers	Number of Hours at the Roadside
2016	40	164	463
2017	52	251	749
2018	69	327	969
2019	69	369	1558
2020	64	325	828
2021	66	357	1242
2022	77	402	1261
2023 to 31st March	32	206	216

January 2023 to March 2023	
Total number of monitoring sessions	224
Total hours of monitoring	216 hours
Total volunteer hours	566 hours

Outcomes of Activity

Year	Number of 1st Warning Letters	Number of 2nd Warning Letters	Percentage of Repeat Offenders	Number of Home Visits (3 or more offences)	Percentage of Offenders that received a Home Visit
2016	3317	119	3.6%	5	0.2%
2017	5720	189	3.3%	13	0.2%
2018	8191	482	5.9%	54	0.7%
2019	11930	964	8.1%	180	1.5%
2020	6604	464	7.0%	70	1.1%
2021	9314	587	6.3%	73	0.8%
2022	11310	862	7.8%	114	1.1%
2023 to 31st March	1502	90	6.0%	13	0.9%

Recent Updates:

- Operation Boulder has been created to promote closer working ties between Community Speed Watch (CSW) and Roads Policing Unit (RPU).
- 17 officers from South Staffs received CSW training to help promote and support the initiative in their Local Policing Team (LPT). This is a pilot scheme and if successful will be rolled out to other LPTs during 2023/24.
- Two CSW teams will be running a pilot scheme to monitor traffic speeds in 20mph areas, with an increased threshold of 10%+4mph of the speed limit. This will be reviewed in 9 months.

Future developments:

Instead of a single focus on increasing Community Speedwatch numbers (growth of groups/number of volunteers) plans are in place to develop it by:

- Increasing links with PCSOs in order to strengthen community engagement within policing
- Promote the use of volunteers in policing through Corporate Communications.
- Further strengthen partnership working and good practice with neighbouring forces who operate Community Speedwatch.
- Involve Community Speedwatch in more road safety operations with local policing teams, the Roads Policing Unit and the Safety Camera Team.

4. Prevent Harm and Protect People

The National Beating Crime Plan (July 2021) focuses on three key areas:

- Reducing homicide, serious violence and neighbourhood crime
- Exposing and ending hidden harms and prosecuting perpetrators
- Building capability and capacity to deal with fraud and online crime

It sets out how we will together deliver on our shared vision of fewer victims, peaceful neighbourhoods and a safer country.

Six measures will be introduced to help focus effort on key national priorities, allow performance to be measured and help to demonstrate value for money in policing.

The priority measures are:

- reduce murder and other homicide
- reduce serious violence
- disrupt drugs supply and county lines
- reduce neighbourhood crime
- improve satisfaction among victims, with particular focus on victims of domestic abuse
- tackle cyber crime.

The crime data in the Beating Crime Plan is measured using the recorded date of the crime, when it has been checked and validated, rather than the date the crime was reported to the police. This recorded date is impacted by the crime validation backlog experienced in spring 2022 and therefore a number of the charts show an increase in May 2022. This was not an increase in crimes reported in May 2022, but an increase in the volume of crimes which were checked and validated.

4.1 Reduce Murder and Other Homicide (NCPM)

Nationally, homicide will be measured through police recorded information.

DEFINITION	**Definition in the National Beating Crime Plan**: **Homicide**; the killing of a person at the hand of another.

Murders have a devastating impact on the victim's families and the wider community. Murders across Staffordshire are predominantly committed by people who know the victim. The force has experienced a broad range of murders that range from domestic murder, child murder to drug/criminal dispute related murder. Alcohol, drug misuse and mental health are common factors in murder investigations. Many of these murders are the result of broader social issues and require a long-term holistic approach to breaking the generational cycle of violence. Staffordshire Police, together with the Office of Police, Fire & Crime Commissioner, local authorities, health trusts, education, Probation and the voluntary sector have established a Staffordshire and Stoke-on-Trent Violence Reduction Alliance to tackle violence at the root cause.

Data

DCPP National Beating Crime Plan Indicators	Previous 12 months	Last 12 months	12 Month Difference	12 Month % Change	Baseline (July 18 to June 19)	Baseline Difference	% Change from Baseline
Manslaughter	3	3	0	0.0%	3	0	0.0%
Murder	5	9	4	80.0%	7	2	28.6%
Homicide	8	12	4	50.0%	10	2	20.0%

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4.2. Reduce Serious Violence (NCPM): inc Domestic Abuse & Violence against Women and Girls

Nationally, this will be measured through hospital admissions of under 25s for assault with a sharp object, and police recorded information of offences involving discharge of a firearm. A proxy measure using crime data is used here to show Staffordshire's position.

> **DEFINITION**
>
> **Definition in the National Beating Crime Plan**:
>
> **<u>Serious violence</u>** - includes crimes that involve knives or guns which can have life-changing consequences, personal and business robbery and violence with injury

Knife and Gun Crime

> **DEFINITION**
>
> **<u>Knife Crime:</u>** Specific violence, sexual offences and robbery crimes involving the use of a weapon that is sharp and capable of piercing the skin, which is not limited to just knives.
>
> **<u>Gun Crime:</u>** Crime where a firearm is used (fired, or as a blunt instrument) to cause injury to a person, or is used as a threat.

Knife crime has increased by 26.0% (177) in the last 12 months compared to the previous 12 months, and has also increased by 19.0% (137) compared to the national Beating Crime Plan baseline.

Stoke-on-Trent accounts for 41.1% (353) of Staffordshire's knife crime and has seen a 13.5% (2) increase compared to the previous 12 months and -51.1% (-369) decrease compared to the national Beating Crime Plan baseline. The county accounts for 58.7% (504) and has seen a 35.5% (132) increase compared to the previous 12 months and -30.2% (-218) decrease compare to the national Beating Crime Plan baseline.

> **National Comparison**
>
> Compared to our most similar forces (MSF), Staffordshire had **0.75 knife crimes per 1,000 population** in the 12 months to September 2022, and was **6th (6 of 8 compared to MSF)**. This is comparable to the most similar force average.

Twice throughout the year, in May and November, the force takes part in a national week of action aimed to tackle knife crime. A range of activities are undertaken to reduce repeat offenders and focus on hotspot locations, alongside engagement activity including increased prevention targeted at young people and within schools. The force has also obtained knife wands which are to be placed in police cars and have supported the knife bleed kits in publicly accessible locations.

Gun crime has increased by 21.1% (16) in the last 12 months compared to the previous 12 months, and has decreased by -10.7% (-11) compared to the national Beating Crime Plan baseline.

Stoke-on-Trent accounts for 54.3% (50) of Staffordshire's gun crime and has seen a 35.1% increase (13) compared to the previous 12 months and a -51.5% (-53) decrease compared to the national Beating Crime Plan baseline. The county accou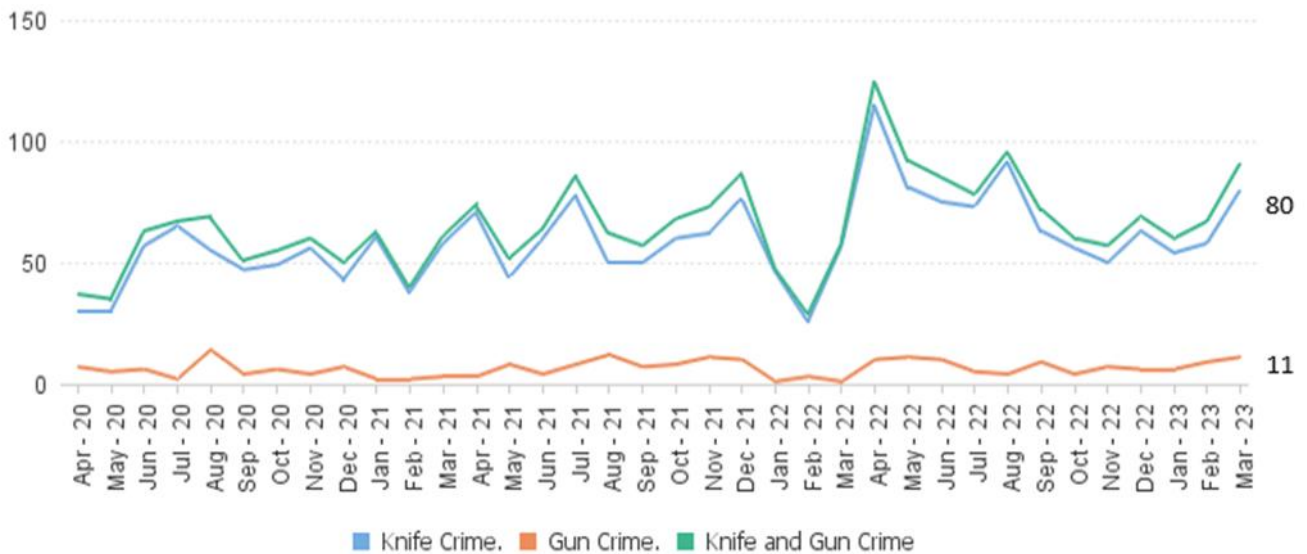nts for 44.6% (41) and has seen no change compared to the previous 12 months and a -60.2% decrease (-62) compared to the national Beating Crime Plan baseline.

Serious Violence (Knife and Gun Crime) (Beating Crime Plan)

Data

	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (July 18 to June 19)	Baseline Difference	% Change From Baseline
Serious Violence - Gun Crime	76	92	16	21.1%	103	-11	-10.7%
Serious Violence - Knife Crime	682	859	177	26.0%	722	137	19.0%

Serious Violence

Serious violence has increased by 48.6% (4,366) in the last 12 months compared to the previous 12 months, and has seen a 22.4% (2,445) increase compared to the national Beating Crime Plan baseline.

Violence is split into more and less serious violence with injury.

- Volumes of less serious violence have increased by 43.8% (3,294) compared to the previous 12 months, as well as by 18.9% (1,717) compared to the national baseline.
- More serious violent crime with injury has been returning to average levels since January 23, following a period of elevated volumes. Volumes of more serious violence have increased by 93.3% (771) compared to the previous 12 months, as well as by 78.4% (702) compared to the national baseline.
- The new offence of Non-fatal strangulation and suffocation offence that came in to force in June 22 makes up 32% (512) of all more serious violence crimes, and has contributed to the increase seen compared to the previous 12 months and national Beating Crime Plan baseline.

Stoke-on-Trent accounts for 35.0% (4,668) of Staffordshire's serious violence crimes and Staffordshire accounts for 64.9% (8,665). Some crimes do not have an identified location.

Stoke-on-Trent accounts for 43.6% (412) of Staffordshire's robbery crime and Staffordshire accounts for 56.3% (533).

Serious Violence (Robbery & Violence with Injury) (Beating Crime Plan)
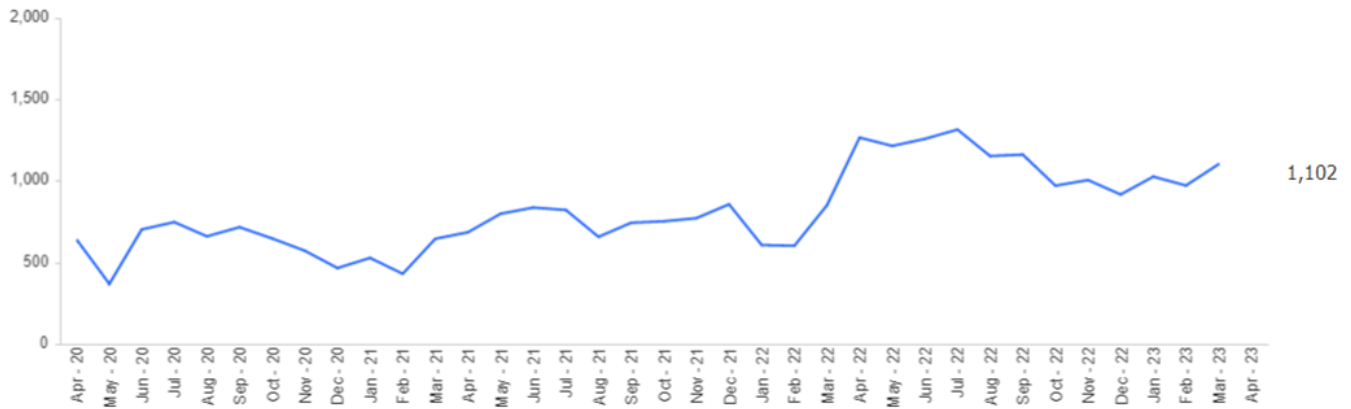
Data

Serious Violence (Robbery & Violence with Injury)	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (July 18 to June 19)	Baseline Difference	% Change From Baseline
Business Robbery	78	108	30	38.5%	101	7	6.9%
Less Serious Violent Crime with Injury	7,519	10,813	3,294	43.8%	9,096	1,717	18.9%
More Serious Violent Crime with Injury	826	1,597	771	93.3%	895	702	78.4%
Personal Robbery	567	838	271	47.8%	816	22	2.7%
Serious Violence (Robbery & Violence with Injury)	**8,990**	**13,356**	**4,366**	**48.6%**	**10,911**	**2,445**	**22.4%**

Domestic Abuse

Domestic crime has increased by 33.4% (5,963) in the last 12 months compared to the previous 12 months, and has increased by 37.5% (6,503) compared to the national Beating Crime Plan baseline.

Domestic abuse levels continue to gradually increase after remaining stable for the last four years. In February 2021, the force implemented Op Encompass, which notifies schools of children living with, or exposed to domestic abuse. Schools have automatically been notified of 15,302 children, although some of these children will have been subject of more than one notification.

Analysis conducted in previous months for domestic abuse crime exceptions has shown overall increases are the cause, rather than a specific reason, and is in line with a national increasing trend in domestic crime. However, since the implementation of the new non-fatal strangulation and suffocation offence in June 2022, which is included in the more serious violence crime type, we have seen a significant increase in more serious violence compared to the previous 12 months and the baseline. 63.7% (430) of more serious violent domestic crime is non-fatal strangulation and suffocation.

Stoke-on-Trent accounts for 35.8% (8,530) of Staffordshire's domestic abuse crime and the county accounts for 64.1% (15,278).

In the last 12 months, 63% (10,452) of victims of domestic abuse made one report in a 12-month period, 27% (4,572) of victims made two or three reports in the last 12-month period and 9.2% (1,546) of victims of domestic abuse have experienced domestic abuse four or more times in the last 12-month period. These proportions have remained the same as in the previous 12 months.

Domestic Crime (Beating Crime Plan)

1,944
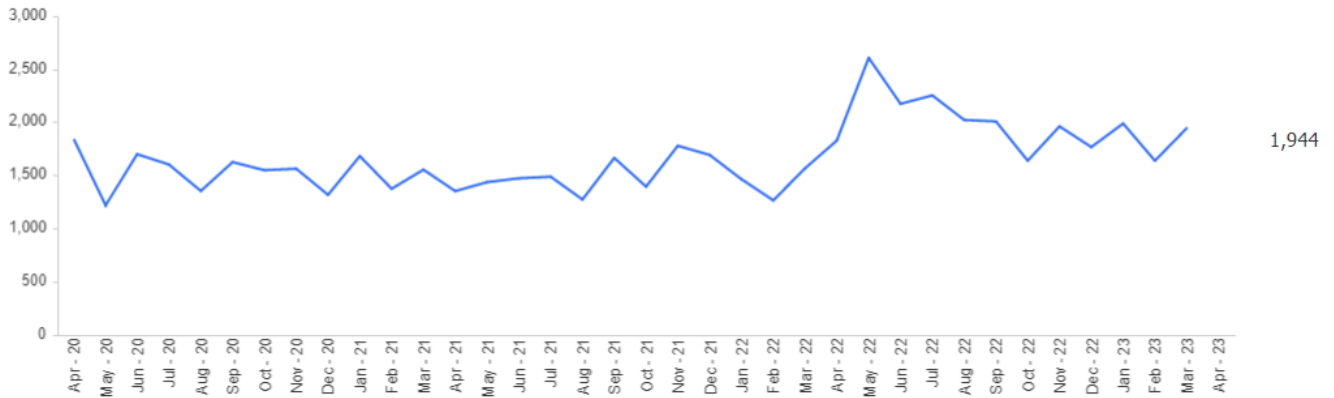
Data

Domestic Crime	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (July 18 to June 19)	Baseline Difference	% Change From Baseline
Criminal Damage (exc Arson)	1,041	1,260	219	21.0%	1,359	-99	-7.3%
Less Serious Violent Crime with Injury	2,908	4,092	1,184	40.7%	3,079	1,013	32.9%
More Serious Violent Crime with Injury	177	675	498	281.4%	192	483	251.6%
Other Serious Sexual Offences	129	164	35	27.1%	107	57	53.3%
Other Sexual Offences	16	19	3	18.8%	23	-4	-17.4%
Other Theft	484	833	349	72.1%	796	37	4.6%
Other Violence against the person	11,122	13,957	2,835	25.5%	9,979	3,978	39.9%
Public Order	1,176	1,553	377	32.1%	795	758	95.3%
Rape	325	382	57	17.5%	320	62	19.4%
Domestic Crime	**17,863**	**23,826**	**5,963**	**33.4%**	**17,323**	**6,503**	**37.5%**

Violence Against Women and Girls

Violence against women and girls is a national and force priority. A national outcomes and performance framework was published on 5 April 2022 to sit alongside the delivery framework. A second performance and insights report was published in March 2023, which focused on police perpetrated Violence against women and girls, safer spaces and the relentless pursuit of perpetrators. The force aims to improve services and partnership working to prevent violence, protect those who feel unsafe and to bring justice to those affected. The problem cannot be solved by policing alone and requires a wider societal response and commitment to improve the lives and experiences of women and girls.

DEFINITION

Definition of Violence against Women and Girls:

There are currently two definitions used for Violence against Women and Girls (VAWG); the Beating Crime Plan definition and the National VAWG Taskforce definition. The definition used throughout this document is the Beating Crime Plan definition. However, this does differ from the National VAWG Taskforce definition which has been used in previous interactions this document. Both are defined below:

Beating Crime Plan definition of Violence against Women and Girls:

All rape crimes, all sexual offences and selected other violence against the person crimes including: harassment, stalking, malicious communications and controlling/coercive behaviour. These crimes are not dependant on victim gender or age.

Violence against Women and Girls National Taskforce Definition:

All domestic abuse crimes, and non-domestic crimes of: violence with injury; sexual offences; honour based abuse; public fear alarm or distress; harassment, stalking and modern slavery, and where the victim is identified as female and aged 10 years and over, and exploitation of prostitution.

Violence against women and girls has seen a 40.0% (6,267) increase compared to the previous 12 months, and a 67.6% (8,857) increased compared to the national Beating Crime Plan baseline. These increases can be seen across both domestic and non-domestic crimes.

Domestic crimes account for 41.6% (9,122) of violence against women and girls, compared to non-domestic crimes which account for 58.4% (12,831) in the last 12 months.

The table below indicates the increases seen across the different crime types which make up violence against women and girls. Harassment, stalking, malicious communications and controlling/coercive behaviour are included in the other violence against the person category.

Stoke-on-Trent accounts for 33.5% (7,361) of Staffordshire's violence against women and girls and the county accounts for 66.4% (14,572). Some crimes do not have an identified location.

Violence against Women and Girls (Beating Crime Plan)
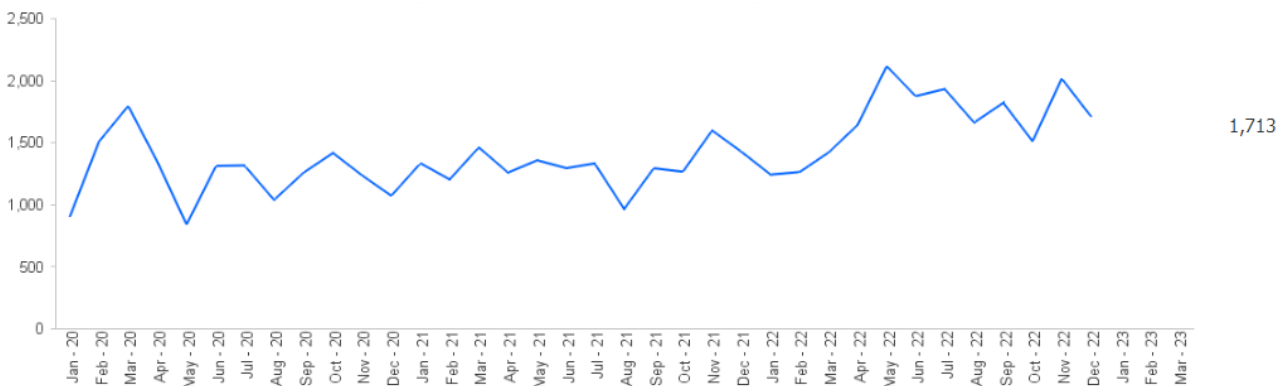
Data

Violence against Women & Girls	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (July 18 to June 19)	Baseline Difference	% Change From Baseline
Violence against Women & Girls (Non Domestic)	8,828	12,831	4,003	45.3%	7,652	5,179	67.7%
Violence against Women & Girls (Domestic)	6,858	9,122	2,264	33.0%	5,444	3,678	67.6%
Violence against Women & Girls	**15,686**	**21,953**	**6,267**	**40.0%**	**13,096**	**8,857**	**67.6%**

Violence against Women & Girls	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (July 18 to June 19)	Baseline Difference	% Change From Baseline
Other Serious Sexual Offences	1,526	1,781	255	16.7%	1,530	251	-76.7%
Other Sexual Offences	454	710	256	56.4%	621	89	-90.7%
Other Violence against the person	12,659	18,205	5,546	43.8%	9,871	8,334	137.9%
Rape	1,047	1,253	206	19.7%	1,074	179	-83.6%
Violence against Women & Girls	**15,686**	**21,953**	**6,267**	**40.0%**	**13,096**	**8,857**	**67.6%**

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4.3. Disrupt Drugs Supply and County Lines (NCPM)

Nationally, this will be measured through police recorded drug-related homicides and Office for Health Improvement and Disparities police referrals into drug treatments.

Staffordshire is no longer a national outlier for recorded drugs crime within the drugs section (per 100,000 population) on the Home Office Digital Crime and Performance Pack (DCPP) compared to the national baseline 2018/19. 14th largest increase in the last 12 months compared to the 2018/19 baseline. 27th in volume per 100,000 population in last 12 months compared to 34th for the 2018/19 baseline.

Whilst drug activity is widespread, it is the more densely populated areas that generally attract the largest focus from organised crime groups involved in this criminality; this is due to demand readily outweighing supply with regular custom in the night time economy.

The volume of drugs offences recorded has been stable since August 2020, with the main volume being possession offences, especially possession of cannabis. It is worth noting that although a single crime is recorded, one offence could relate to a large quantity or value of drugs, especially for offences of supply.

Initially drugs offences are given a temporary drugs code while the type of drugs seized are confirmed through forensic testing. In July and August 2022, work was undertaken to update all the temporary crime codes and convert these into recorded crimes, this led to the spike shown in the graph. There are currently 41 finalised incidents with temporary drug codes awaiting validation and 339 drug offences remain open and under investigation.

Drugs Recorded (Beating Crime Plan)

July & Aug 22 - Work started to validate finalised occurrences with temporary drug codes
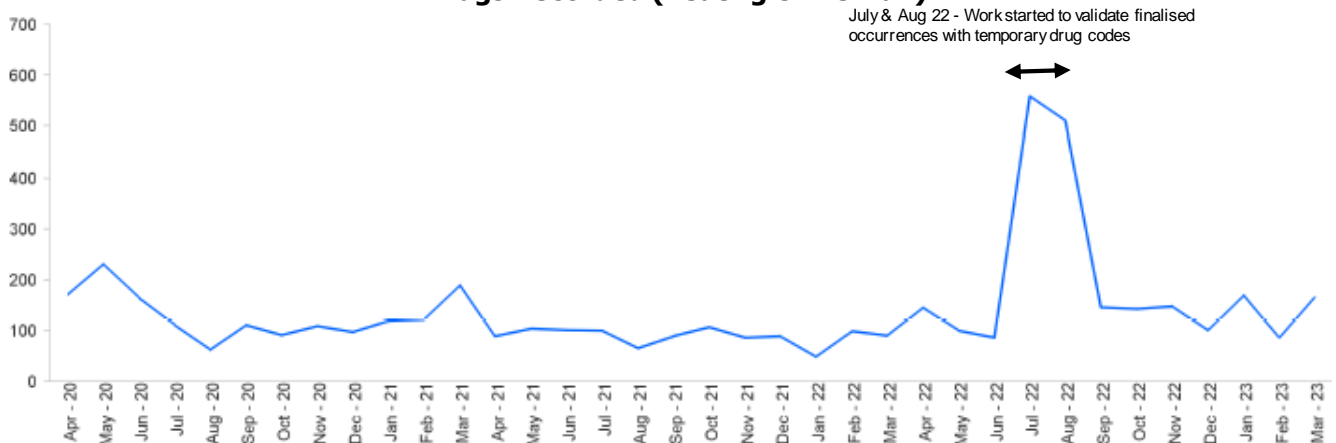
Data

Drugs - Recorded Crime	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Apr 19 to Mar 20)	Baseline Difference	% Change From Baseline
Supply	100	329	229	229.0%	259	70	27.0%
Possess	679	1,579	900	132.5%	1,499	80	5.3%
Production	264	301	37	14.0%	131	170	129.8%
Other Drugs	12	41	29	241.7%	7	34	485.7%
Sum:	**1,055**	**2,250**	**1,195**	**113.3%**	**1,896**	**354**	**18.7%**

County Lines

The force had a successful County Lines intensification week in February/March 2023.

The highlights of the week of action were:
- 20 people safeguarded (14 children / 6 adults)
- 28 arrests, with 7 placed before the courts
- 174 mass county line awareness sessions
- 46 cuckoo address visits
- £9102.30 cash seized
- Three county lines telephones seized
- Numerous offensive weapons including flick knives/Rambo knives/ knuckledusters seized
- 32.1 grams of crack cocaine / 22.7 grams of heroin / 8 grams of cocaine / 175 cannabis plants and 2 kilograms of cannabis seized.

The total of 28 arrests is the joint highest the force has ever achieved during a week of action. It is not specifically the volume of arrests which made the week such a success but the high threat / harm / risk associated with some of the individuals which were arrested.

Due to the way that we have continued to actively tackle County Lines over the last 2 years, we have seen a reduction in the number of County Lines impacting Staffordshire; from 12 in April 2022 to 9 in April 2023, with a 25% decrease in the number of arrests linked to County Lines activity compared to 2021, with 276 arrests in 2022 (calendar year) and 64 arrests so far in 2023.

The Force tackles the highest threat/harm lines; those using and exploiting young and vulnerable people, identifying and targeting the line holders, disrupting and removing them at the earliest opportunity. It is essential that the continued drive against County Lines is maintained and that Staffordshire remains a hostile place for them to operate, otherwise the risk of high levels of violence and firearms related activity is likely to return resultant of the involvement of criminals / gang members aligned to it. To this end, joint working with the West Midlands County Lines Task Force has been extremely successful; enabling us to target the drug line holder, usually based in the West Midlands, disrupting the Line. Previously we would repeatedly target those being used to distribute the drugs for the long-standing lines, who could be replaced very quickly and with minimum disruption to the drugs line; this meant with the more resilient drugs lines, any police disruption activity would never stop the line from being active.

Geographical Impact

The majority of currently identified County Lines emanate from the West Midlands area and mainly affect areas in the south of the county. However, the force continually scans for other County Lines from other geographical areas.

The apparent reduction in number of County Lines impacting Staffordshire is likely to be due to a culmination of reasons:
- The intensive work the force has undertaken around county lines - a priority for the force for a significant period of time.
- The surge funding provided by the government to help support the pursue element of County Lines and provide a 'gold star service' once they are in custody in an attempt to have offenders remanded.

- Successful joint working with the West Midlands County Lines Task Force targeting line holders as opposed to continually arresting those being exploited to supply and distribute the drugs, ensuring relevant referrals and safeguarding is in place for those identified as vulnerable.
- A force-wide focused drive around intensification weeks, concentrating on the 4Ps (pursue, protect, prevent and prepare) to provide education to young people and the vulnerable around the dangers of County Lines.
- Tighter focus around the highest threat/harm/risk lines which are scored based on harm on a monthly basis and submitted to the region on a weekly basis to reduce the risk of any regional cross overs between lines.

Cannabis cultivation

The majority of cannabis factories in Staffordshire are found within private rented dwelling houses converted for cannabis cultivation; a number of large grows have been identified across the force this year, including large scale commercial properties as well as residential properties, procured for the sole purpose of cultivation.

Operation Levidrome is the force-wide operational approach to pro-actively target this organised criminality, in conjunction with partners. A force lead has been assigned and forensic strategy in place. The Force is committed to improve our response to cannabis cultivation, ensuring Staffordshire is a hostile environment for such criminality.

Staffordshire has identified 35 cannabis cultivations since January 2023 to date, which include large scale commercial or residential properties procured for the sole purpose of cultivation. There were 187 confirmed cannabis grows in 2021 and 175 in 2022. Between 20/03/2023 and 15/04/2023, Staffordshire has identified 13 cannabis grows with a further 40 locations identified from intelligence or calls for service. There have been 2 large cannabis grows identified in Lichfield and Redditch.

Monkey Dust

Monkey Dust is a Class B substance which comes in the form of an off-white powder that can be swallowed, injected or snorted. It is from a family of drugs known as synthetic cathinones, so-called "designer drugs". Monkey Dust is highly addictive and unpredictable, it dampens perceptions of pain and causes powerful hallucinations which lead to severe paranoia.

Operation Rivent is the force approach to understand and mitigate the scale of the impact of Monkey Dust in our area, both in terms of the organised criminality of supply; through disruption and enforcement, and also working specifically with partners to support those affected by Monkey Dust use; referring through established pathways and identifying diversionary activity. This local approach is broadly in line with the HM Government national drug strategy 'Hope over Harm'.

4.4. Tackle Cybercrime

Nationally, this will be measured through cyber aware tracker and the Department for Digital, Culture, Media and Sport survey.

Staffordshire is using a local proxy measure to measure cybercrime which incorporates cyber-dependent crimes which are managed nationally by the City of London Police. The National Fraud Intelligence Bureau (NFIB) review and disseminate investigations to local forces which were recorded by Action Fraud. Cyber-enabled crimes are crimes owned by Staffordshire Police which have a cyber/online element to them. Action Fraud cases are reported to National Action Fraud and some cases are forwarded to Staffordshire Police to investigate.

Fraud

Over 5,000 (5,212) Action Fraud cases were reported by Staffordshire residents to Action Fraud which is a decrease of -5% (-278) compared to the previous 12 months, and a decrease of -2% (-99) compared to the national baseline in 2018/19. Of the cases in the last 12 months, the force received 16% back from Action Fraud to assist by conducting local investigations, and this proportion has increased by 4% compared to the previous 12 months, and decreased by 10% compared to the national baseline in 2018/19.

Of the Action Fraud cases in the last 12 months reported by Staffordshire residents to Action Fraud, 9% were identified as cyber-crime (this includes hacking and computer viruses/malware), and 91% were identified as fraud (this includes online shopping and banking fraud)

818 Action Fraud local investigations were completed by Staffordshire Police in the last 12 months, which is an increase of 27% (173) compared to the previous 12 months, but has decreased by 39% (-530) compared to the national baseline in 2018/19.

Action Fraud Cases (Beating Crime Plan)

Action Fraud Investigations (Beating Crime Plan)
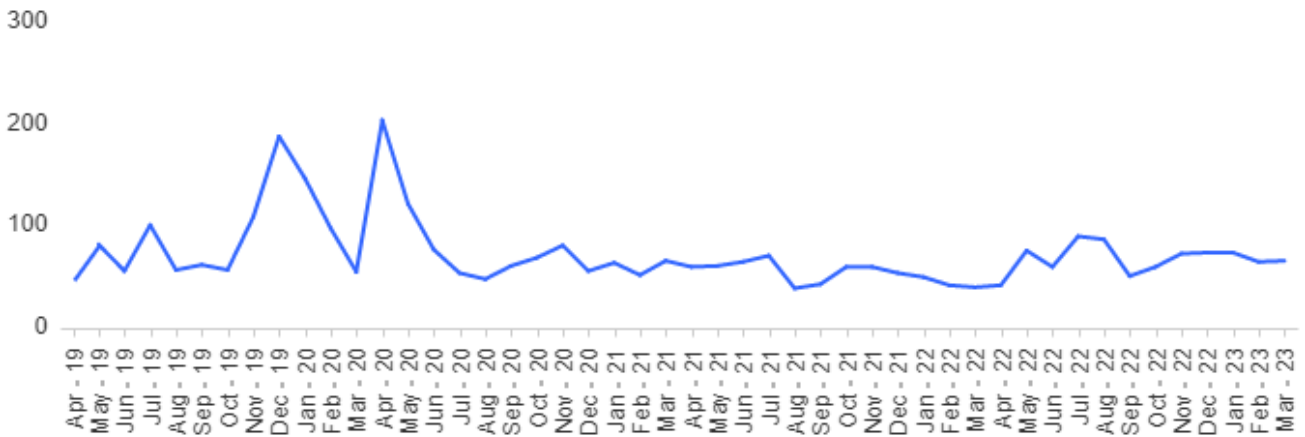
Data

Fraud	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (July 18 to June 19)	Baseline Difference	% Change from Baseline
Cases reported to Action Fraud	5490	5212	-278	-5.1%	5311	-99	-1.9%
Action Fraud Investigations	645	818	173	26.8%	1348	-530	-39.3%
Proportion of cases investigated	11.7%	15.7%	3.9%		25.4%	-9.7%	

Fraud Outcomes

The criminal justice outcomes rate for Action Fraud investigations is 11% in the last 12 months to March 2023 and has increased by 5% compared to the previous year. The majority (85%) of these are charges or postal requisitions (summons received by post).

The majority of outcomes of Action Fraud investigations result in a disposal of unable to progress the investigation (52%). This includes no suspect identified from enquiries, evidential difficulties and no further action as it is not in the public interest. Unable to progress the investigation rate has decreased by -3% compared to the previous year, and by -10% compared to the national 2018/19 baseline.

Other rate is mainly the other agency has investigation primacy outcome, and this accounts for 25% of outcomes for Action Fraud investigations. The other agency has investigation primacy rate has decreased by -2% compared to the previous year, and increased by 9% compared to the national 2018/19 baseline.

Data

Fraud Investigation Outcomes	Previous 12 Months	Last 12 Months	12 month % Change	Baseline (July 18 to June 19)	% Change from Baseline
Criminal Justice Outcome Rate	5.6%	10.8%	5.2%	13.5%	-2.7%
Outcome 16 Rate	10.0%	10.0%	0.0%	8.4%	1.5%
Unable to Progress Investigation Rate	55.3%	52.4%	-2.9%	61.9%	-9.6%
Prosecution Prevented Rate	0.5%	0.3%	-0.2%	0.0%	0.3%
Other Rate	27.1%	24.7%	-2.4%	16.1%	8.6%
Diversionary Activity	1.6%	1.9%	0.4%	0.0%	1.9%

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5. Support Victims and Witnesses
5.1 Victims' Code of Practice Compliance

In April 2021, the new Victims' Code of Practice (VCOP) was implemented nationally which places a responsibility on forces to ensure that the victim's voice and rights are considered from the reported incident through to court; or any other outcome. From May 2021, the force has been able to report on officer compliance with the VCOP, through the completion of a victim's contract.

The victim contract covers provision of information under the VCOP to the victim and also a needs assessment in relation to vulnerability and requirements. VCOP is well established within the force and completion of victim's contracts are part of our culture across all sections of the force.
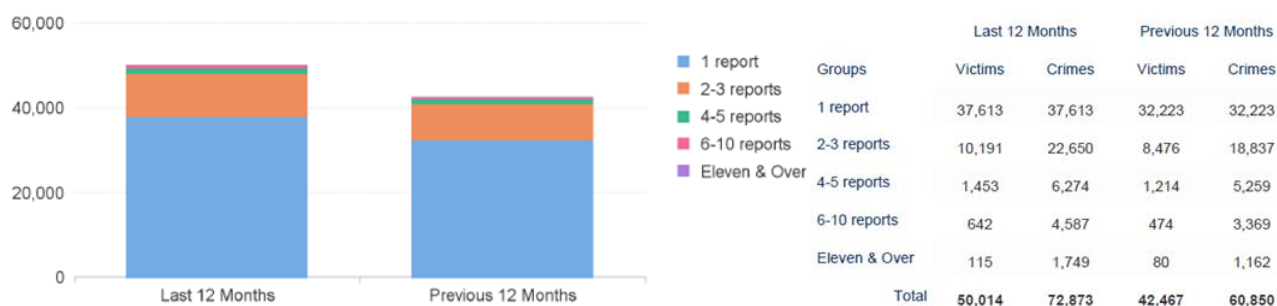
Repeat Victims

25% (12,401) of victims of crime are repeat victims, this proportion has increased from 24% (10,244) in the previous 12-month period.

82% (10,191) of repeat victims are victims of two to three crimes in the last 12 months which is 20 % of all victims of crime. This proportion has decreased compared to the previous 12 months where 83% (8,476) of repeat victims were victim of 2 to 3 crimes, this also constituted 20% of all victims of crime.

49% (6,108) of repeat victims are repeat victims of domestic abuse, and 56% (19,892) of crimes linked to repeat victims are domestic abuse. This proportion has decreased compared to the previous 12 months where 55% (5,660) of repeat victims were repeat victims of Domestic Abuse, and 65% (18,543) of crimes were linked to repeat victims were Domestic Abuse.

Repeat Victims of All Crime

Groups	Last 12 Months		Previous 12 Months	
	Victims	Crimes	Victims	Crimes
1 report	37,613	37,613	32,223	32,223
2-3 reports	10,191	22,650	8,476	18,837
4-5 reports	1,453	6,274	1,214	5,259
6-10 reports	642	4,587	474	3,369
Eleven & Over	115	1,749	80	1,162
Total	50,014	72,873	42,467	60,850

Victim Gateway Timeliness

The Victim Gateway is a commissioned service who provide free and confidential support and advice to all victims of crime that report to Staffordshire Police.

The force has previously faced some challenges in relation to the transfer of victim's data to the Victim Gateway which is completed when the crime is validated in accordance with National Crime Recording Standards/Home Office Counting Rules. The improvement seen at end of 2022 has been sustained in the last four months. In the last three months, the proportion of crimes meeting the service level agreement of 48 hours (between 64% and 67%) against an ambition of 80%. Since August 2022, the average days to send referrals to the victims' gateway is within 2 days or less.

Victim Gateway (% Validated within 48 hours)
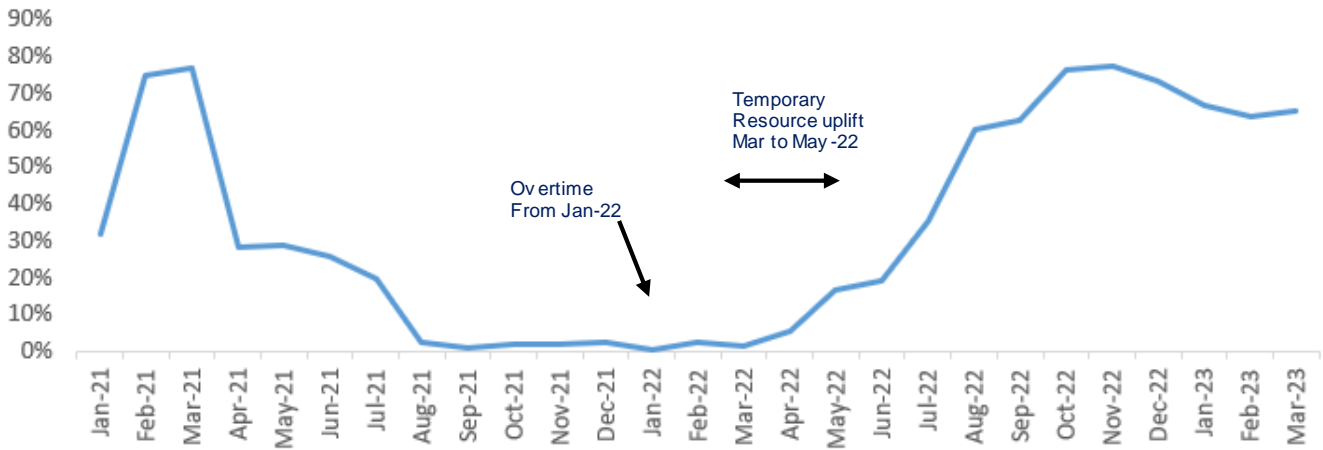
Work has been completed to remove crimes which have been reclassified at a later date from this data set as it was skewing the data, as any crimes reclassified after 48 hours would show as not meeting the 48 hours. This has had the greatest impact on crimes which were previously identified as taking over a week to classify.

Victim Gateway (Average days to send referral to Victims Gateway)
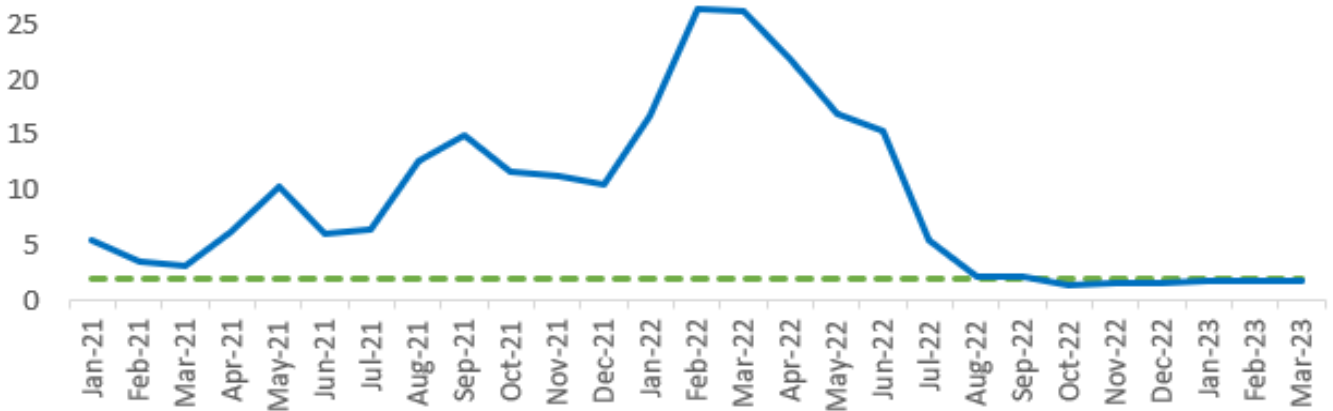
The force is has recently looked to calculate what percentage of crimes it is possible to record in 48 hours (based on 365 days) as only working days are included in the service level agreement. 75% has been calculated as the proportion of crimes it would be possible to validate within 48 hours. This is based on crimes reported compared to crimes validated on average over the last 5 years

Crime Validation Backlog

Crime validation is an administration process that all reported crime has to undergo in force. In March 2022, this backlog level peaked at 7,131.

There were 814 crimes waiting to be validated as of 22nd April 2023. Additional staff have been recruited, however due to recent movement of staff the department is currently 1.5 staff below expected levels, and they have from April 2023 taken on additional responsibilities in finalising crimes dealt with by officers on their initial attendance. This has led to a slight increase in crimes waiting to be classified.

Crimes to be Validated

Data

	01/04/2022	01/05/2022	01/06/2022	01/07/2022	01/08/2022	01/09/2022	01/10/2022	01/11/2022	01/12/2022	03/01/2023	01/02/2023	01/03/2023	01/04/2023
Total Crimes to be validated (1st of the month)	6793	5057	4268	2525	655	839	254	642	349	1124	413	674	512

Validated Crime

The impact of the changes within the crime validation department, the volume of crimes recorded in the last 12 months has increased by 40% compared to the previous 12 months, which is significantly higher than the increase in reported crime in the same period (19%).

Data

Local Offence Group Tier 1	Previous 12 months	Last 12 months	12 Month Difference	12 Month % Change	Baseline July 18 to June 19	Baseline Difference	% Change from Baseline
Acquisitive crime	18,604	26,762	8,158	43.9%	28,499	-1,737	-6.1%
Other	13,679	19,548	5,869	42.9%	16,087	3,461	21.5%
Police-generated crime	1,589	3,275	1,686	106.1%	2,870	405	14.1%
Sexual Offences	3,026	3,742	716	23.7%	3,237	505	15.6%
Violence against the person	31,452	42,600	11,148	35.4%	31,044	11,556	37.2%
All Crime	68,350	95,927	27,577	40.3%	81,737	14,190	17.4%

VCOP Compliance

VCOP sets out the minimum services that victims are crime are provided with. The police and a number of other criminal justice agencies have responsibilities as their case progresses through the justice system. One of our responsibilities is a victim contract which is the agreement between the victim and the police on preferred method of contact and how often they will be updated on progress.

85% of victim-based crimes have a victim contract added in the last 12 months.

Compliance and quality are being monitored through auditing and remains an area of focus for improvement. Victim contracts have been part of the focus of the investigation standards masterclasses.

5.2 Improve Satisfaction among Victims and Witnesses; with focus on victims of DA

Victim Satisfaction

Nationally, this will most likely be measured through the Crime Survey England and Wales.

The force measures victim satisfaction through a locally designed survey and on a rolling 12-month basis. The surveys are based on victims of certain crime types and anti-social behavior.

The force works closely with the OPFCC to identify potential changes or opportunities for bespoke or specific surveys.

The victim satisfaction survey indicates that:
- The number surveys conducted in the last rolling 12-month period has increased to 5765
- Of those surveyed, 24% of people had a more positive view of the police after contact.
- The proportion of respondents with a more negative view increased to 21%.
- 78% were satisfied with initial contact and this is showing a slight reducing trend.
- 86% were satisfied with the follow up contact and this is stable.
- 79% were satisfied that they have been kept informed and is showing a gradual increase.
- 64% were satisfied with investigation.

Victim Satisfaction – Satisfaction after Contact
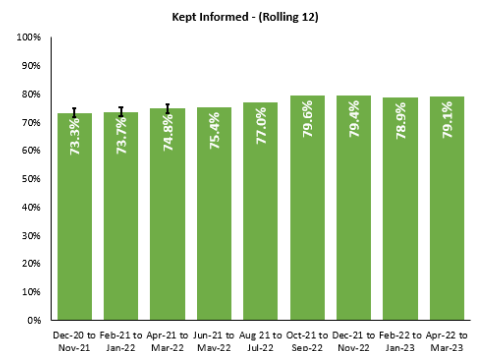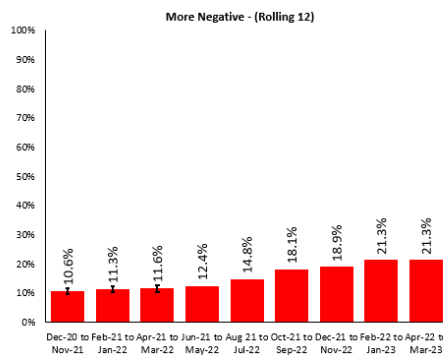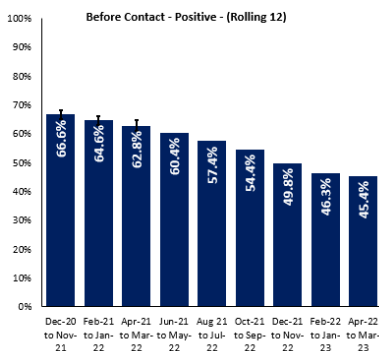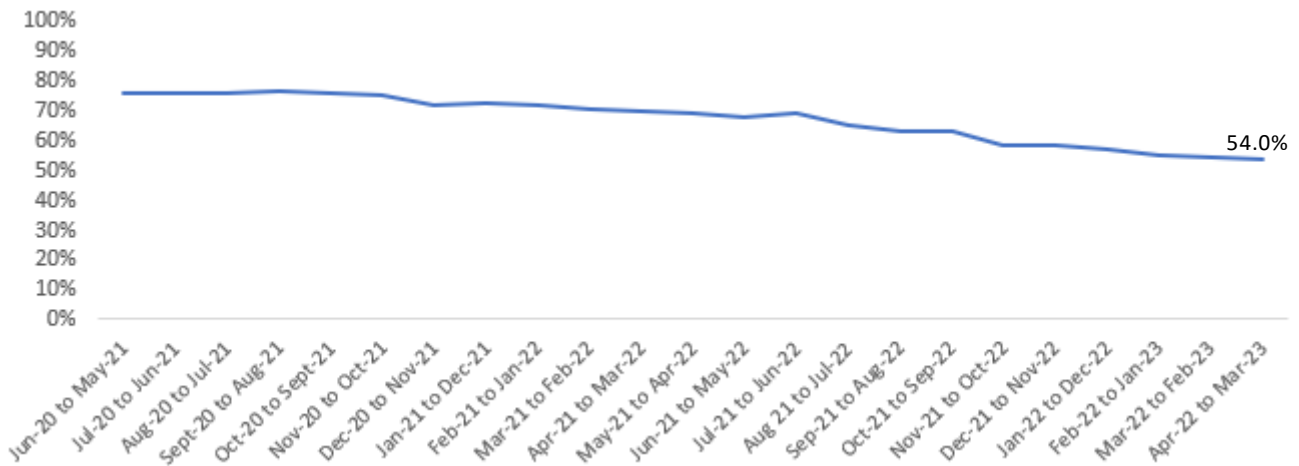
5.3 Public Confidence

Public Confidence Survey

The initial public confidence survey was conducted in June 2022 prior to the launch of the new operating model in order to provide a baseline of how the public felt before the changes were implemented. The results of the second survey have been received and these show an improving public perception of Staffordshire Police.

In January 2023, 1,602 telephone surveys were conducted and the results indicated that increases were seen in the majority of questions, and others remained stable.

Data

Question	June 2022	January 2023	Change
Q1 How important, if at all, do you think it is to have a visible police presence in the area where you live? (Important)	93%	93%	0%
Q4 Do you feel you could rely on your local police team if you needed them? (Yes)	72%	77%	+5%
Q5 Compared to the last 12 months do you feel there has there been a change in the number of police officers or PCSOs in your local area? (Increase)	4%	7%	+3%
Q6a To what extent do you agree or disagree that Staffordshire Police is dealing with crime and ASB? (Agree)	49%	49%	0%
Q6b To what extent do you agree or disagree that Staffordshire Police is responding effectively to emergencies? (Agree)	51%	55%	+4%
Q8 How safe do you feel in your local area during the day? (Safe)	94%	95%	+1%
Q9 How safe do you feel in your local area after dark? (Safe)	59%	61%	+2%
Q12 Taking everything into account, I have confidence in Staffordshire Police? (Agree)	63%	68%	+5%
Q16 How confident are you that Staffordshire Police treat people fairly? (Confident)	85%	90%	+5%
Q17 My local police treat people from different backgrounds equally? (Agree)	62%	69%	+7%
Q23 Overall, how well informed do you feel about what the police in your local area are doing? (Informed)	31%	39%	+8%

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There is some variation between the Local Policing Teams in terms of confidence in the police.

Newcastle and Staffordshire Moorlands have higher levels of confidence and Lichfield and East Staffs have lower levels of confidence.

Other questions had variances in the responses by Local Policing Team, see table below.
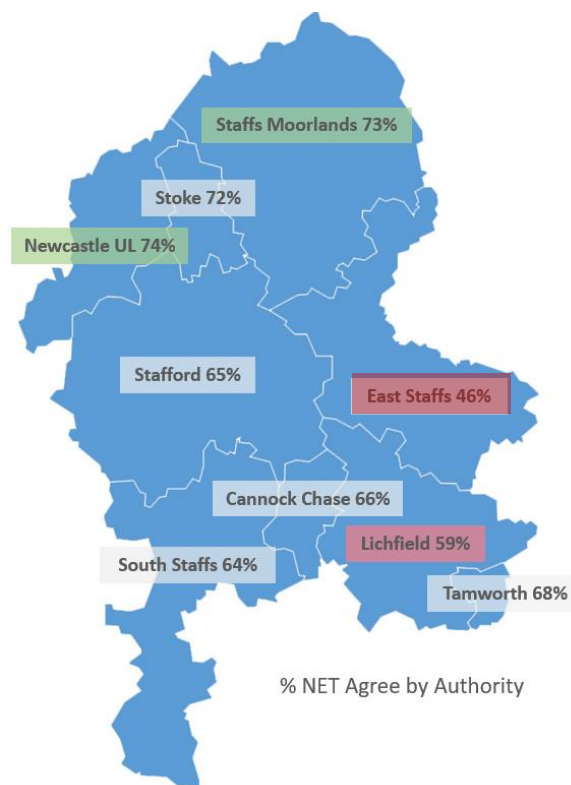
Taking everything into account, I have confidence in Staffordshire Police?

68% Agree

- 18% Strongly agree
- 50% Tend to agree
- 18% Neither agree nor disagree
- 11% Tend to disagree
- 4% Strongly disagree

Staffs Moorlands 73%
Stoke 72%
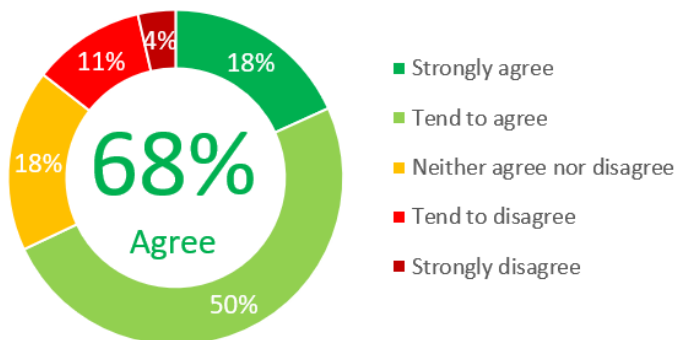**Newcastle UL 74%**
Stafford 65%
East Staffs 46%
Cannock Chase 66%
Lichfield 59%
South Staffs 64%
Tamworth 68%

% NET Agree by Authority

Q Nos	SMSR Public Perception Survey Results	LPT Comparison
Q1	% Important - **Visible** Police Presence	All LPTs above 90% apart from East Staffs (87%)
Q2	% At least monthly - **see Police Officer or PCSO**	All LPTs between 47%-45% apart from Lichfield (29%)
Q3a	% **Any Contact** with SP - in last 12 months	Most LPTs range between 17% 24% apart from Tamworth (10%) and East Staffs (14%)
Q4	% Agree - **Rely on** local police team	Most LPTs range between 76%-80% apart from South Staffs (64%)
Q5a	% Feel there has been a **Decrease** - in Police Officer or PCSO **Numbers**	Most LPTs range between 19%-29% apart from south Staffs (54%) Lichfield (51%, Tamworth (47%)
Q9	% **Feel Safe** - after **dark** in local area	Most LPTs range between 60%-72% apart from City (54%), Cannock (41%)
Q11	% **Likely - to be a victim** of crime	Most LPTs range between 23% to 32% apart from Moorlands (18%), Stafford & Lichfield (16%), Tamworth (7%)
Q12	% Agree - **Confidence** in SP	Most LPTs range between 64%-74% apart from Lichfield (59%) and East Staffs (46%)
Q16	% Confident - **treat** people **fairly**	Most LPTs range between 87%-93% apart from Cannock (82%)
Q17	% Agree - **treat** people from **different backgrounds equally**	Most LPTs range between 65%-77% apart from Stafford (59%)
Q18	% **Victim of crime or ASB** - in last 12 months	All LPTs range between 4%-11%
Q23	% Well **Informed** - police are doing in your local area	Most LPTs range between 37%-44% apart from Stafford (26%) & South Staffs (29%)

Local Complaints, IOPC Bulletins and Complaint Reviews

New Independent Office for Police Conduct (IOPC) statutory guidance was introduced in February 2020 to allow for expressions of dissatisfaction to be dealt with in a more effective and timely manner. These encouraged organisations to move away from a punishment type approach to that of a learning environment.

There is an upward trend in total cases of dissatisfaction. The new regulations required a wider range of dissatisfaction to be recorded or logged, and complaints are described as Inside or Outside Schedule 3:

Inside Schedule 3 is a recorded complaint or investigation, with a right to review to the local policing body or the IOPC.

Outside Schedule 3 is a logged complaint. The allegation if proven must not justify misconduct proceedings and there is no Right to Review.
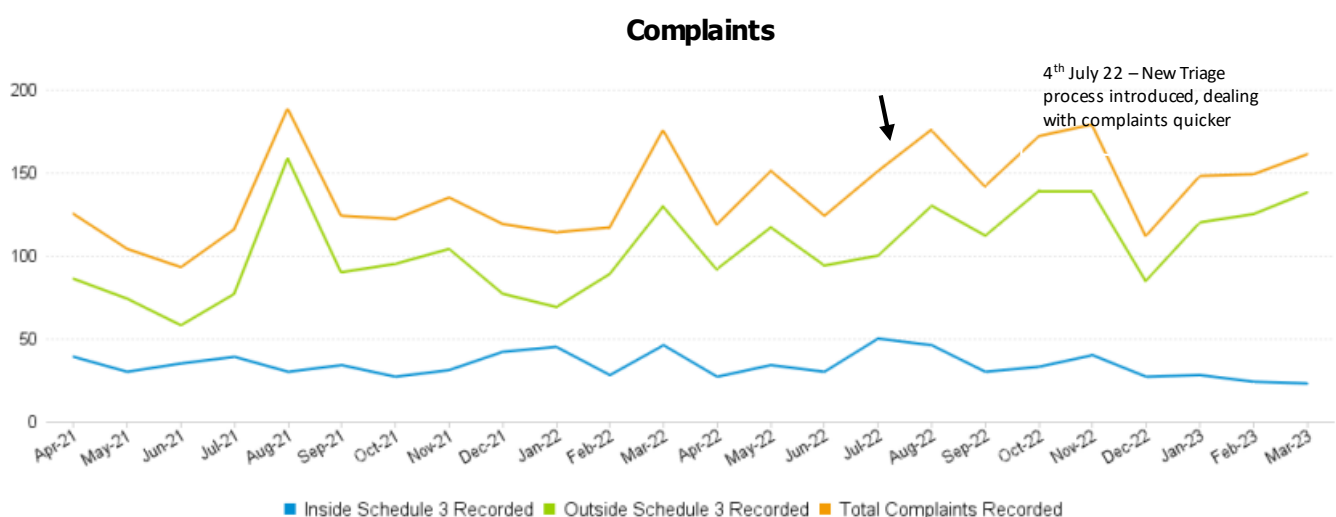
The force has been working to improve performance and underwent a restructure within the Professional Standards Department (PSD), which introduced a front-end triage system consisting of two dedicated customer service officers to provide a real-time service when a complaint comes in and reparation for customers. This team has plans to increase staffing to further improve our front end service delivery. PSD is currently retaining approximately 80-90% of all work within the department through the triage process. This has reduced contact times and ensuring better signposting of complaints to reduce time spent on finalisation. The force prevention and intervention officer within Professional Standards helps to deliver force-wide briefings around any patterns/trends identified through complaints data, and they are responsible for early intervention with officers who receive a number of complaints to identify training or welfare needs, and also to improve the service offered to the public of Staffordshire.

In the last 12 months compared to the previous 12 months:
- 16% increase in total complaints
- 5% decrease in inside schedule 3 (recorded) complaints
- 24% increase in outside schedule 3 (logged) complaints
- 109% increase (+46) in all conduct matters
- Local Police Review Body (LPB) decisions – 88% (30) Outcome of complaint reasonable and proportionate and 14% (5) Outcome of complaint not reasonable and proportionate.

Lessons Learned
- For LPB decisions since June 2022, there has been nine lessons learnt – three learning by reflection, one provision of complaint report, three feedback given to officer, one where additional training was undertaken and one reflective practice review process.
- For conduct matters since June 2022, there has been 21 lessons learnt – four learning by reflection, ten reflective practice review process, five organisational learning, one professional discussion, and one no further action.
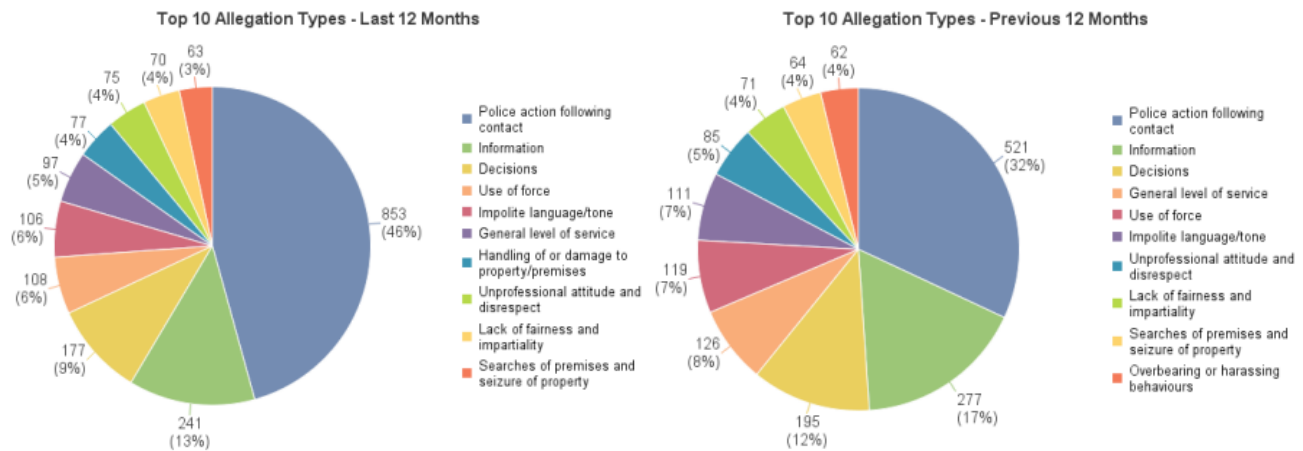
Complaints

4th July 22 – New Triage process introduced, dealing with complaints quicker

Inside Schedule 3 Recorded ■ Outside Schedule 3 Recorded ■ Total Complaints Recorded

Data

	Previous 12 Months	Last 12 Months	12 Month % Change
Inside Schedule 3	426	406	-4.7%
Outside Schedule 3	1,108	1,377	24.3%
Total Complaints	1,534	1,784	16.3%

Local Police Review Body (LPB) Decision	Last 12 Months	Proportion %
Outcome of complaint reasonable and proportionate	30	85.7%
Outcome of complaint not reasonable and proportionate	5	14.3%
Live	14	
Total:	**49**	

	Previous 12 Months	Last 12 Months	% Change
All Conduct Matters	54	113	109.26%

- Top three allegation types in the last 12 months: Police action following contact (46%) Information (13%) and Decisions (9%) These are the same top three allegation types as the previous 12 months.

- An IOPC report for the nine months (1 April 2022-31 December 2022) found that of the 289 complaints recorded, sixteen (6%) went to IOPC for review and an investigation was only deemed necessary in five (2%) cases. This is lower than our most similar forces with an average of fifteen investigated cases.

The force proactively scans incidents which are linked to any deaths or serious injury following contact with the police and refers these to the IOPC to ensure transparency.

- For the nine months (1 April 2022-31 December 2022) the force referred 61 cases to the IOPC which is lower than most similar force average of 84.
- Of these 61 cases, nine were independently investigated (by the IOPC), one was a directed investigation (conducted by Staffordshire under direction of IOPC), 28 were local investigations (conducted by Staffordshire and the final report sent to IOPC and any complaint if applicable), 21 were deemed as no investigation necessary by IOPC and one did not meet the IOPC criteria.

6. Reduce Offending and Reoffending

All Crime

All reported crime has increased by 19% (14,295) in the last 12 months compared to the previous 12 months, but has increased by 13% (10,188) compared to the baseline 2019/20.

More serious violence, less serious violence, other offences, other serious sexual offences, other sexual offences, other violence against the person, public order, rape, possession of weapons, personal robbery, business robbery, arson, theft of motor vehicles and vehicle interference have all increased in the last 12 months compared to the previous 12 months and the baseline.

A new offence of non-fatal suffocation and strangulation was implemented in June 22, and has contributed to the increase in more serious violence.

All Crime
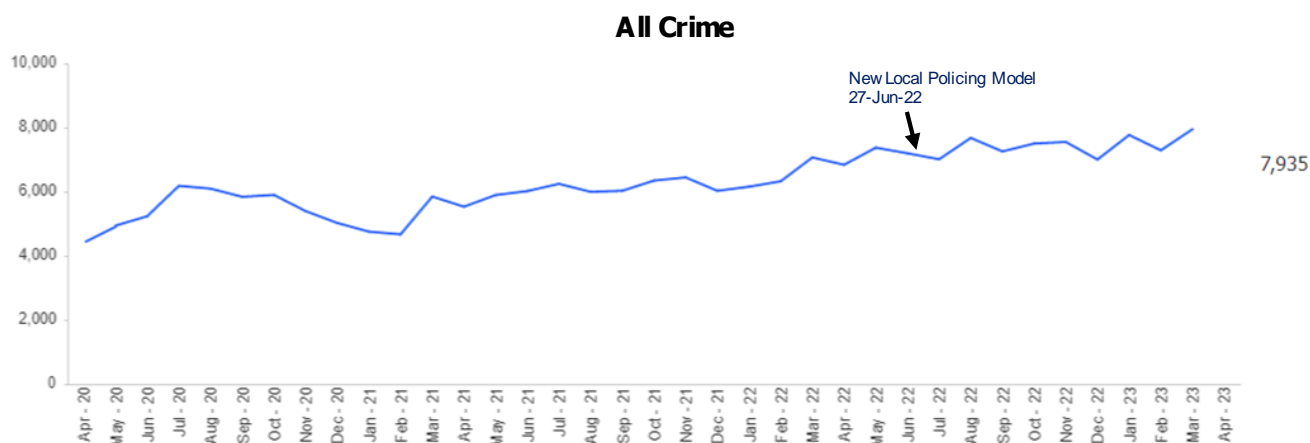
National Comparison	Per 1,000 population Staffordshire ranks **14th in the 43 forces** for total recorded crime to September 2022.

Data

| Local Offence Group	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Apr 19 to Mar 20)	Baseline Difference	% Change From Baseline
Arson	401	494	93	23.2%	474	20	4.2%
Burglary Business and Community	1,058	1,304	246	23.3%	1,640	-336	-20.5%
Burglary Residential	2,373	2,784	411	17.3%	3,097	-313	-10.1%
Business Robbery	89	97	8	9.0%	79	18	22.8%
Criminal Damage (exc Arson)	7,839	8,061	222	2.8%	9,470	-1,409	-14.9%
Drug Offences	1,360	1,227	-133	-9.8%	2,176	-949	-43.6%
Handling stolen goods	4	6	2	50.0%	71	-65	-91.5%
Less Serious Violent Crime with Injury	8,116	10,035	1,919	23.6%	7,695	2,340	30.4%
More Serious Violent Crime with Injury	922	1,478	556	60.3%	817	661	80.9%
Other Offences	1,262	1,826	564	44.7%	1,550	276	17.8%
Other Serious Sexual Offences	1,584	1,596	12	0.8%	1,423	173	12.2%
Other Sexual Offences	481	652	171	35.6%	554	98	17.7%
Other Theft	11,775	14,302	2,527	21.5%	15,151	-849	-5.6%
Other Violence against the person	24,924	28,103	3,179	12.8%	21,912	6,191	28.3%
Personal Robbery	631	771	140	22.2%	690	81	11.7%
Possession of weapons	597	746	149	25.0%	699	47	6.7%
Public Order	5,295	7,809	2,514	47.5%	4,109	3,700	90.0%
Rape	1,060	1,190	130	12.3%	1,007	183	18.2%
Theft From Motor Vehicles	1,845	2,378	533	28.9%	3,076	-698	-22.7%
Theft Of Motor Vehicles	1,696	2,630	934	55.1%	1,823	807	44.3%
Vehicle interference	679	785	106	15.6%	585	200	34.2%
Awaiting Offence Group		12	12			12	
All Crime	**73,991**	**88,286**	**14,295**	**19.3%**	**78,098**	**10,188**	**13.0%**

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6.1 Outcomes

The criminal justice outcome rate is 12% in the last 12 months to March 2023, and is stable compared to the previous 12 months and baseline in 2019/20.

The Criminal Justice Outcome rate was 13.1% or 1,106 outcomes in March 2023, which included 798 charges/summons, 96 cautions/conditional cautions, and 200 community resolutions.

Outcome 16 rate (victim does not support the investigation) is 29.2% in the last 12 months to March 23, and has increased (3.8%). Higher rates were seen in October and December 2022 (32.5% and 31.0%).

Criminal Justice Outcomes (1 to 8 minus 5)
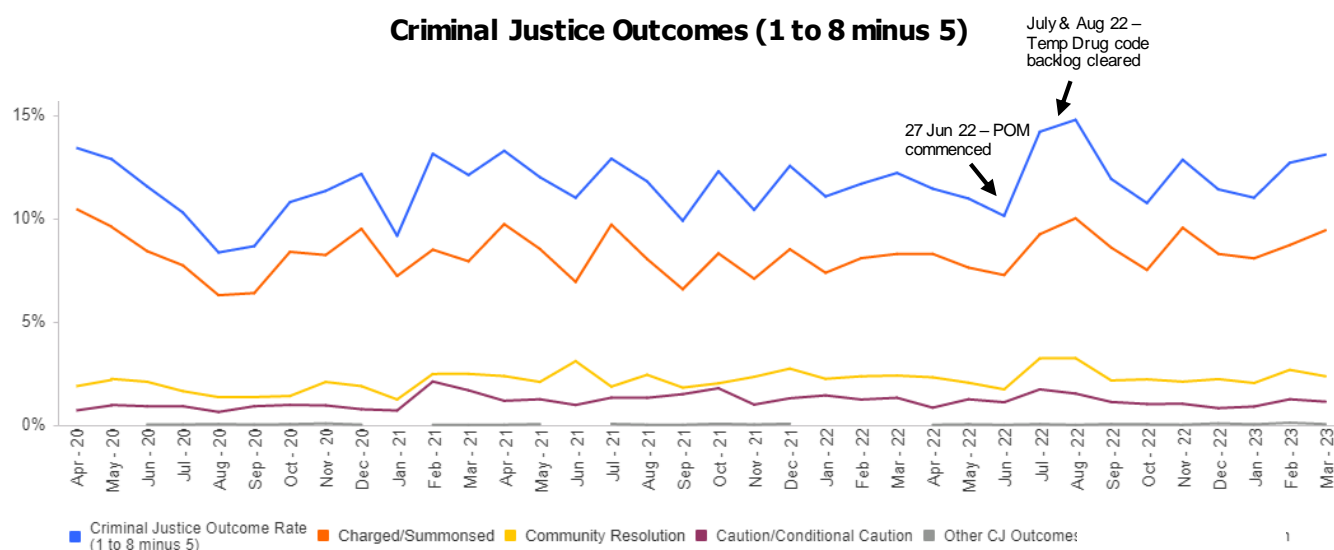
Data

Outcome Rate	Previous 12 Months	Last 12 Months	Change (Diff.)	Dec - 22	Jan - 23	Feb - 23	Mar - 23
CJ Outcomes	11.7%	12.1%	0.4%	11.4%	11.0%	12.7%	13.1%
Outcome 16	25.4%	29.2%	3.8%	31.0%	29.2%	27.2%	26.1%
Unable to Progress Investigation	54.1%	52.5%	-1.6%	50.9%	52.9%	52.9%	53.1%
Diversionary Activity (Outcome 22)	4.7%	2.3%	-2.4%	2.7%	3.3%	3.1%	3.7%
Prosecution Prevented	0.5%	0.6%	0.1%	1.0%	0.7%	0.4%	0.5%
Other	3.6%	3.3%	-0.3%	3.1%	2.8%	3.7%	3.5%

DEFINITIONS

- Criminal justice outcomes includes charges and out of court disposals such as cautions and community resolutions.
- Outcome 16 is where the victim does not support the investigation and a suspect has been identified.
- Unable to progress investigation includes: crimes with no identified suspect; suspect has been identified but there are evidential difficulties and crimes which are not in the public interest to prosecute.
- Prosecution prevented is where the suspect, victim or key witness is too ill to prosecute
- Other includes where another agency has the lead in the investigation or the offender has died.
- Diversionary activity is where education or intervention activity has been put in place and therefore it is not in the public interest to take any further action.

Custody

Arrests have shown an increasing trend since March 2020, the initial Covid-19 lockdown caused a significant decrease in arrests, but longer-term the volumes show gradual increases.

March 2023 saw an increase in arrests with the highest monthly volume in the last three years.

Bail rates are showing an increasing trend but with some variance. In October 2022, the bail legislation changed to allow for time to complete further investigation into the matter for which a person was detained, and to ensure the safeguarding of the victim through the use of bail conditions. Since then, the bail rate has increased substantially. Bail has a higher degree of control and accountability and, therefore, is the preferred disposal when compared to released under investigation.

Released under investigation (RUI) rates have reduced since February 2021 and have decreased significantly since the introduction of the new bail legislation.

Average detention durations – after a spike in January 2022 figures have been stable overall although there was a small increase in March 2023.

Waiting times have been stable in the last 12 months compared to the previous 12 months, although an increasing trend in the last 3 months linked to the increase in custody volumes


Bail and Released Under Investigation (RUI)
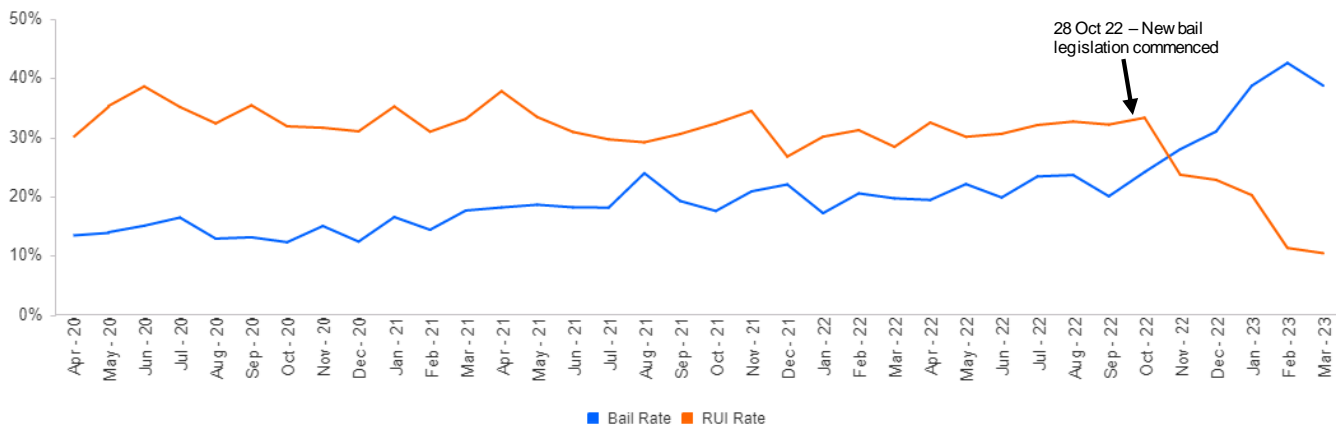
Data

Custody	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change		Dec - 22	Jan - 23	Feb - 23	Mar - 23
Arrests	12,214	13,592	1,378	11.3%		1,200	1,195	1,087	1,246
Average Detention Duration (hours)	18.9	14.9	-4.0	-21.1%		15.46	15.15	15.37	17.39
Children in Custody	561	669	108	19.3%		60	80	75	69
Average Detention Duration (hours)	11.7	10.6	-1.07	-9.2%		8.13	11.42	11.41	12.08
Waiting Times in Custody	23.1	27.0	3.9	16.9%		24.04	29.67	30.57	33.27
Bail Rate	19.5%	27.9%	8.4%			31.0%	38.7%	42.6%	38.8%
Released Under Investigation Rate	31.2%	25.8%	-5.4%			22.8%	20.3%	11.3%	10.4%
Voluntary Attendees	3,007	3,187	180	6.0%		255	311	265	308

Conviction and Prosecution Rates

Local data from the Crown Prosecution Service (CPS) has been used to understand criminal justice and its timeliness in Staffordshire. The information for crime to court and crime to conviction at court is based on rates, rather than volumes for a more balanced comparison.

- 8.0% of all crimes in the last 12 months (April 2022 to March 2023) are prosecuted at court which has decreased slightly (-2%) compared to the baseline in 2019/2020.
- 6.7% of all crimes in the last 12 months (April 2022 to March 2023) end in a conviction at court which has decreased slightly (-1.9%) compared to the baseline in 2019/2020.
- Finalised cases in the last 12 months (April 2022 to March 2023) have decreased by -12% compared to the 2019/20 baseline, due to the ongoing issues with backlogs of court cases caused by the Covid 19 pandemic.

Conviction and Prosecution Rates for All Crime
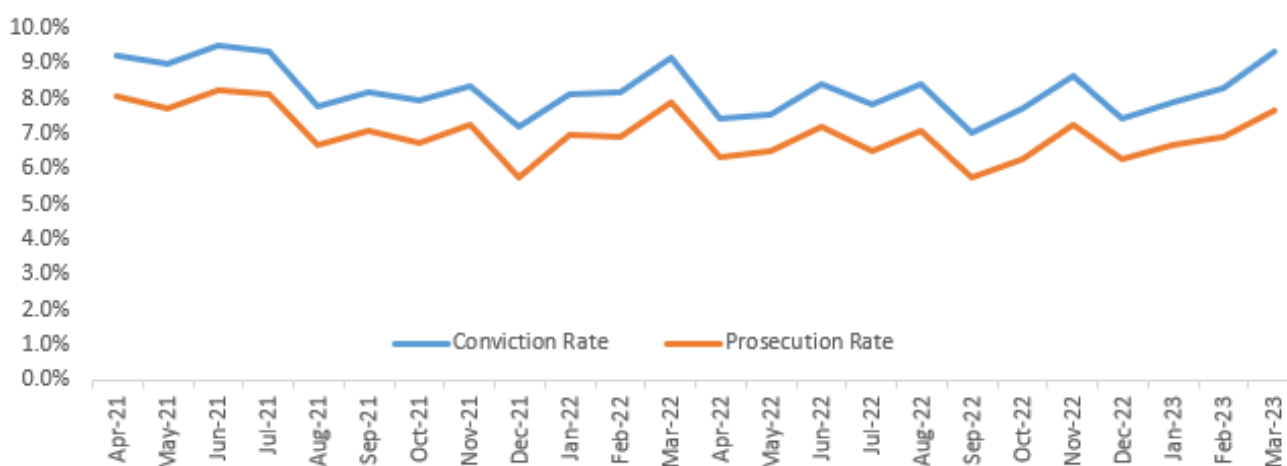
Data

	Previous 12 Months	Last 12 Months	12 month difference	12 month % Change	Baseline (Apr 19 to Mar 20)	Baseline Difference	% Change
All Crime	73,991	88,286	14,295	19%	79,098	9,188	12%
Finalised cases	6,290	7,068	778	12%	7,998	-930	-12%
Convictions at court	5,393	5,928	535	10%	6,875	-947	-14%

	Previous 12 Months	Last 12 Months	12 month % Change	Baseline (Apr 19 to Mar 20)	% Change from baseline
crime to court rate	8.5%	8.0%	-0.5%	10.1%	-2.1%
crime to conviction rate	7.3%	6.7%	-0.6%	8.7%	-2.0%

Convictions at Court

- Magistrates court convictions rates are stable (0%) compared to the previous 12 months.
- Crown court convictions rates have reduced (-4.7%) compared to the previous 12 months.

Staffordshire's conviction rates for Crown courts are higher when compared to our regional forces and nationally and conviction rates for Magistrates courts are similar when compared to regional and national rates

Conviction Rates at Court
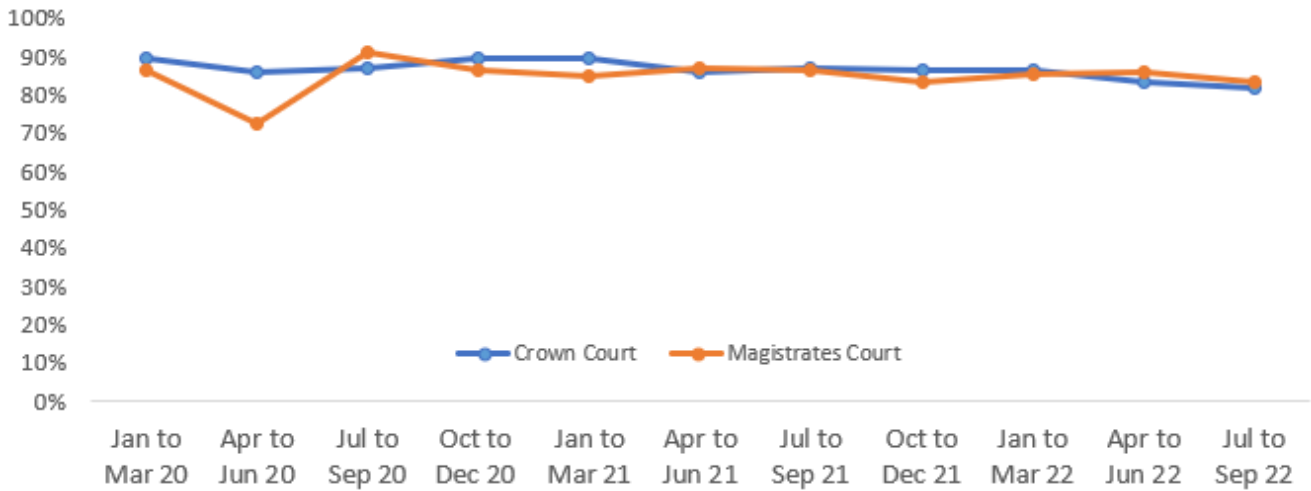
Data

Conviction Rate	Previous 12 Months	Current 12 Months	Change	Apr to Jun 22	Jul to Sep 22	Oct to Dec 22	Jan to Mar 23
Crown Court	86.3%	81.6%	-4.7%	86.3%	86.3%	83.2%	81.6%
Magistrates Court	85.6%	85.6%	0.0%	83.3%	85.5%	85.9%	83.4%

7. A More Effective Criminal Justice System
## 7.1 Criminal Justice – Timeliness

Data for the period July to September 2022 is the latest data period published on the Criminal Justice System Delivery Data Dashboard. More recent data provided in this document may not entirely match the data in the next quarterly published criminal justice scorecard as this data is an extract at a given point in time. The data has been provided to help predict where the Force expects to be.

National Comparison	The average (median) time to investigate in Staffordshire is above the national average, with an average (Median) of **96 days to record a successful outcome** for a victim-based crime in the latest quarter (Q3 2022/23) compared to an average (median) of **41 days nationally in the latest quarter** (Q2 2022/23).

Staffordshire is not included in the national statistics as the force is not currently linked to the Home Office Data Hub. However, work is ongoing to reinstate this link. Once the connection is working the data may change slightly as the outliers will not be removed from the data when crimes are re-opened for auditing or administration purposes.

**Victim based crimes with CJ Outcome – Median Days to Investigate**
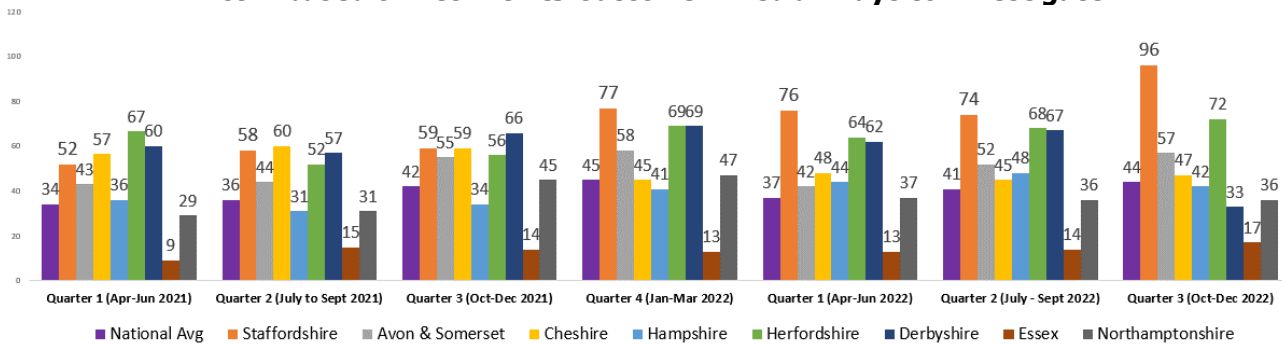
Headlines

- Exceeded Police Uplift target for 31/3/2023,
- Planning in place to recruit to the target 2,000 officers by 31/3/2024,
- Sgts promotion process has launched with the process finalised in June,
- High level of interest from transferees, both at PC and Sgt rank to join Staffordshire,
- Revised Retention Strategy, including the creation of Talent Banks of retiring officers to improve skills retention, and 'Say and Stay' interview to improve general retention of skilled and experienced staff
- Extensive recruitment for Contact Centre (uplift in numbers), PCSO's and IO's.

Police Officer Full Time Equivalent (FTE) in March 2022 was 1,805, and increased by 131 to 1,971, by 31st March 2023.

Police Officer FTE
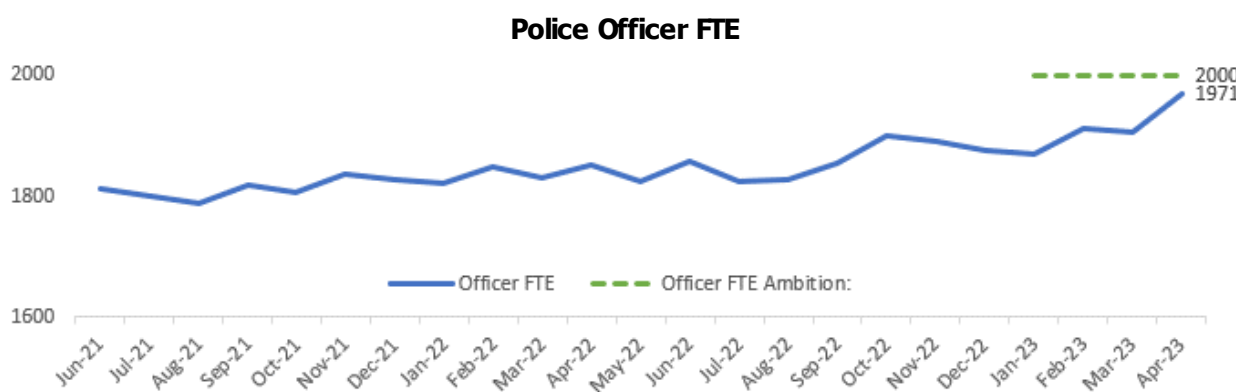
Operation Uplift

Prior to the implementation of operation uplift the baseline headcount for police was agreed at 1648. Since then numbers of officers have increased, with a target headcount by March 2023 of 1948. This equates to an 18% increase. The actual headcount at the end of March 2023 was 1,980 (excl. secondments).

This included the planned uplift of 120 officers in 2022/23 plus additional officers brought forward from the planned 2023/24 recruitment which attracted additional central government funding.

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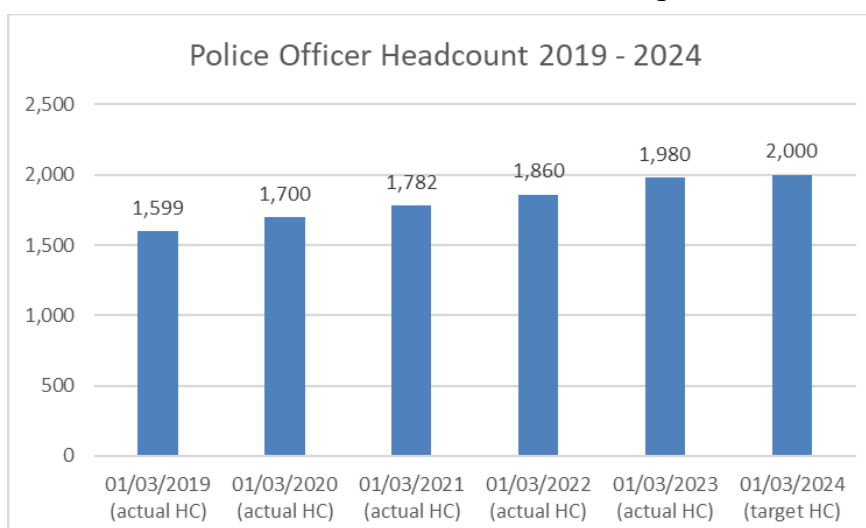
The actual numbers shown in the chart on the previous page are inclusive of precept investment since 2018/19 and the current prediction is to exceed the target for March 2024. This is due to a variety of attraction and recruitment activities including a blended mix of Policing Education Qualifications Framework (PEQF), IPLDP Plus, transferees and promotion processes.

The variety of programmes utilised by the force to attract new and existing police officers include:
- Police Constable Degree Apprenticeship (PCDA)
- Degree Holder Entry Programme (DHEP)
- Detective Constable Degree Holder Entry Programme (DCDHEP)
- Degree in Professional Policing (DPP – Pre-join)
- Police Now (national programme)
- Detective Constable Police Now (national programme)
- Transferees (Constables/ Sergeants/Inspectors)
- Transferees (Detective constables / Sergeants)
- Re-join (pre 30 years)
- Re-join (post 30 years)
- IPLDP Plus

Workforce Diversity

Ethnicity

In Staffordshire, as of 31 March 2023, the force employs the following breakdown of black, Asian, mixed and other minority ethnic colleagues compared to the local population of 6.38%:

- Whole force 4.23%   An increase of 0.45% since Dec 2022
- Police officers 4.28%   An increase of 0.73% since Dec 2022
- Police staff 4.09%   An increase of 0.19% since Dec 2022
- Special Constabulary 5.96%   An increase of 0.73% since Dec 2022

On average in the last three years, 5.7% of police officers joining the force are black, Asian, mixed and other minority ethnicities.

Gender

In Staffordshire, as of 31 March 2023, the force employs the following breakdown of genders (compared to the female population of 50.5%):
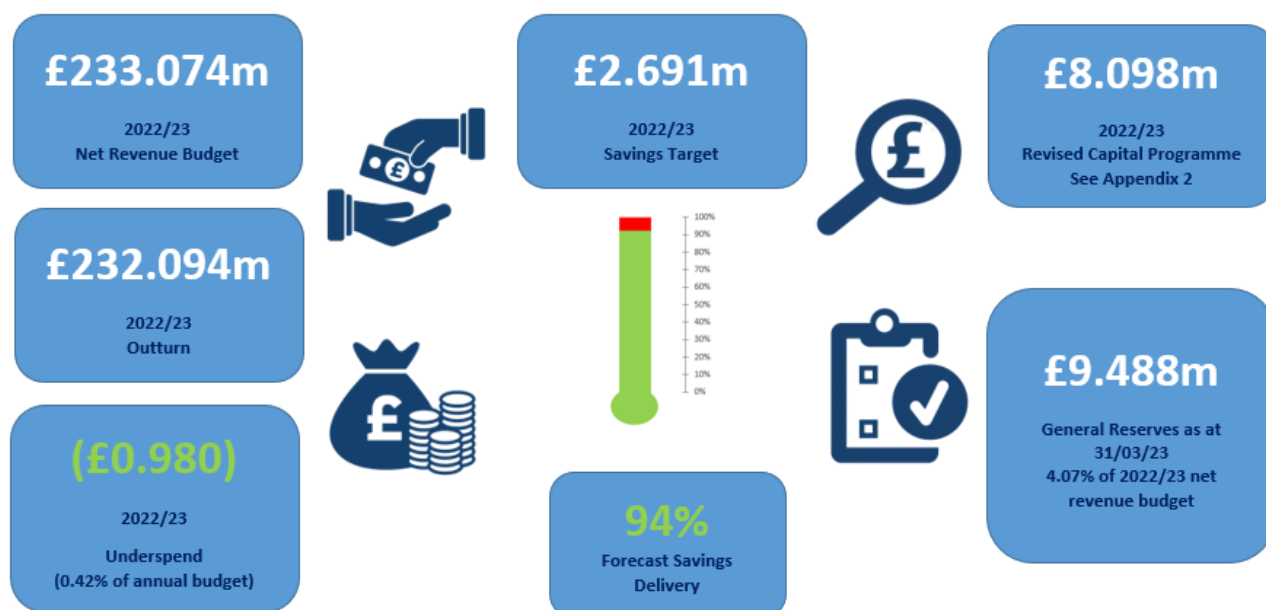
- Police officers – 63.88% male and 36.12% female – an increase of 1.69% of female police officers since Dec 2022.
- Police staff – 34.76% male and 65.24% female – remaining constant since Dec 2022.

On average in the last three years, 44% of police officers joining the force were female.

8.2 Efficiency

Financial monitoring is produced at group level (e.g. force plus the Office of the Police & Crime Commissioner). The graphic below shows the executive summary of the financial position for the 2022/23 financial year.

Staffordshire Police & Staffordshire Commissioner's Office Finance Update

£233.074m — 2022/23 Net Revenue Budget

£232.094m — 2022/23 Outturn

(£0.980) — 2022/23 Underspend (0.42% of annual budget)

£2.691m — 2022/23 Savings Target

94% — Forecast Savings Delivery

£8.098m — 2022/23 Revised Capital Programme See Appendix 2

£9.488m — General Reserves as at 31/03/23 4.07% of 2022/23 net revenue budget

As outlined in the summary above, the force and the Office of the Police & Crime Commissioner have underspent by £0.980m for the 2022/23 financial year, representing 0.42% of the annual budget.

There have been considerable inflationary pressures arising during the year from fuel costs, which resulted in an overspend of £0.832m for electricity and £0.391m for gas. Fuel has overspent by £0.286m. This indicates that the pressures included within the Medium Term Financial Statement (MTFS) for 2023/24 budgets should be sufficient.

Pay has underspent during the year mainly due to vacancies across staff and PCSOs.

The force has benefited from higher returns on investments than budgeted of £0.847m, which has allowed the opportunity to provide additional revenue contributions to capital during the year to reduce the need to borrow.

External debt has fallen during the year as repayments on fixed-term loads have been made and no additional loans taken out. Internal cash has been utilised, thus reducing the cost of financing burden on the group and the cost to the tax payer. All capital investment in short-life assets has been funded through revenue contributions to capital, grants or capital receipts.

There is no change to savings delivery since the previous report, with 94% of savings in 2022/23 being delivered.

Reserves remain in a healthy position, in line with the wider sector. There are plans to unwind a number of these reserves over the life of the Medium Term Financial Statement (MTFS).

The table on the following page sets out the detailed revenue financial position for the group for the year.

	2022/23 Outturn		
	Budget £'000	Actual £'000	Variance £'000
Pay			
Police Officer Pay Costs	111,169	110,994	(175)
Pcso Pay Costs	8,744	8,176	(568)
Police Staff Pay Costs	60,559	59,550	(1,009)
Other Employee Costs	6,482	6,010	(472)
Police Officer Pensions	3,868	3,726	(142)
	190,822	**188,456**	**(2,366)**
Non Pay			
Repairs & Maintenance	63	135	72
Other Premises Costs	4,802	5,964	1,162
Vehicle Costs	4,031	4,400	369
Other Travel Costs	496	505	9
Operational Supplies & Service	6,633	6,607	(26)
Communications & Computers	13,919	12,504	(1,414)
Administration	2,878	2,513	(365)
Other Supplies & Services	497	293	(204)
	33,318	**32,921**	**(397)**
Contracted			
Third Party Payments	15,763	15,348	(415)
	15,763	**15,348**	**(415)**
Capital Financing			
Capital Financing Costs	9,888	12,336	2,449
	9,888	**12,336**	**2,449**
Income			
Grants & Contributions	(10,183)	(11,311)	(1,128)
Reimbursements	(5,932)	(7,622)	(1,690)
Sales, Fees & Charges	(926)	(1,146)	(219)
Other Income	(569)	(1,443)	(873)
	(17,611)	**(21,522)**	**(3,911)**
Funding			
Reserve Transfers	894	4,554	3,660
Use of capital receipts	0	0	0
Recharge direct to capital	0	0	0
Intra Group Transfers	0	0	0
	894	**4,554**	**3,660**
Unallocated Savings			
Unallocated Savings	0	0	0
	0	**0**	**0**
Total Revenue Budget	**233,074**	**232,094**	**(980)**

8.3 Value for Money

Value for money (VfM) is a term defined (in the public sector) by the National Audit Office (NAO). The National Audit Office uses three criteria to assess the value for money of government spending i.e. the optimal use of resources to achieve the intended outcomes:

1. Economy: minimising the cost of resources used or required (inputs) – spending less
2. Efficiency: the relationship between the output from goods or services and the resources to produce them – spending well
3. Effectiveness: the relationship between the intended and actual results of public spending (outcomes) – spending wisely.

In the most recent HMICFRS inspection, the force was judged to require improvement. Whilst the report was detailed as to the areas of improvement this rating was driven by the third point above, effectiveness, as opposed to being an organisation that cannot demonstrate point one and two.

The force has undertaken an analysis of the 22/23 HMICFRS value for money profiles published in February 2023. This highlights the following:

National Comparison	• Funding for policing has historically been low in Staffordshire, in 2022/23 it was the **12th lowest funded** force per population. • Staffordshire has the **4th lowest number of police officers** per 1,000 population in the country and is the 2nd lowest in MSG. • When reviewing outliers, **Staffordshire remains a heavy investor in PCSOs**, being 67 higher compared to MSG. • Overall support functions overall are the **4th lowest in the MSG** based on net revenue expenditure per population.

Further work will be undertaken through resource allocation and challenge panels to review what this benchmarking means alongside performance data.