



STAFFORDSHIRE
POLICE

Public Performance Meeting

7 October 2024

Data to 31/07/2024

Performance Team

August 2024

Contents

	Slide
1. Emerging Challenges	
i. Chief Constable's Foreword	3
ii. HMICFRS Police Effectiveness, Efficiency, and Legitimacy (PEEL) progress	4-6
<u>Staffordshire Priorities</u> including National Crime and Policing Measures (NCPM)	
2. Key Headlines	7
3. Public Confidence and Victim Surveys	
i. Public Perception Surveys	8
ii. Improve satisfaction among victims & witnesses, with focus on victims of DA (NCPM)	9
iii. Local complaints, IOPC bulletins and complaint reviews	10-11
4. Contact and Local Policing:	12
i. Emergency and Non-Emergency Calls	13-17
ii. Response: Grade 1 and Grade 2	18-21
iii. Reduce Neighbourhood Crime (NCPM)	22
iv. Tackle Anti-Social Behaviour	23-24
v. Outcomes	25-27
5. Rural Crime	28
6. Retail Crime	29
7. Vehicle Crime	30
8. Roads Policing	31-33
9. Support victims and witnesses	34-35
i. Victim's Code of Practice Compliance	36
ii. Criminal Justice – Timeliness	37
10. National Crime Performance Measures	38-39
i. Reduce murder and other homicide (NCPM)	40
ii. Reduce serious violence (NCPM): inc Domestic Abuse & Violence against Women & Girls	41-47
iii. Disrupt drugs supply and county lines (NCPM)	48-50
iv. Tackle Cybercrime & Fraud Focus (NCPM)	51
11. Enabling Services: HR & Finance Update	
i. Workforce Update: Officer recruitment & Diversity	52-53
ii. Efficiency	54
iii. Value for Money	55



1.1 Chief Constable's Foreword

"An outstanding local police service"



Since our last Public Performance Meeting, we have taken two major steps in our improvement journey. In May we were removed by His Majesty's Inspectorate of Constabulary, Fire & Rescue Services (HMICFRS) from an enhanced monitoring process called 'Engage'. This reflected improvements we made in identifying vulnerability at the first point of contact, our standards of investigation and support to victims of crime. Despite seeing an increasing volume and complexity of incidents a 'back-to-basics' approach has focused on doing the fundamentals of policing well, whether responding to public contacts, progressing effective investigations or managing offenders robustly.


Now, the vast majority of 999 calls are answered in less than 10 seconds, and despite an increase in incidents we have maintained our response times to Grade One (emergency calls), whilst arrest and stop and search rates are up by almost 17 per cent (+2,239) and 23 per cent (+1,174) respectively.

In addition we have just received an organisation-wide inspection report (PEEL), which looks across all the responsibilities and functions of policing. This has reported significant improvements across the board and improved gradings in nearly every category – establishing us as one of the most improved forces in the country. Whilst these findings evidence objectively that our staff have delivered really significant and tangible improvements, of which they should be proud, I can assure you that there will be no complacency because we all recognise that there is much more to do. The PEEL report contains a number of bespoke areas for improvement which will help shape the next phase of our plan to see Staffordshire Police once again deliver an outstanding service to its communities.

This 'back to basics' focus has also seen us return to a local model of policing with a sharp refocus on cutting crime and tackling ASB. I'm pleased to see there has been a reduction in all crime volumes by six per cent (-5,791) in this reporting period. This includes an 18 per cent (-3,977) decrease in domestic-related incidents, a one per cent (-50) reduction in sexual offences and 13 per cent (-2,339) less anti-social behaviour (ASB) incidents. Tackling ASB has been a key priority for us over the last year and we have progressed a number of partnership initiatives including increasing visibility in hotspot areas, encouraging more reporting and targeting repeat offenders.

Looking ahead, we have ambitious plans in the Autumn to invest further in our proactive policing capability in order to protect our rural and business communities. Assisted by the uplift in officer numbers we are now able to invest in and train more officers focussed on responding to those crimes that have the greatest impact on rural communities. In parallel we are working closely with retailers to tackle shoplifting and assaults on shop workers – this will see a refreshed approach to ensure there are consequences for anyone who preys on our hard-working local businesses. We also have well developed plans to launch a new Roads Crime Team in October, which will align our response to motorway and roads policing, focusing on making Staffordshire's roads safer and denying criminals the use of our roads.

While not reflected in the reporting period of this document, I want to comment on the challenging summer the force has faced following two significant outbreaks of disorder in Staffordshire. Communities in Tamworth and Stoke-on-Trent were subjected to senseless violence by groups of individuals intent on carrying out mindless acts of thuggery and criminality. The bravery, commitment and resilience shown by my police officers was outstanding. Shockingly, 13 officers and 1 police dog were injured during the disorder which is completely unacceptable and will see a robust response. We will bring those responsible to justice and at the time of publication, 109 arrests have been made, 45 people have been charged and 9 have been sentenced for their part in this violence. I am in no doubt the impact this disorder has had on local people and I would like to reassure all communities across Staffordshire that we are committed to doing everything we can to keep you safe, especially in those communities that feel most vulnerable. We will work closely with local councils and other partner organisations to ensure our communities come out of this period stronger and more cohesive than they were before.


Chris Noble
Chief Constable

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

"An outstanding local police service"



In May 2024, Chief Constable Chris Noble and Police, Fire and Crime Commissioner, Ben Adams, attended the force's final Police Performance Oversight Group (PPOG) as part of the Engaged monitoring. This reviews progress against the areas of concern identified by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). This is following the force initially being entered into engage monitoring status by HMICFRS in June 2022 in relation to two causes of concern,- responding to the public (call handling) and quality of investigation. HMICFRS discharged the cause of concern in relation to call handling in December 2023 and continued to monitor closely progress in relation to areas around quality of investigation.

The May PPOG (attended by colleagues from HMICFRS, the Home Office, the National Police Chiefs' Council, the College of Policing and the Association of Police and Crime Commissioners) resulted in HMCI Andy Cooke, supported by HMI Skeer, concluding that the progress the force had made was significant enough to return it to the default level of monitoring. The extract below is taken from a formal letter from HMICFRS to the Chief Constable dated 21 May 2024:

"In conclusion, I am pleased that Staffordshire Police is continuing to make good progress. I am satisfied that it has made sufficient progress to address concerns in relation to responding to the public and investigating crime.

HMCI Andy Cooke has therefore decided that Staffordshire Police will be removed from the engage phase of force monitoring. From now, the force will return to our standard scan monitoring process and will continue to be inspected as part of our police efficiency, effectiveness and legitimacy continual assessment programme."

This decision was underpinned by a reinspection of the force's crime standards during February 2024 and additional inspection activity between February and May 2024 as part of the latest force Police Efficiency, Effectiveness and Legitimacy (PEEL) inspection.

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

"An outstanding local police service"



The forces 2023-25 PEEL report was published during September and will reinforce the above progress. The force is also confident that the findings indicate a demonstrable positive shift across other key areas compared to the previous 2022 inspection findings.

The Chief Constable has extended his thanks to all officers and staff for their continued hard work which has led to progressing out of engage and making significant progress compared to 2022. The below captures the extent of activity and force momentum over the last two years which has resulted in the sustained improvements to date. However, the Chief has also been clear that the force still has much to do as part of the continued journey to being an outstanding service and recognises that seeking the views and suggestions of the workforce is critical to delivering further improvement.

To this end, the Chief Constable and his senior leadership team have facilitated (during the summer) a series of 'Journey Back to Outstanding' face to face workshops. This has resulted in over 2,500 employees having the opportunity to put forward ideas around the delivery of further improvements in their own and other areas of the business. Many small quick wins and larger review areas have already been identified with commissioned work already in progress. This approach will now become embedded as part of ongoing service improvement activity to ensure ideas and views continue to be captured from the workforce.

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

"An outstanding local police service"



Key Achievements over last two years



Effective HMICFRS endorsed audit and assurance function



Consistent and sustained improvements of THRIVE



Reduction in time to answer emergency calls



Improvement around attendance times



Discharge of ACOC call handling



Improvements in quality of investigations (WiT, Plans, Oversight)



Significant investment programme into force estate



Improved recognition of vulnerability and increase in PPNs



Reduction in POLIT backlog



MASH backlog addressed



Increase in OoCD rates



Sustained financial health

Staffordshire Police successes

Strategic direction and galvanising force

Nationally award winning PEQF arrangements

Financial resilience and management

Police force of the year 2022 (BPA)

High number of officers in front line roles – 95% vs national average of 91.1%.

IT improvement journey from stability to exploitation

Growth in officer numbers of 60 beyond uplift funding, and investment in leadership

Force contact - performance culture and leadership

Audit is calibrated to HMICFRS if not sharper still

Audit focus on victims and service quality

Reward and recognition through engaged leadership

OUR PEOPLE

Delivering over the past 18 months in challenging circumstances and with limited experience and numbers.

2 Key Headlines

"An outstanding local police service"

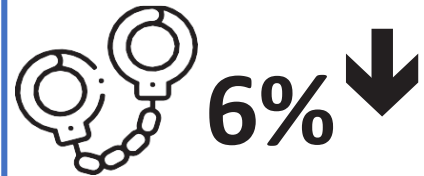


Staffordshire Priorities including National Beating Crime Measures (NCPM)

Prevent harm and protect people

All crime in Staffordshire

85,031 90,822 79,699



Baseline 2019/2020
Reported crime

Sexual offences

3,359 3,406 3,011



Prevent harm and protect people – National Beating Crime Plan

Neighbourhood crime

9,655 10,005 9,435



National baseline (2019) – Validated crime

Knife Crime

741 740 529



0% →

Domestic Abuse (Crime)

18,095 22,072 15,092



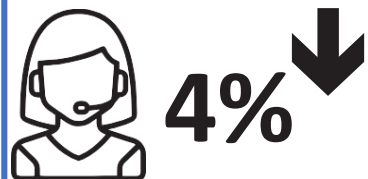
18% ↓

Local and responsive service

999 Calls

(Emergency demand)

224,959 235,343 184,225



Non-Emergency demand

(101 calls and digital contact)

367,593 394,571 390,740



7% ↓

Baseline 2019/2020

Anti-Social

Behaviour

15,573 17,912 31,094



13% ↓

Key

- Statistics from **01/08/2023 to 31/07/2024**
Percentage shows change with previous year
- Statistics from **01/08/2022 to 31/07/2023**
(Previous Year)
- Statistics from **2019/2020 baseline or National baseline for crime of calendar year 2019**

Reduce Offending and Reoffending

Criminal Justice Outcome

Rate 14.2% 12.5% 13.4%



1.7% ↑

Baseline 2019/2020

More effective Criminal Justice System

Charge & Postal Requisition

Rate 9.4% 9.0% 9.2%



0.4% ↑

Support Victims and Witnesses

Positive opinion after contact with the police

58.7% 53.1%



6% ↑

Previous Year Aug 22- Jul 23

Public confidence in the police

65% 68%



3% ↓

Previous Survey in Jan 2023

Enabling Services

Officer Uplift (number of officers)

1,994 1,962 1,673



2% ↑

Baseline 2019/2020




3 Public Confidence & Victim Surveys

3.1 Public Perception Surveys

"An outstanding local police service"



Overall confidence in the local police

STAFFORDSHIRE	Type of Survey	Quarter Ending SNAPSHOT																			
		2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2022	2023	2023	2023	2023	2024
		March	March	March	March	March	March	March	March	March	March	March	March	March	March	June	December	January	June	August	September
CSEW Survey		65%	65%	70%	73%	72%	73%	72%	80%	74%	75%	75%	67%	65%		67%		68%			
SMSR Survey -Commissioned														63%		68%		67%		65%	
														COVID	PRE-POM	6 months	9 months	1 year	1+year		
MSF		2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2022	2023	2023	2023	2023	2024
		March	March	March	March	March	March	March	March	March	March	March	March	March	March	June	December	January	June	August	September
Staffordshire		65%	65%	70%	73%	72%	73%	72%	80%	74%	75%	75%	67%	65%		67%		68%			
Avon & Somerset		66%	71%	76%	73%	73%	79%	77%	75%	78%	79%	77%	79%	71%		68%		66%			
Cheshire		63%	64%	71%	75%	75%	74%	80%	80%	82%	85%	76%	80%	75%		74%		71%			
Derbyshire		64%	67%	70%	74%	75%	78%	74%	78%	73%	75%	69%	69%	67%		65%		65%			
Essex		71%	72%	70%	76%	74%	70%	73%	79%	72%	71%	69%	70%	67%		71%		70%			
Hampshire		68%	72%	72%	77%	76%	79%	81%	79%	81%	81%	77%	76%	69%		66%		65%			
Hertfordshire		70%	73%	77%	82%	83%	85%	82%	83%	83%	84%	84%	80%	75%		74%		75%			
Northamptonshire		66%	64%	69%	72%	74%	77%	75%	82%	79%	77%	73%	77%	64%		55%		54%			

March-24 Update

Confidence = 19% Neither agree or disagree and 16% disagree

Main Issues in your local area = ASB and Drugs

Agree Treat (Fairly) = 88%, improved by 3% since Jun-22

Agree Treat (dif backgrounds equally) = 77%, improved by 14% since Jun-22

Agree Crime/ASB was satisfactorily dealt with = 51%, improved by 16%

Police are doing in your local area = Not Informed = 67%, improved by 2% from 69% in Jun-22



3.2 Improve Satisfaction among Victims

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

	Aug 22 to Jul 23 (12 months)	Aug 23 to Jul 24 (12 months)	% Change
Q10-Before this incident took place, how would you describe your opinion of Staffordshire Police? - Positive	47.6%	57.0%	9.4%
Q46-As a result of contact with the Police on this occasion, has your opinion of Staffordshire Police changed in any way? - Positive	53.1%	58.7%	5.6%
Q13-How did you find making contact with the Police? - Easy	77.5%	79.5%	2.0%
Q22-After your initial contact, did the Police get back in touch with you at all? - Yes/Not Req'd (Follow up)	84.2%	80.5%	-3.7%
Q30b-Thinking about your follow-up contact with the Police, how did you feel about the way in which you were kept informed about the investigation? - Satisfied (Kept Informed)	75.6%	75.1%	-0.5%
Q37-Overall, how did you feel about the way that the incident was investigated? - Satisfied	65.8%	80.1%	14.3%
Q39-Did you feel that you needed additional support (i.e. counselling, specialist services etc) as a result of the incident? - Yes	10.1%	9.7%	-0.4%

Gradual increase in positive opinions before police contact.

Positive opinions after police contact are not increasing as quickly as before contact.

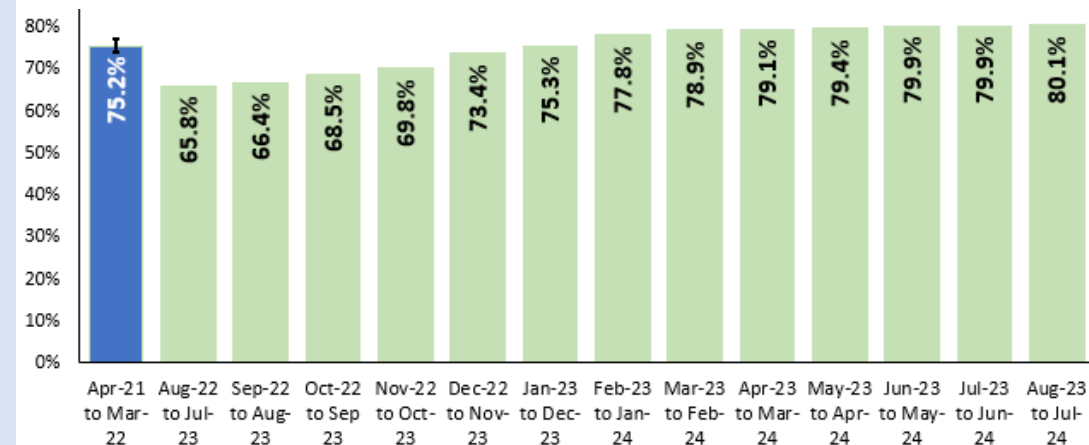
The gap in positive opinions between before and after contact is decreasing, with less people being more positive after the incident, but also less people being negative. This appears to be indicating less extreme views.

Kept informed has increased from two years ago

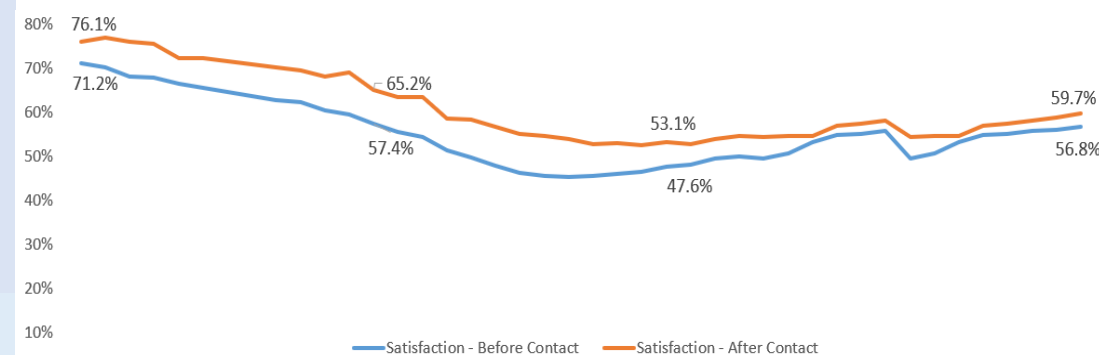
Biggest improvement is in the satisfaction with the investigation (+14.5%) compared to the previous year.

People needing additional support remains stable

Satisfaction with investigation



Satisfaction before and after contact with police

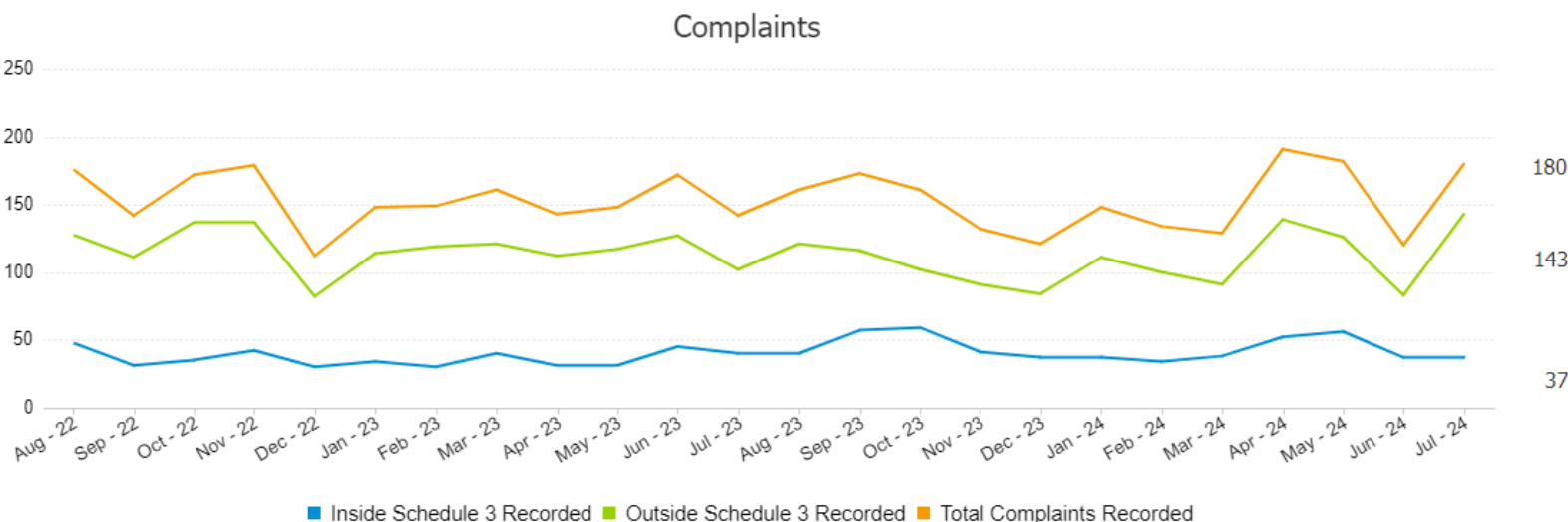


Focus on victims of domestic abuse: - The force started surveying of victims of domestic abuse in April 2024 in order to develop and improve the service that victims involved in this crime type receive.

- Currently only a small volume of surveys have been completed
- Key questions were retained in all surveys to assist with analysis
- Introduced to assist with compliance with a statutory national return
- Satisfaction after contact is better for domestic abuse surveys compared to the general victims of crime survey .

3.3 Local Complaints, reviews & IOPC bulletins

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DEFINITION

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.

Lessons Learned

For LPB decisions in the last 12 months, there have been 19 lessons learnt:

- ten learning by reflection
- five where feedback was given to officers
- one organisational learning.

For conduct matters in the last 12 months, there have been 45 lessons learnt:

- 17 learning by reflection
- 27 reflective practice review processes
- one professional discussion.

	Previous 12 Months	Last 12 Months	12 Month % Change
Inside Schedule 3	437	525	20.1%
Outside Schedule 3	1,407	1,307	-7.1%
Total Complaints	1,844	1,832	-0.7%

	Previous 12 Months	Last 12 Months	% Change
All Conduct Matters	141	138	-2.13%

Local Police Review Body (LPB) Decision

	Last 12 Months	Proportion %
Outcome of complaint reasonable and proportionate	41	87.2%
Outcome of complaint not reasonable and proportionate	6	12.8%
Live	13	
Total:	60	

Triage

PSD have triaged 70.7 per cent of all complaints (1,298) in the last 12 months. In July 2024 PSD triaged 79.4 per cent of all complaints (123).

3.3 Local Complaints, reviews & IOPC bulletins

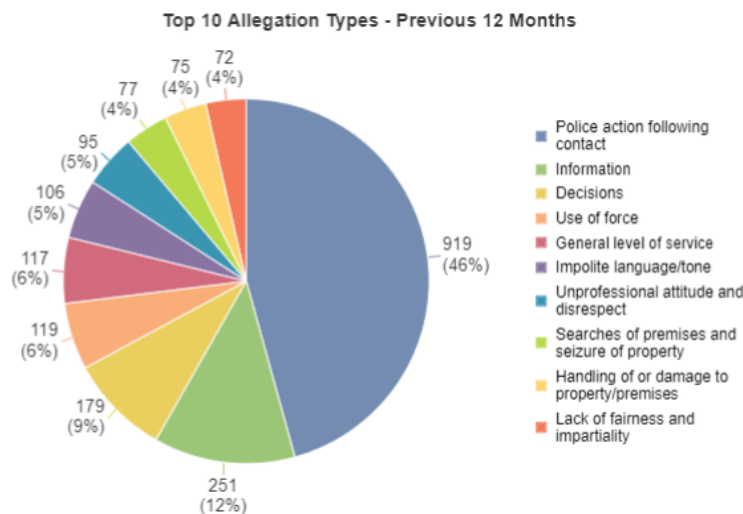
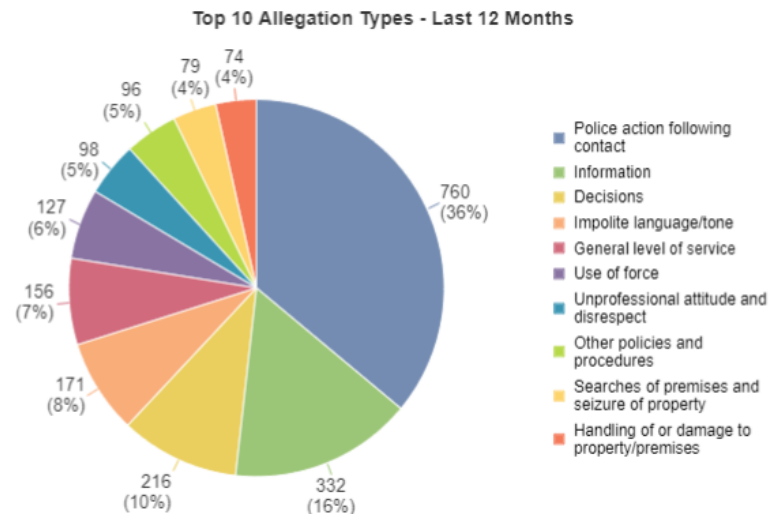
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The Professional Standards Department (PSD) continue to have predicated increases in dissatisfaction reporting, predominantly at a lower level around key themes of police action following contact and information provision. The successful introduction of the triage process to give timely reparation around low-level response, currently processes 75-80 per cent of all demand into PSD. The success of the triage process is instrumental in keeping ownership of over 95 per cent of all dissatisfaction within PSD, and enabling front-line staff to continue to respond to the public. This performance is being maintained in the face of rising demand. Conduct matters are robustly managed and investigated. Outcomes for these meetings and hearings are reported on to ensure the force educates and re-enforces the 10 standards of professional behaviour expected of our staff.

Work has been completed by PSD regarding 'Know the Line', which relates to abuse of position for sexual purposes. Abuse of position is one of the most significant corruption threats facing policing. Staffordshire Police, like other forces across the country, have an increasing number of live investigations regarding this kind of behaviour and we are doing all we can to educate officers and staff to understand what sexual misconduct is and how they can report matters. A force-wide action plan involving a range of stakeholders has been developed and lots of activity has taken place to hopefully reduce instances of this kind of offence in future. Recent misconduct hearings demonstrate how these types of behaviours will not be tolerated.

Top three allegation types in the last 12 months: police action following contact (46 per cent), information (12 per cent) and decisions (nine per cent) These are the same top three allegation types as the previous 12 months.



Independent Office for Police Conduct (IOPC) statistics evidence that Staffordshire is performing better than our most similar forces around timeliness for complaint handling and response to the public.

An IOPC report for the 12 months (1 April 2023 - 31 March 2024) found that Staffordshire referred 78 cases through which was down from the same period last year (86) and significantly lower than our most similar forces, who averaged 133.

We proactively scan incidents which are linked to any deaths or serious injury following contact with the police and refer these to the IOPC to ensure transparency. Of these referrals, five were independently investigated (by the IOPC), 56 were local investigations (conducted by Staffordshire and the final report sent to IOPC and any complaint if applicable), and 16 were deemed as no investigation necessary by IOPC.

4. A Local & Responsive Service

"An outstanding local police service"



Force contact covers telephony, digital contact, triage, 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 and fire and rescue services.

Data is for the last 12-month period to the end of June 2024

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. Compared to the previous 12 months there has been no change, remain 26th out of 42 forces.
- In the last 12 months, Staffordshire was **35th out of 42** forces for the average answer time in seconds for 999 calls. Compared to the previous 12 months Staffordshire was 37th, an improvement of two positions.
- In the last 12 months, Staffordshire was **15th out of 42** forces for the percentage of 999 calls answered within 10 seconds. Compared to the previous 12 months Staffordshire was 16th, an improvement of one position.

What have we done since our last meeting?

Improving performance

A significant proportion of daily demand into Force Contact Centre (FCC) is attributed to failed demand or members of the public re-contacting the force for an update about an incident via 101 when unable to contact the officer in charge of their case. This has an onward impact on call taker's ability to deal with new, incoming demand which in turn, impacts on call wait times and our abandoned call rate. The force has invested in a programme of transformation which includes but is not limited to, a market leading cloud-based platform to reduce failure demand into contact management, reduce call handling time and improve our service to victims, citizens and communities. The focus of this approach is firmly upon improving the victim and citizen journey, building trust and confidence, reducing demand within control rooms, and reducing the costs of serving the public by using innovative applications to keep both victims and citizens more engaged.

Quality

HMICFRS' last inspection found that the force had considerably improved the frequency and quality of its risk assessment process called THRIVE. In HMICFRS victim service assessment, they found that Staffordshire Police call handlers used THRIVE to assess risk and consider the needs of the caller in 99 per cent of cases they reviewed. This is a reflection of the investment the force has made in not only training and supporting staff to make more meaningful assessments, but also a reflection on how well the force understands the quality of those assessments. HMICFRS also found that the FCC dip samples the quality of assessments in live-time, and also retrospectively reviews a range of assessments to check how well they are conducted. Consistent Thrive assessments are monitored through a performance system broken down by teams and individuals. This is supported by a Quality and Assurance (Q&A) team to remove the risk of positivity bias from the FCC staff reviewing the work of their colleagues. Control Room Managers (CRMs) are also tasked with reviewing Anti-Social Behaviour (ASB) incidents to ensure the correct recording of incidents and identification of vulnerability. This greater understanding has promoted the improvement HMICFRS saw on last inspection where they observed THRIVE assessments of significant depth, understanding, and quality.

Recruitment

There has been a comprehensive review of our recruitment and retention processes, leading to substantial enhancements in our approach. These improvements are expected to drive improved outcomes as new joiners are onboarded into Staffordshire FCC and undergo formal training and tutorship. The expected timeline for when the uplift impact will be felt is anticipated during quarter four of the financial year.

Structure

There is currently an ongoing Senior Leadership Team re-structure underway. The proposed changes to the current team structure are planned to be implemented in October 2024. This has led to a current advertising campaign to identify a suitable candidate to undertake the second contact lead role which we hope to appoint in coming weeks.

4.1 Emergency Calls

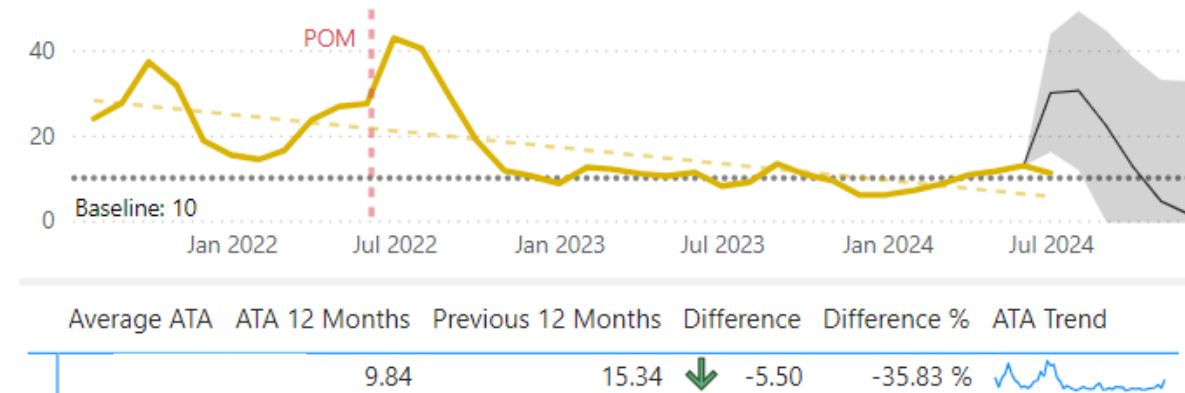
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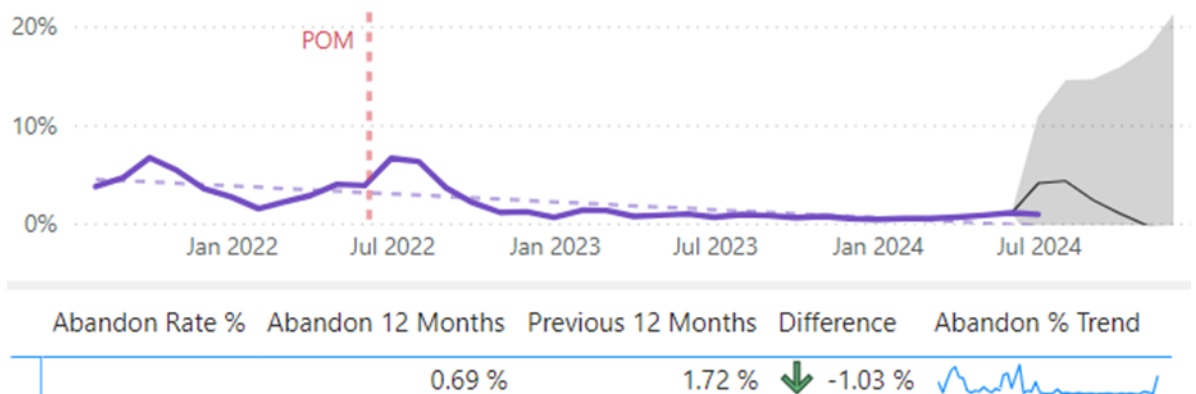
Volume of 999 calls



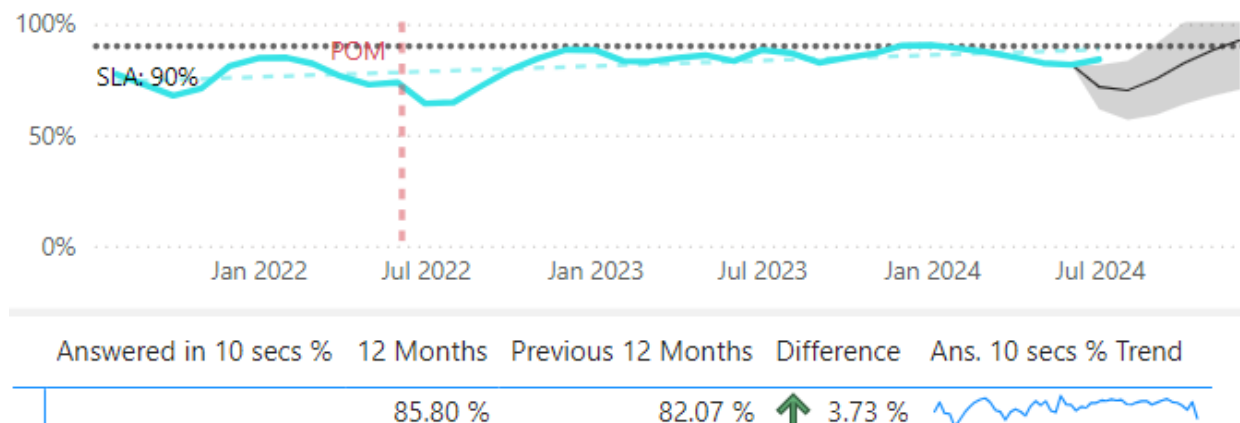
Average time to answer (seconds)



Abandonment rate for 999 calls



Percentage answered in 10 seconds



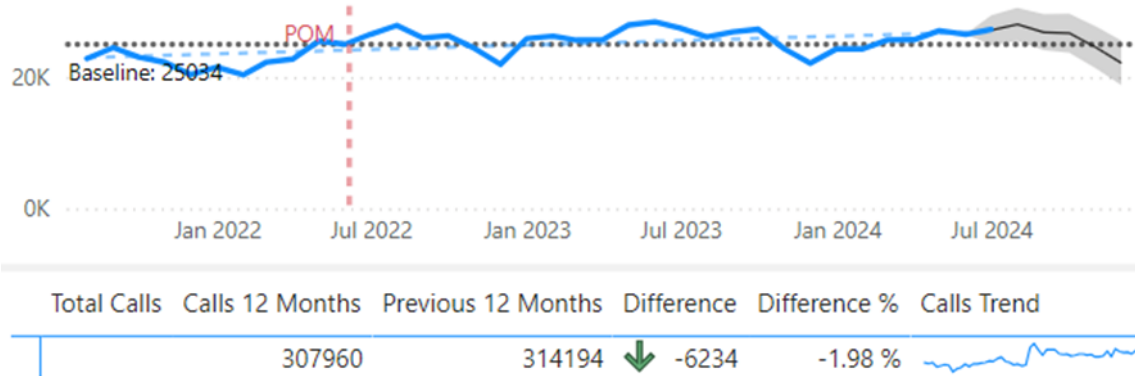
- Volumes of 999 calls are slightly reducing at 4 per cent lower than the previous year. The last three months had lower volumes compared to the previous year.
- Average time to answer 999 calls has reduced by 36 per cent compared to the previous 12 months and the last **21 months have stable levels** (10.2 secs).
- Proportion of 999 calls answered within 10 seconds is stable between 80 and 90 per cent since October 2022. Compared to other forces, Staffordshire is 15th Nationally, 2nd compared to most similar forces (MSF) and 2nd Regionally for the 12 months to June 24. Data is available on Police.uk.
- **Good and Stable** performance with the 999 abandon rate remaining stable at one per cent or less since November 2022.

4.1 Non Emergency Calls (Local)

"An outstanding local police service"



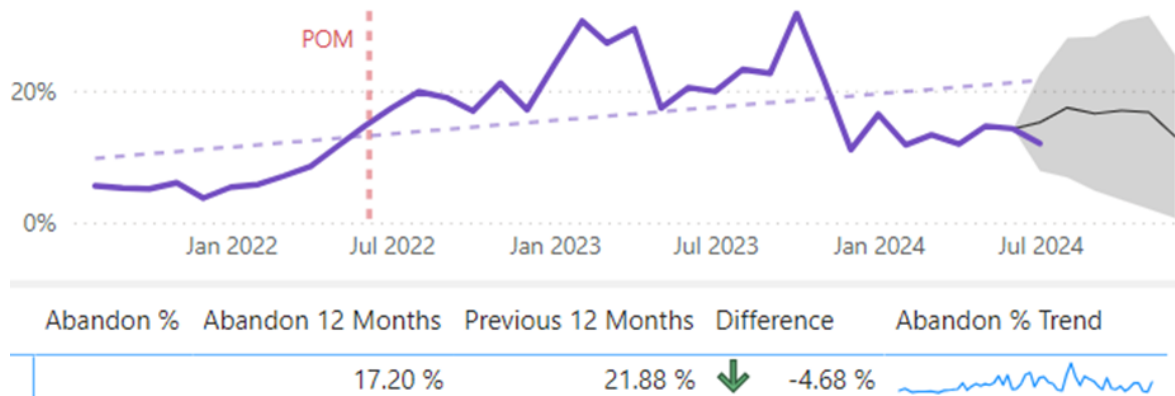
Volume of non emergency calls



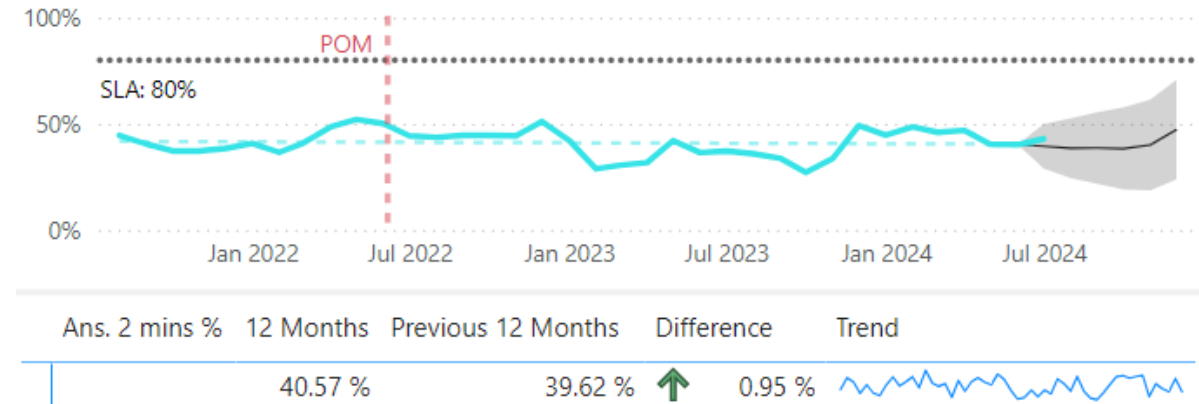
Average time to answer (minutes)



Abandonment rate for triage calls



Percentage answered in two minutes



- Volume of 101 calls have remained stable (-2.0%) and are predicted to continue to follow the usual seasonal pattern.
- Increasing trend in average time to answer since March 2024, after three previous months of average time to answer under eight minutes. July average time to Answer is 11.5 mins.
- Triage abandon rate in the last 12 months is 17.2 per cent. This has reduced in the last eight months to 13.2 per cent with some monthly variation.
- Proportion of non emergency calls answered within two minutes is stable between 40 and 50 per cent since December 2023.

4.1 Non Emergency Calls (Triage)

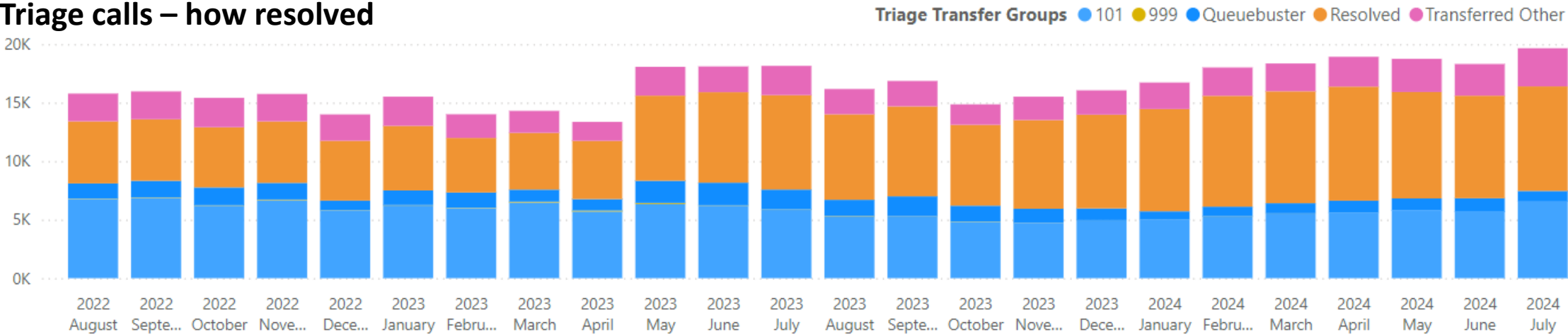
"An outstanding local police service"



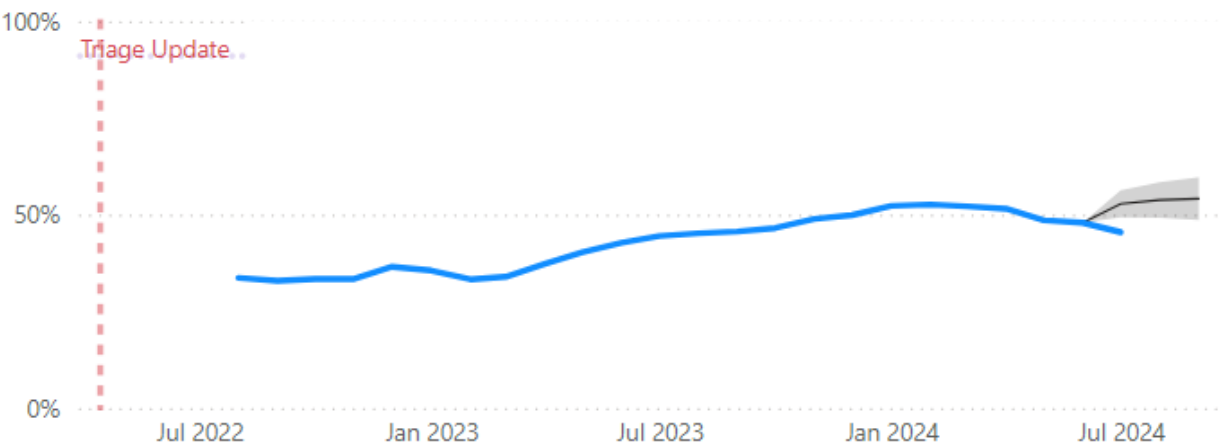
Volume of calls answered by triage

The proportion of all non emergency calls **answered** by triage is 67.5 per cent in last 12 months, and 70 per cent in the last three months.

Triage calls – how resolved



Resolved by triage



Last 12 months

Triage Transfer Groups	Triage Calls	%
Resolved	101854	48.93%
101	64507	30.99%
Transferred Other	28563	13.72%
Queuebuster	13086	6.29%
999	157	0.08%
Total	208167	100.00%

Last three months – May to July 2024

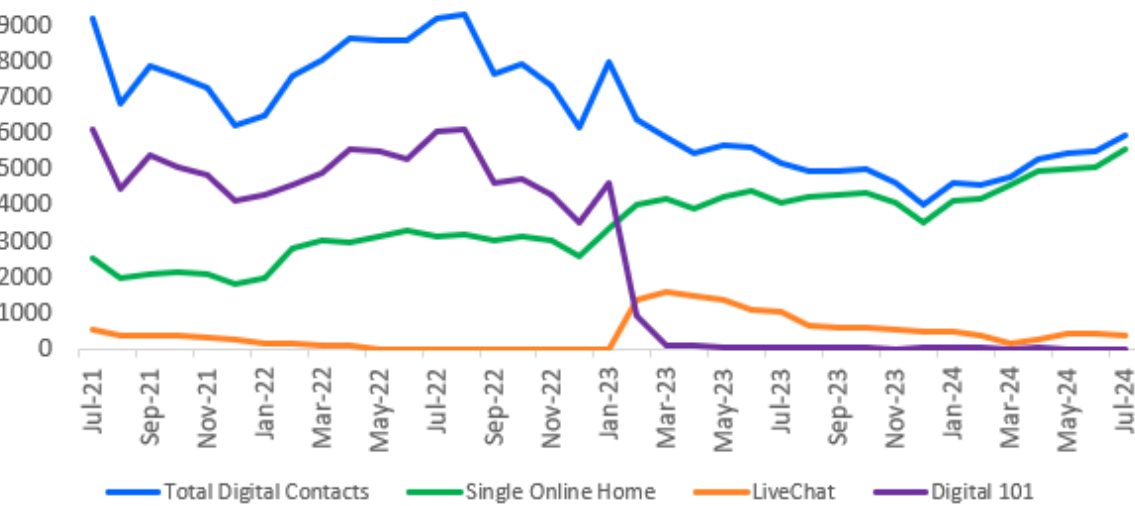
Triage Transfer Groups	Triage Calls	%
Resolved	26813	47.28%
101	18015	31.76%
Transferred Other	8805	15.52%
Queuebuster	3082	5.43%
Total	56715	100.00%

4.1 Non Emergency Calls (Digital)

"An outstanding local police service"



Volume of digital contacts



From 01/06/2024, the digital contact data has been split to show digital contacts dealt with by the FCC and those which are dealt with by other departments.

In June 2024, the FCC received 3,523 forms from Single Online Home and also 413 from Live Chat.

70 per cent of Single Online Home demand was dealt with in the FCC in June, and 72 per cent of all digital demand dealt with in the FCC.

In July 2024, the FCC received 3,877 forms from Single Online Home (10 per cent increase from June 24) and also 368 from Live Chat (11 per cent reduction from June 24)

70 per cent of Single Online Home demand was dealt with in the FCC in July, and 74 per cent of all digital demand dealt with in the FCC.

Digital Contact
Data to end July 24

Previous 12 Months	Last 12 Months	Difference	% Change	Last Month
80377	59633	-20744	-26%	5943

The table below shows the difference types of digital contacts the public can have with Staffordshire Police.

The contact us data is either sent to the contact centre or to other departments within the force. This includes Clare’s Law, Missing Persons and Sarah’s Law which are dealt with by the contact centre (59 per cent) and firearms, FOI, information rights service, and your area are looked at by other departments across the force (41 per cent).

Month	An existing case or report	ASB	Contact us	COVID-19 Response	Online crime report	RTI	Total SOH	Digital 101	LiveChat	Total digital
Aug - 23	189	442	1929	148	1273	241	4222	44	708	4974
Sep - 23	210	437	1887	112	1399	268	4313	38	638	4989
Oct - 23	195	349	2034	123	1421	248	4370	38	613	5021
Nov - 23	176	267	1865	108	1383	284	4083	25	544	4652
Dec - 23	187	233	1539	112	1189	248	3508	44	497	4049
Jan - 24	180	303	1930	121	1294	274	4102	40	496	4638
Feb - 24	193	282	1787	113	1498	279	4152	31	371	4554
Mar - 24	220	303	1779	134	1802	350	4588	21	188	4797
Apr - 24	210	386	1783	138	2086	363	4966	30	299	5295
May - 24	209	501	1771	136	1981	381	4979	25	442	5446
Jun - 24	262	421	1725	142	2087	421	5058	21	427	5506
Jul - 24	332	525	1809	157	2289	436	5548	24	372	5944
Total	2563	4449	21838	1544	19702	3793	53889	381	5595	59865

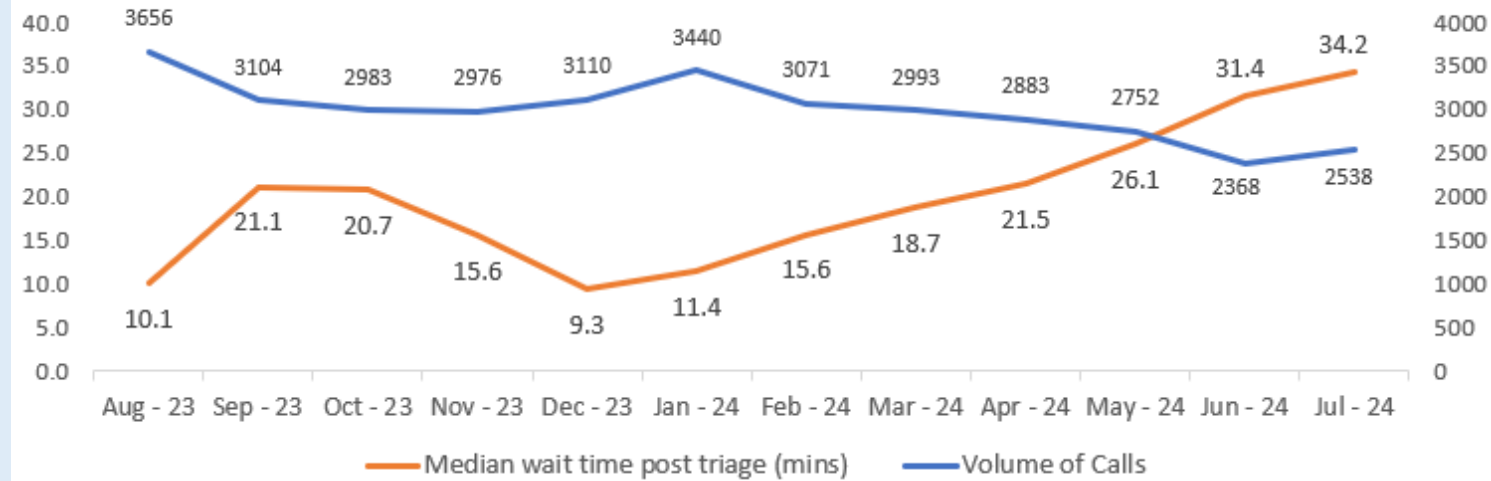
Non Emergency Calls – Post Triage

"An outstanding local police service"

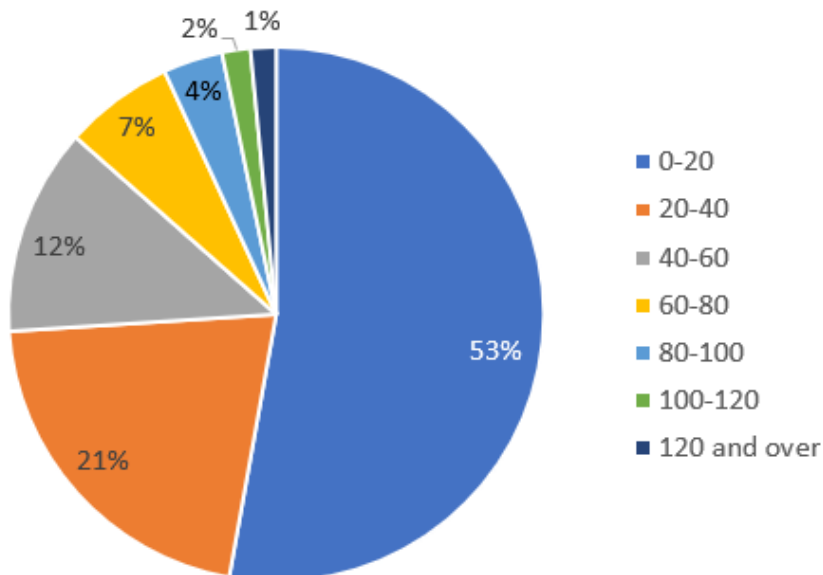


When a triage call taker decides that the caller needs to speak to an operator with specialist training, the call is transferred to a separate queue. These callers then wait for an available call taker to pick up their call. These call takers also answer emergency (999) calls. In times of peak demand, these 999 calls are prioritised over non emergency queues. This can lead to increased wait times between speaking to triage and waiting for an available call taker. 43.6 per cent of callers choose not to wait to speak to a local call taker and hang up. 58 per cent of these are within the first 20 minutes of waiting.

Median wait time and volume of calls
Triage to Local - Last 12 Months



Wait time for Local queue before answer (post triage) in mins
Last 12 months



Time Bands (mins)	Volume of Answered Calls	%
0-20	19182	53%
20-40	7689	21%
40-60	4554	13%
60-80	2407	7%
80-100	1306	4%
100-120	622	2%
120 and over	559	2%
Total	36319	

Time Bands (mins)	Volume of Answered Calls	%
0-5	9821	27%
5-10	3743	10%
10-15	2977	8%
15-20	2641	7%

The majority (53 per cent) of callers who are transferred from triage to the local queue for further assistance, spend less than 20 minutes waiting for their call to be answered, over a quarter are answered within five minutes.

Context – Incidents

"An outstanding local police service"



Volume of incidents

30,000

20,000



	Jan 2022	Jul 2022			
Incident Group	Current 12 Months	Previous 12 Months	Difference	% Difference	
ASB	12,859	16,561	-3,702	↓	-22%
Administration	20,078	22,939	-2,861	↓	-12%
Alarms	1,494	1,705	-211	↓	-12%
Public Safety/Welfare	88,673	100,953	-12,280	↓	-12%
Police Generated	1,197	1,329	-132	▬	-10%
Domestic	26,036	27,167	-1,131	▬	-4%
Transport	31,381	31,576	-195	▬	-1%
	0	0	0	▬	0%
Other	9,971	9,848	123	▬	1%
Crime	66,073	64,860	1,213	▬	2%
Total	257,762	276,938	-19,176		-7%

All Incidents

Incidents Current vs Previous 12 Months

257,762✓

Previous 12 Months: 276,938 (-6.92%)

Resourced Incidents

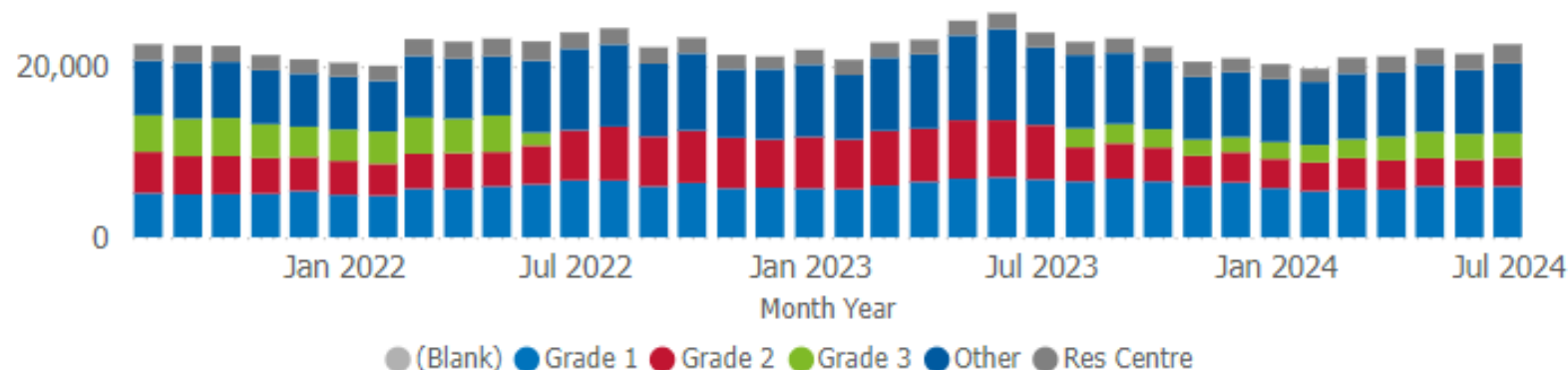
Incidents Current vs Previous 12 Months

149,333✓

Previous 12 Months: 160,210 (-6.79%)

Demand by Priority

LPT	Current 12 Months	Previous 12 Months	Difference	% Difference
⊕	665	841	-176	⬇️ -21%
⊕ No LPT	27,758	31,541	-3,783	⬇️ -12%
⊕ Newcastle	22,897	25,978	-3,081	⬇️ -12%
⊕ Cannock	16,974	19,084	-2,110	⬇️ -11%
⊕ Tamworth	12,702	14,033	-1,331	➡️ -9%
⊕ Lichfield	16,544	17,986	-1,442	➡️ -8%
⊕ South Staffs	18,249	19,824	-1,575	➡️ -8%
⊕ SOT South	40,011	42,641	-2,630	➡️ -6%
⊕ East Staffs	22,893	24,026	-1,133	➡️ -5%
⊕ Stafford	27,710	28,859	-1,149	➡️ -4%
⊕ Moorlands	13,262	13,717	-455	➡️ -3%
⊕ SOT North	38,097	38,408	-311	➡️ -1%
Total	257,762	276,938	-19,176	-7%



4.2 Response: Grade 1

"An outstanding local police service"

Opened to Dispatch (mins) -
Median

5.28

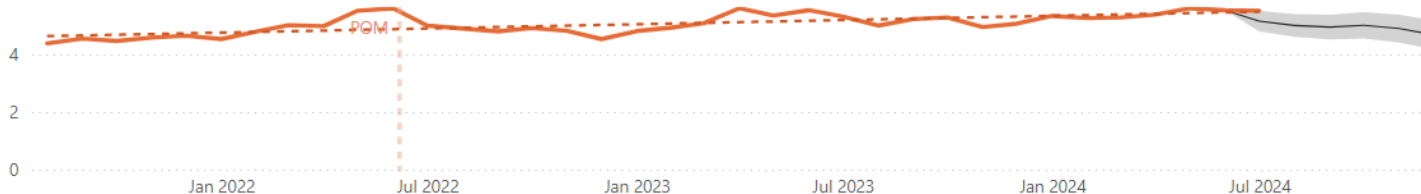
Grade 1 Dispatch to Arrival Current
12 Months vs Previous 12 Months

9.58✓
Previous 12 Months: 9.60 (-0.21%)

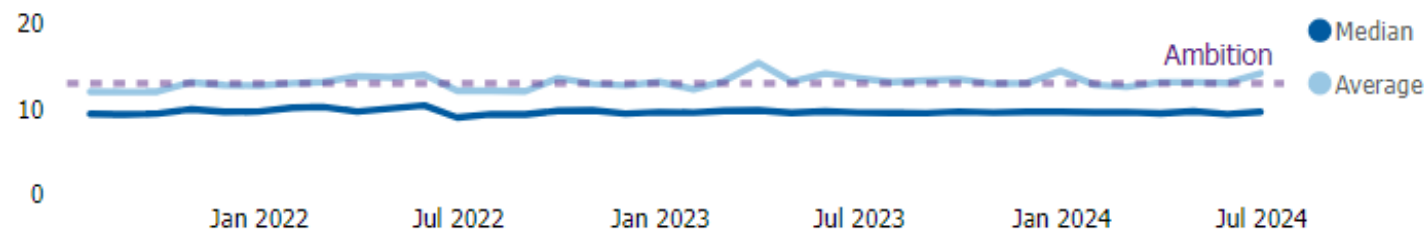
Grade 1 Dispatch to Arrival Current
12 Months % Within 13 Minutes

65.70%!
Goal: 90% (-27%)

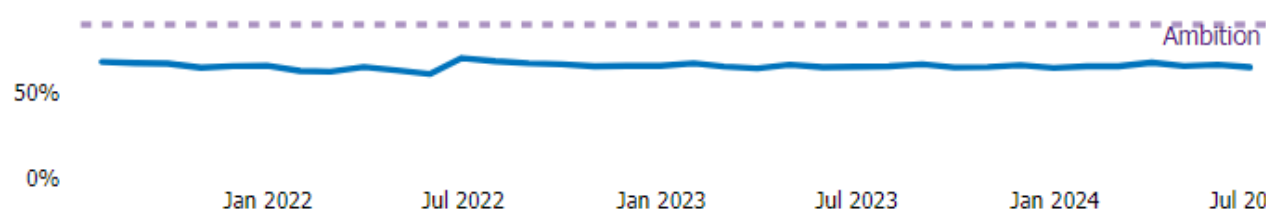
Grade 1 Open to Dispatch (Median)



Grade 1 Dispatch to Arrival (mins)



Grade 1 Dispatch to Arrival % Within 13 Minutes



Open to Dispatch (2 mins)

Last Month (open to
dispatch)

Median % Within 2
(mins) Mins
5.48 4.71%

Last 12 Months (open
to dispatch)

Median % within 2
(Mins) Mins
5.23 5.37%

Previous 12 Months
(open to dispatch)

Median % Within
(mins) 2 Mins
5.02 5.76%

Dispatch to Arrival (13 mins)

Last Month (dispatch
to arrive)

Median % Within
(mins) 13 Mins
9.63 64.93%

Last 12 Months
(dispatch to arrive)

Median % Within
(mins) 13 Mins
9.58 65.70%

Previous 12 Months
(dispatch to arrive)

Median % Within 13
(Mins) Mins
9.60 66.09%

Open to Arrival (15 mins)

Last Month (open to
arrive)

Median % Within
(mins) 15 Mins
17.05 40.59%

Last 12 Months (open
to arrive)

Median % within 15
(mins) Mins
16.67 41.99%

Previous 12 Months
(open to arrive)

Median % Within
(mins) 15 Mins
16.33 43.17%

Incident Group	Total Incidents	Median Open to Arrival (mins)	% Open to Arrive within 15 mins	Median Open to Dispatch (mins)	% Open to Dispatch within 2 minutes	Median Dispatch to Arrive (mins)	% Dispatch to Arrive within 13 minutes
Alarms	4,053	11.2	66.3%	2.7	26.5%	8.0	72.8%
Crime	42,781	14.6	51.2%	4.6	7.7%	8.5	72.2%
ASB	9,389	15.5	46.7%	5.1	3.5%	8.8	70.5%
Public Safety/Welfare	81,284	16.7	41.9%	5.5	4.1%	9.4	66.3%
Administration	1,707	16.9	35.6%	5.9	12.2%	8.4	60.0%
Police Generated	760	17.2	44.7%	4.5	36.1%	8.2	62.1%
Domestic	40,617	17.3	38.9%	5.3	4.7%	10.2	66.8%
Transport	30,897	17.7	37.1%	4.6	5.9%	11.9	52.6%
Other	1,485	23.0	22.0%	9.2	1.5%	11.0	49.3%

LPT	Total Incidents	Median Open to Arrival (mins)	% Open to Arrive within 15 mins	Median Open to Dispatch (mins)	% Open to Dispatch within 2 minutes	Median Dispatch to Arrive (mins)	% Dispatch to Arrive within 13 minutes
Tamworth	11584	13.6	56.2%	4.4	7.1%	8.2	76.4%
925	925	13.9	53.2%	5.2	5.6%	7.3	78.2%
Cannock	15305	14.5	51.8%	4.5	7.0%	8.9	71.3%
No LPT	2724	14.9	45.1%	5.0	5.3%	8.4	66.3%
Stafford	22184	15.6	46.3%	4.5	7.0%	9.7	63.4%
Newcastle	22050	15.7	45.7%	5.0	5.3%	9.2	69.0%
East Staffs	20306	16.4	43.2%	4.8	5.7%	10.0	62.3%
SOT North	37831	16.5	42.7%	5.8	5.6%	8.9	71.6%
SOT South	41023	16.8	41.1%	5.9	4.7%	9.2	70.6%
Lichfield	14591	17.1	39.0%	4.5	6.8%	11.3	57.6%
South Staffs	12599	19.7	30.8%	4.7	5.9%	13.4	46.5%
Moorlands	11851	20.4	31.3%	4.8	4.8%	13.8	45.9%

4.2 Response: Grade 2

"An outstanding local police service"

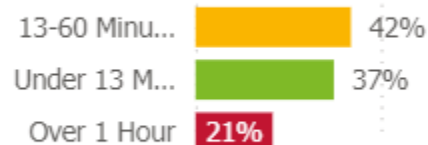


Average Dispatch to Arrival Current vs Previous 12 Months

195.06!

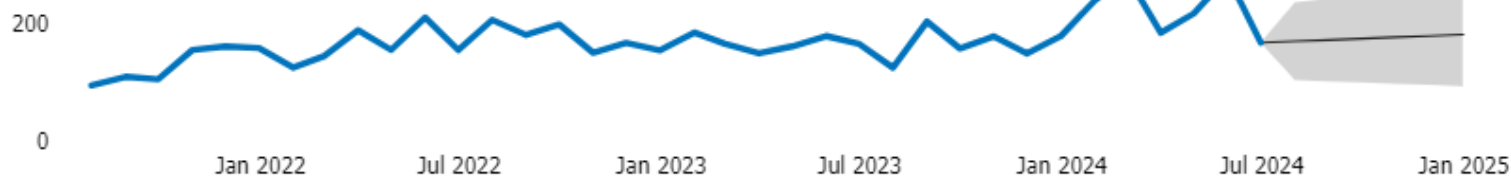
Previous 12 Months: 172.01

Dispatch to Arrival

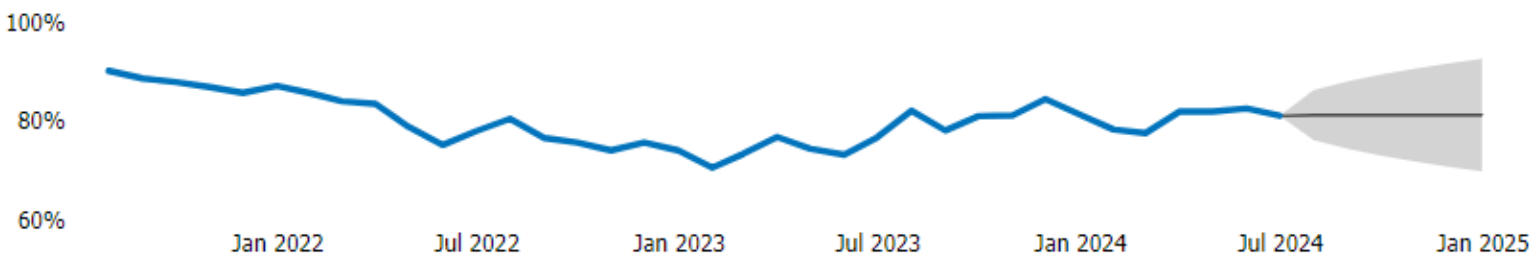


Grade 2 data excluding those with appointments

Dispatch to Arrival



% Incidents Resourced in 24 Hours



Last Month (open to arrive)		Last 12 Months (open to arrive)		Previous 12 Months (open to arrive)	
Median (Mins)	% within 2 hours	Median (Mins)	% within 2 hours	Median (Mins)	% within 2 hours
129.07	34.15%	137.96	34.38%	182.08	29.97%

Incident Group	Total Incidents	Median Open to Arrival (mins)	% Open to Arrive within 2 Hours	% Open to Arrive within 24 Hours	Median Open to Dispatch (mins)	Median Dispatch to Arrive (mins)
Administration	1,777	109.5	31.57%	52.17%	60.6	16.2
Alarm	34	26.5	67.65%	73.53%	9.8	12.5
ASB	3,408	56.7	48.94%	67.99%	32.6	12.2
Crime	9,861	368.7	24.70%	49.86%	287.4	24.5
Domestic	7,334	1200.6	13.77%	43.93%	985.4	38.5
Duplicate/Out of Force	1,590	180.0	25.79%	50.31%	111.6	24.4
Police Generated	320	167.0	30.00%	55.63%	94.1	27.2
Public Safety/Welfare	13,608	84.2	47.04%	73.30%	47.5	19.2
Transport	2,974	43.1	49.06%	57.53%	17.3	15.9

LPT	Total Incidents	Median Open to Arrival (mins)	% Open to Arrive within 2 Hours	% Open to Arrive within 24 Hours	Median Open to Dispatch (mins)	Median Dispatch to Arrive (mins)
Lichfield	2,867	102.9	41.02%	66.10%	59.5	25.1
Newcastle	4,103	116.2	39.85%	69.46%	75.2	20.1
Tamworth	2,291	118.8	38.63%	66.08%	80.3	20.9
No LPT	488	80.3	38.52%	57.99%	44.0	10.1
Stafford	4,542	112.0	38.09%	60.81%	66.6	24.6
Moorlands	2,206	137.9	37.26%	68.09%	76.3	29.1
Cannock	3,091	127.0	37.04%	59.85%	80.0	22.6
South Staffs	2,665	130.4	33.17%	58.24%	83.9	29.5
East Staffs	4,115	156.3	32.52%	56.91%	97.8	26.8
SOT South	7,520	173.4	29.59%	51.69%	127.0	18.1
SOT North	7,018	191.7	29.01%	51.80%	145.2	17.3

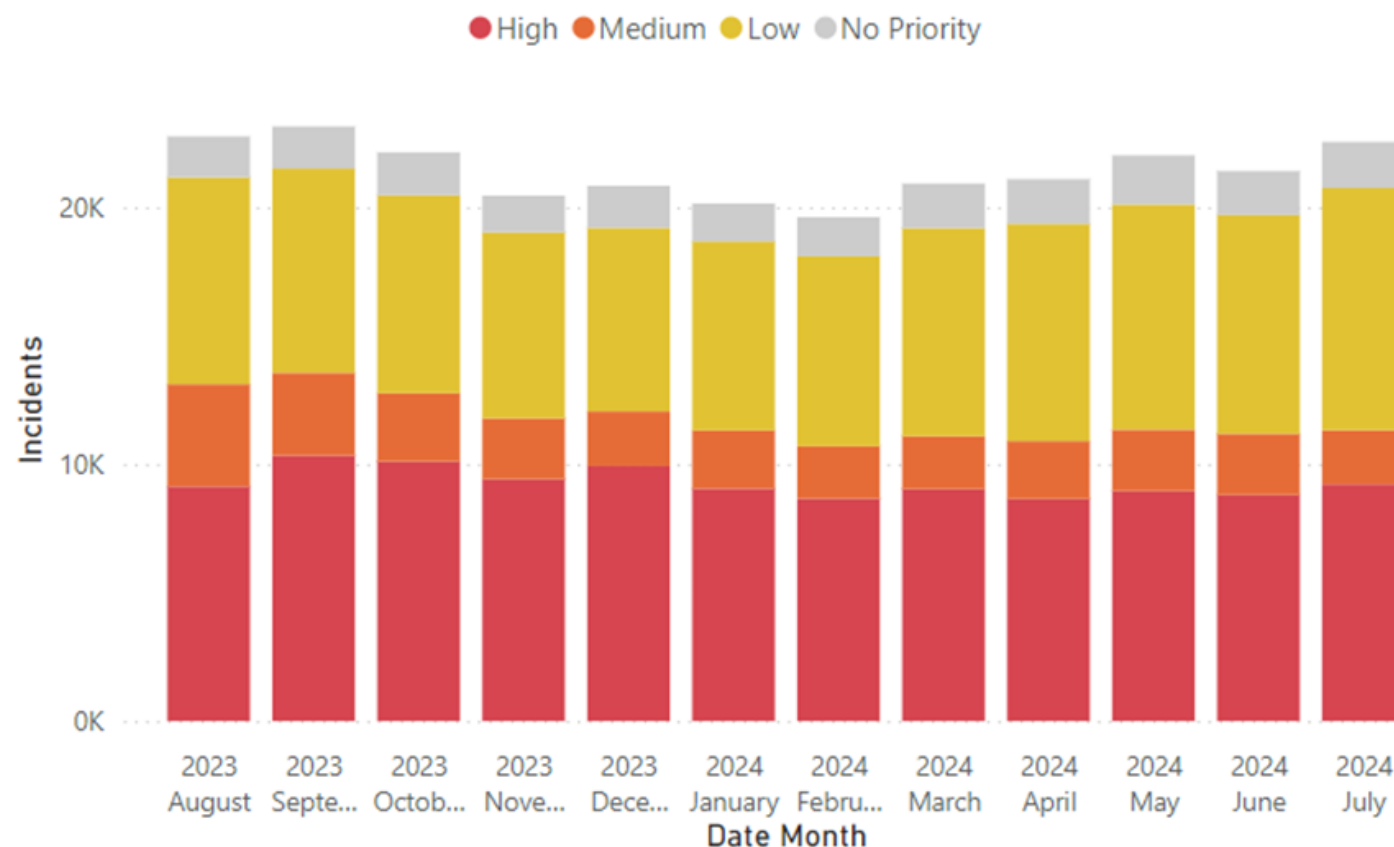
4.2 Response: THRIVE

"An outstanding local police service"



100% include a THRIVE assessment

Increasing proportion of low THRIVE incidents, up to 40-41 per cent in the last three months. Medium THRIVE are stable at around 10 per cent and High THRIVE is gradually decreasing after a high of 47.6 per cent in December 2023.



In the last 12 months, 43 per cent of incidents (111,285) were High THRIVE, 12 per cent of incidents (29,833) were Medium THRIVE, 37 per cent of incidents (96,144) were Low THRIVE and 8 per cent of incidents (19,835) had no priority.

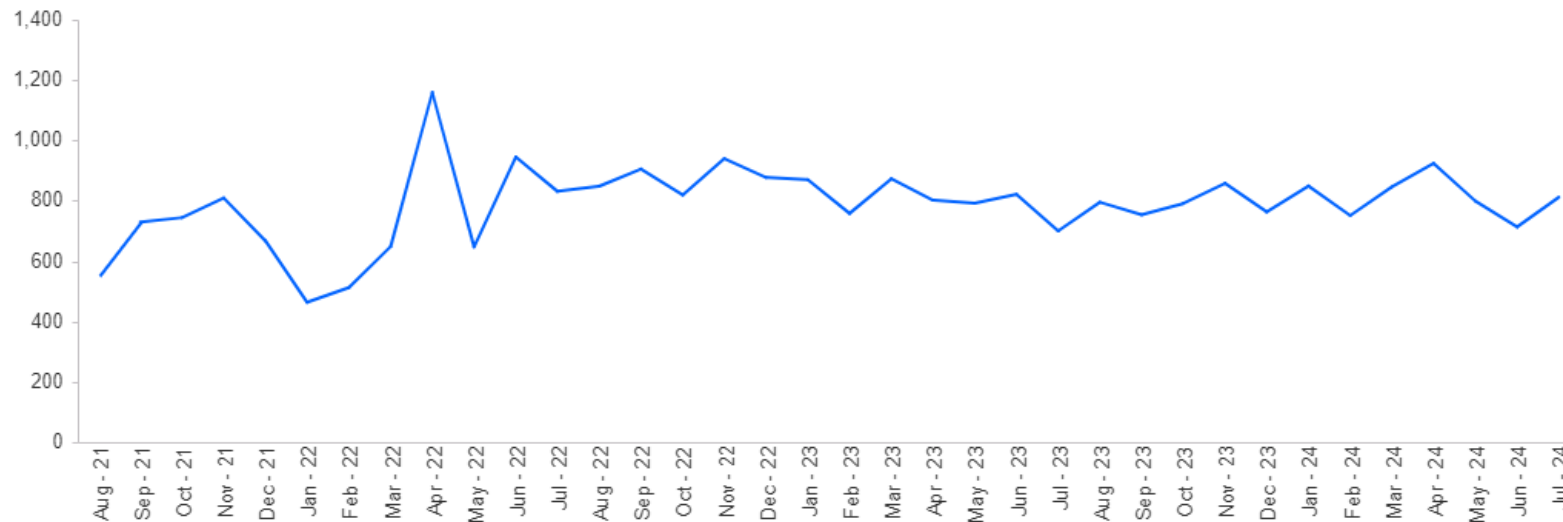
HMICFRS provided feedback on THRIVE. During the inspection, they found that the force had considerably improved the frequency and quality of its risk assessment process called THRIVE. In the HMICFRS victim service assessment, they found that call handlers used THRIVE to assess risk and consider the needs of the caller, and the THRIVE record was an accurate and meaningful reflection of the circumstances. This is a reflection of the investment the force has made in not only training and supporting staff to make more meaningful assessments, but also a reflection how well the force understands the quality of those assessments. They found that the force dip samples the quality of assessments in live-time, and also retrospectively reviews a range of assessments to check how well they are conducted. This is further quality assured by a central auditing team to remove the risk of positivity bias. This greater understanding has promoted the improvement HMICFRS saw on last inspection where they observed THRIVE assessments of significant depth, understanding, and quality. The force now understands the risks involved in a call, so it can better safeguard victims and reduce repeat victimisation.

4.3 Reducing Neighbourhood Crime

"An outstanding local police service"



Neighbourhood Crime (Beating Crime Plan)



DEFINITION

The definition for Neighbourhood Crime derives from the National Beating Crime Plan

Neighbourhood crime includes:

- Burglary residential;
- Personal robbery;
- Theft from vehicles;
- Theft of vehicles;
- Vehicle interference and
- Theft from a person.

Neighbourhood Crime (DCPP definition)

DCPP National Beating Crime Plan Neighbourhood Crime	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Jan to Dec 2019)	Baseline Difference	% Change From Baseline
Burglary Residential	2,868	3,311	443	15.4%	2,833	478	16.9%
Personal Robbery	785	728	-57	-7.3%	710	18	2.5%
Theft From Motor Vehicles	2,360	1,901	-459	-19.4%	2,987	-1,086	-36.4%
Theft from the Person	433	295	-138	-31.9%	595	-300	-50.4%
Theft Of Motor Vehicles	2,695	2,548	-147	-5.5%	1,721	827	48.1%
Vehicle interference	864	872	8	0.9%	589	283	48.0%
Neighbourhood Crime	10,005	9,655	-350	-3.5%	9,435	220	2.3%

LPT	Previous 12 Months	Last 12 Months	Difference	% Change
Stafford	726	911	185	25%
Moorlands	356	416	60	17%
Newcastle	707	736	29	4%
SOT South	1643	1707	64	4%
SOT North	1587	1643	56	4%
Tamworth	849	843	-6	-1%
East Staffs	932	856	-76	-8%
Blank	43	39	-4	-9%
South Staffs	1015	920	-95	-9%
Lichfield	1179	890	-289	-25%
Cannock	968	697	-271	-28%

Visible neighbourhood policing is the bedrock of British policing, and is central to how we, in Staffordshire, police our communities. The forces' neighbourhood strategy, which places visible, accessible and responsive policing at the heart of our ambitions. This is key to modern policing: we need all our communities to have trust and confidence in what we do, as when this is the case, communities engage more, support us more, and together help us tackle crime. But being visible in the heart of our communities remains key. We focus our patrols on known hotspots, using intelligence provided by our communities and our partner organisations to identify where we can have most impact and utilise problem solving methodologies to resolve the issues.

4.4 Tackling Anti-Social Behaviour

"An outstanding local police service"



In June 2023, we were selected to take part in the national ASB hotspot pilot programme. Trialling concentrated police and partner intervention in high-volume ASB areas. Intended impact were: more effective tackling of ASB; increased likelihood of public in hotspot areas reporting on ASB; reduction in proportion of people in hot spot areas concerned about ASB; and reduction in proportion of people in hot spots reporting experiencing or witnessing ASB.

Five hotspots were identified following analysis and consultation. These are: Stafford town centre; Newcastle town centre; Burton urban ward; Hanley and Etruria; and Fenton West and Mount Pleasant. The pilot went live with phase 1 on 1 July 2023 with high-visibility foot patrols by police officers and PCSOs across the locations. In January 2024, Cannock South & West (which covers the town centre/Cannock Park and the McArthur Glen outlet village) was added as a sixth hotspot area. Three new mobile police stations were purchased in the pilot phase and are being deployed into the hotspots wider to bring community engagement opportunities into local communities at a variety of locations and times.

Phase 2 of the programme commenced in April 2024 with all PCCs receiving funding. From 28 May, community wardens have been deployed into the pilot areas alongside specialist diversionary workers. The service, commissioned by the SCO, is designed to: provide a highly visible presence/capable guardianship in specific locations at agreed times in agreement with local police team; Engage in multi-agency problem solving; utilise delegated powers available to address and prevent future ASB; provide a reassuring presence, particularly for more vulnerable people including the elderly, young people and women; actively engage with the public, businesses and other organisations to understand their concerns, gather intelligence and provide feedback; and to ensure information, intelligence and reports outside the scope of the service are referred to the police or other relevant agency. It is also intended to engage with those committing ASB to:

- Assess the circumstances and understand the causal factors of the ASB;
- Provide advice, information and guidance;
- Provide evidence based, appropriate immediate, brief interventions;
- Signpost people to relevant support services;

Training programmes continue to be delivered for police, community wardens, diversionary workers and local authority community safety and housing teams to build capability to tackle ASB. The programme has four modules; triaging and assessing reports, case management principles, tools and powers, and injunctions.

In addition to the ASB pilot programme, two projects funded by the Home Office under Round 5 of the Safer Streets Fund are nearing completion. Longton and Tunstall town centres together with Cannock South & West have benefitted from enhanced CCTV, street lighting, gating, fencing and other environmental improvements. A taxi marshal initiative has also been introduced in Cannock. Some of this work will also help deter violence against woman and girls and improve feelings of safety after dark.

DEFINITION

The definition for Anti-Social Behaviour types

Community Nuisance ASB

A condition, thing or person which causes trouble, annoyance, inconvenience or offence to the local community in general rather than to an individual victim. Includes behaviours which are beyond the bounds of acceptability. This may vary between communities who will have different ideas about what is socially acceptable.

Personal Nuisance ASB

Is targeted at an individual or group and is likely to cause concern, stress or irritation and have an impact on people's quality of life, from a minor annoyance to disruption to mental or emotional wellbeing.

Environmental ASB

Individuals or groups who impact on their surroundings including natural, built and social environments, this includes public, shared and private spaces.

Repeat Anti-Social Behaviour

- 21 per cent (908) of suspects/offenders have been linked to more than one ASB occurrence in the last 12 months. 56 per cent (506) repeat suspects or offenders were linked to two ASB occurrences. Reduction in repeat suspects or offenders of 9 per cent compared to previous year (-91)
- 12 per cent (644) of victims have reported more than one ASB occurrence in the last 12 months. 68 per cent (440) repeat victims have experienced two ASB occurrences. Reduction in repeat victims of 30 per cent compared to previous year (-274)
- 22 per cent (1,659) of addresses have reported more than one ASB occurrence in the last 12 months. 58 per cent (969) of repeat addresses have experienced two occurrences. Reduction in repeat locations of 19 per cent compared to previous year (-390)
- Repeat ASB suspects are the 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.

4.4 Tackling Anti-Social Behaviour

"An outstanding local police service"



-13.1%
(-2339)

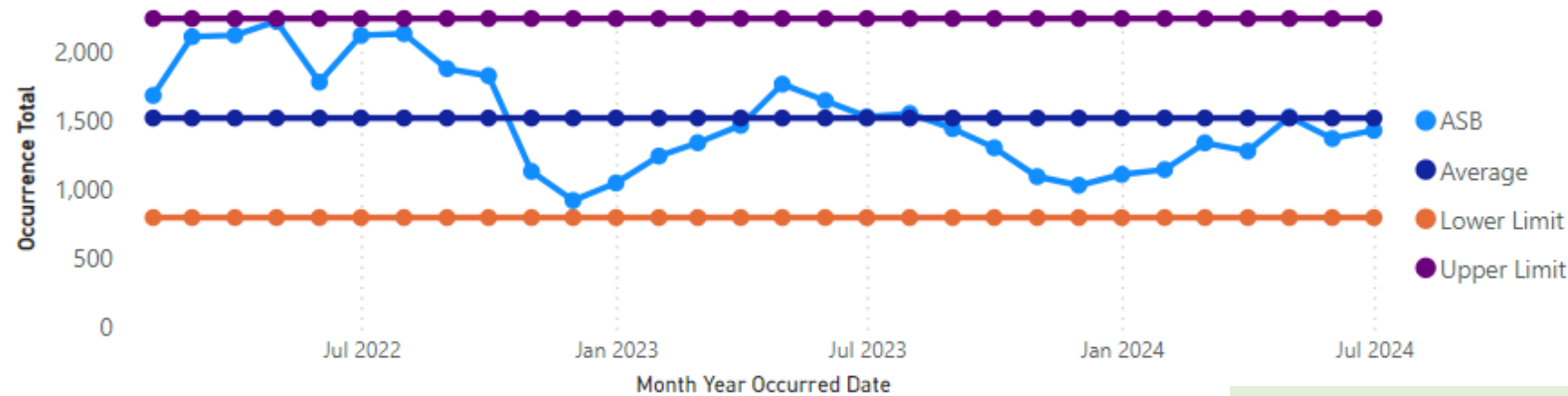
15,573

ASB Current 12 Months

17,912

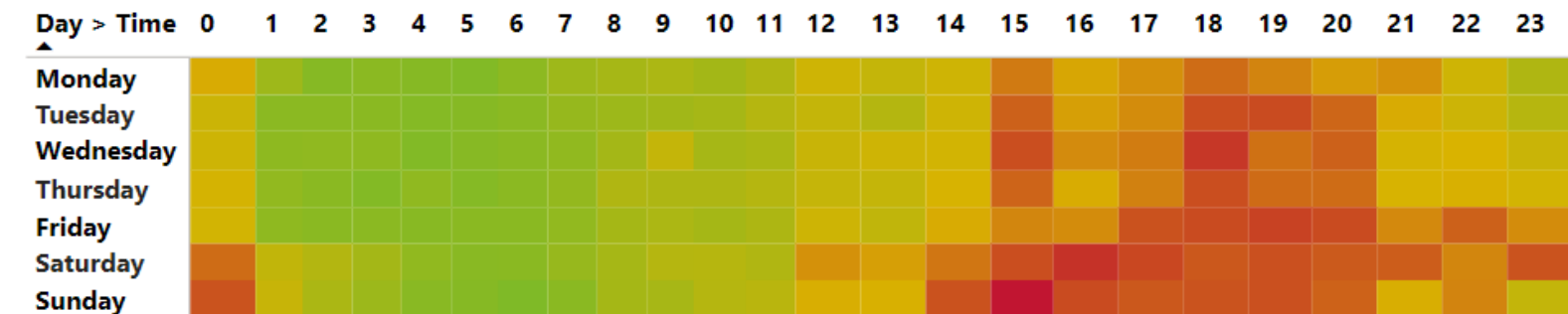
ASB Previous 12 Months

ASB Control Chart



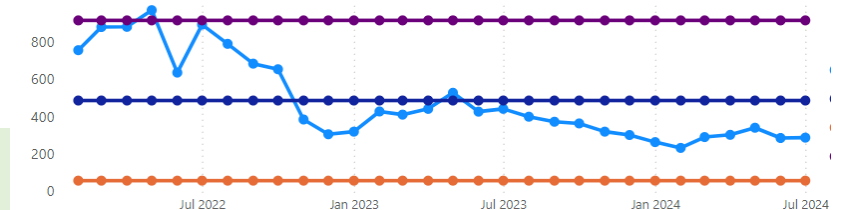
ASB Reported Date	Previous 12 Months	Current 12 Months	12 Month Difference	% Difference
ASB Personal Nuisance	5801	3741	-2060	-35.5%
ASB Community Nuisance	11848	11610	-238	-2.0%
ASB Environmental Nuisance	263	222	-41	-15.6%

Reduction in ASB Personal Nuisance is linked to improved identification of personal crimes such as harassment.

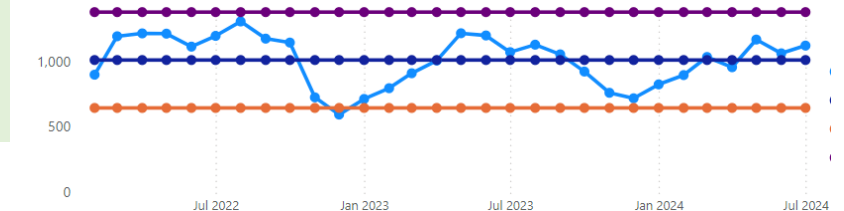


Local Policing Team (Geography)	Previous 12 Months	Current 12 Months	12 Month Difference	% Difference
SOT North	3283	3494	211	6.4%
SOT South	3551	3363	-188	-5.3%
Moorlands	875	767	-108	-12.3%
No LPT	115	100	-15	-13.0%
Lichfield	981	829	-152	-15.5%
Stafford	2013	1630	-383	-19.0%
Newcastle	2176	1756	-420	-19.3%
Tamworth	983	767	-216	-22.0%
South Staffs	898	685	-213	-23.7%
East Staffs	1631	1212	-419	-25.7%
Cannock	1349	954	-395	-29.3%

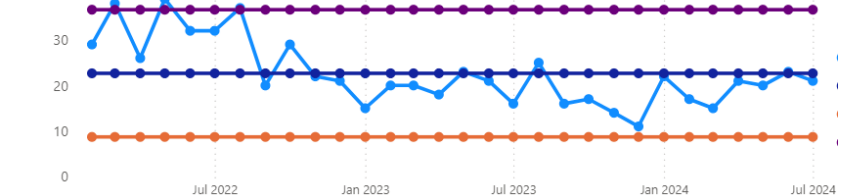
ASB Personal Nuisance



ASB Community Nuisance

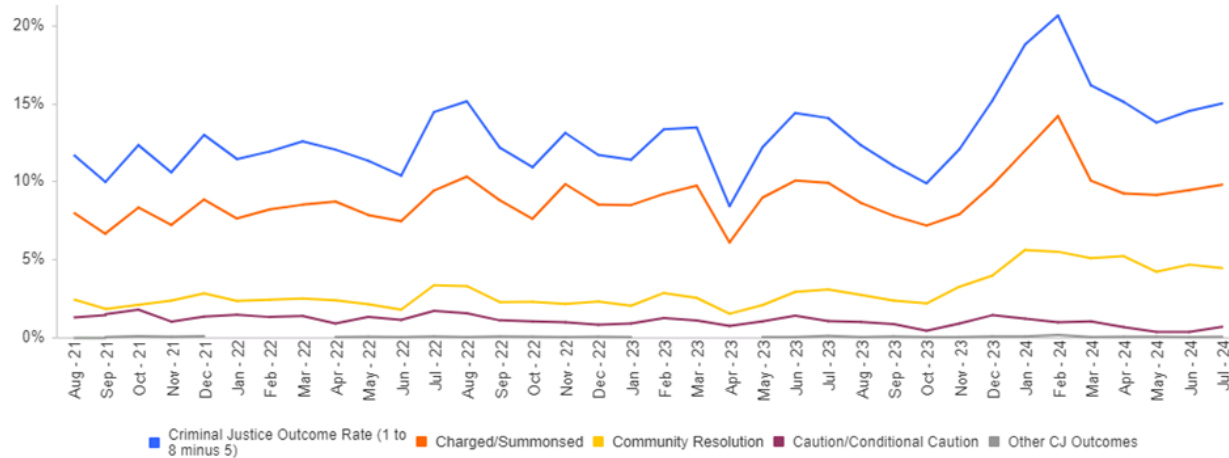


ASB Environmental Nuisance



4.5 Outcomes

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DEFINITIONS

Criminal justice outcomes include 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.

Outcome Sub-Group Rates	Previous 12 Months	Last 12 Months	Change (Diff.)	Apr - 24	May - 24	Jun - 24	Jul - 24
18: Investigation Completed - No suspect identified	32.7%	28.1%	-4.6%	31.4%	29.9%	27.4%	27.7%
16: Victim declines/withdraws support - named suspect identified	29.5%	27.1%	-2.4%	25.9%	27.7%	28.8%	27.3%
15: Suspect identified - Evidential Difficulties	11.8%	17.2%	5.4%	15.3%	14.0%	16.7%	16.5%
1: Charge/Postal requisition	9.0%	9.4%	0.4%	9.2%	9.1%	9.4%	9.8%
14: Victim declines/unable to support action to identify offender	4.6%	7.4%	2.8%	8.8%	10.9%	9.0%	8.9%
8: Community resolution	2.4%	4.0%	1.5%	5.2%	4.2%	4.7%	4.4%
20: Other body/agency has investigation primacy	3.1%	2.4%	-0.7%	1.7%	1.8%	1.7%	2.3%
10: Police - formal action not in public interest	1.7%	1.1%	-0.6%	0.1%	0.0%	0.1%	0.2%
21: Police - named suspect, investigation not in the public interest	1.3%	0.8%	-0.5%	0.5%	0.6%	0.5%	0.5%
22: Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	1.7%	0.6%	-1.1%	0.3%	0.3%	0.3%	0.4%
3: Adult Conditional Caution/Caution	0.9%	0.6%	-0.3%	0.4%	0.2%	0.2%	0.5%
12: Named suspect identified but is dead or too ill (physical or mental health) to prosecute	0.4%	0.4%	-0.0%	0.5%	0.4%	0.3%	0.6%
17: Suspect identified but prosecution time limit expired	0.3%	0.3%	0.0%	0.2%	0.3%	0.2%	0.3%
2: Youth Conditional Caution/Caution	0.2%	0.2%	0.0%	0.3%	0.1%	0.2%	0.2%
11: Named suspect below age of criminal responsibility	0.1%	0.1%	-0.0%	0.1%	0.1%	0.2%	0.1%
13: Named suspect but victim/key witness deceased or too ill	0.1%	0.1%	-0.0%	0.1%	0.2%	0.1%	0.0%
9: CPS - prosecution not in public interest	0.1%	0.0%	-0.1%	0.0%		0.1%	0.0%
5: Offender has died	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4: TIC (taken into consideration)	0.1%	0.0%	-0.0%		0.1%	0.1%	0.1%

Outcome Rate	Previous 12 Months	Last 12 Months	Change (Diff.)	Apr - 24	May - 24	Jun - 24	Jul - 24
CJ Outcomes	12.5%	14.2%	1.7%	15.1%	13.8%	14.5%	15.0%
Outcome 16	29.5%	27.1%	-2.4%	25.9%	27.7%	28.8%	27.3%
Unable to Progress Investigation	52.4%	54.9%	2.5%	56.2%	55.7%	54.0%	54.1%
Diversionary Activity (Outcome 22)	1.7%	0.6%	-1.1%	0.3%	0.3%	0.3%	0.4%
Prosecution Prevented	0.6%	0.6%	-0.0%	0.8%	0.7%	0.6%	0.8%
Other	3.1%	2.5%	-0.7%	1.7%	1.8%	1.8%	2.4%

National Comparison

Staffordshire ranks **12th in the 43 forces** for charge and postal requisition rate to March 2024, and **3rd in its 8 most similar forces** at 9.84%.

The recently established Crime Bureau apply the correct outcomes and close all force crime. The department is improving the quality of the force's outcome data, ensuring that the information we provide which is disclosable through any of the statutory obligations and data sharing agreements worked under by the Central Disclosure Unit is accurate.

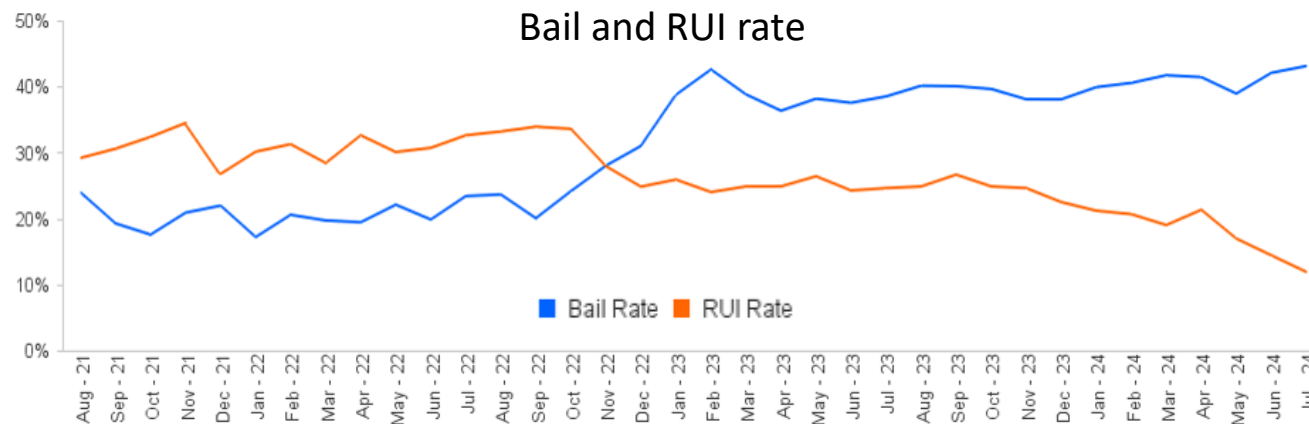
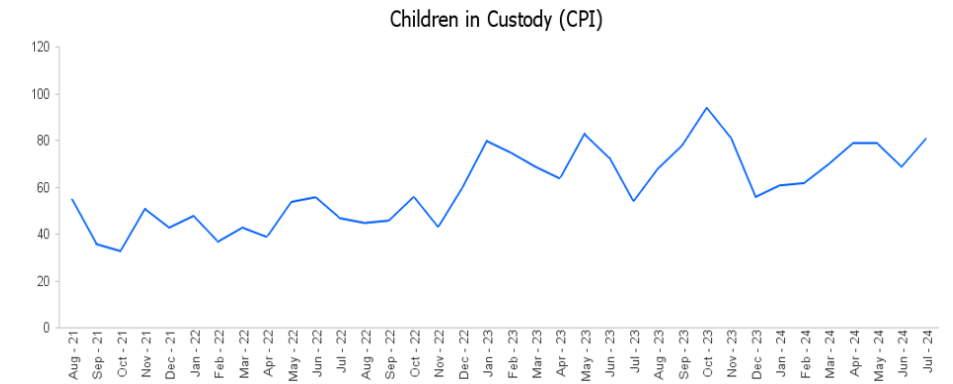
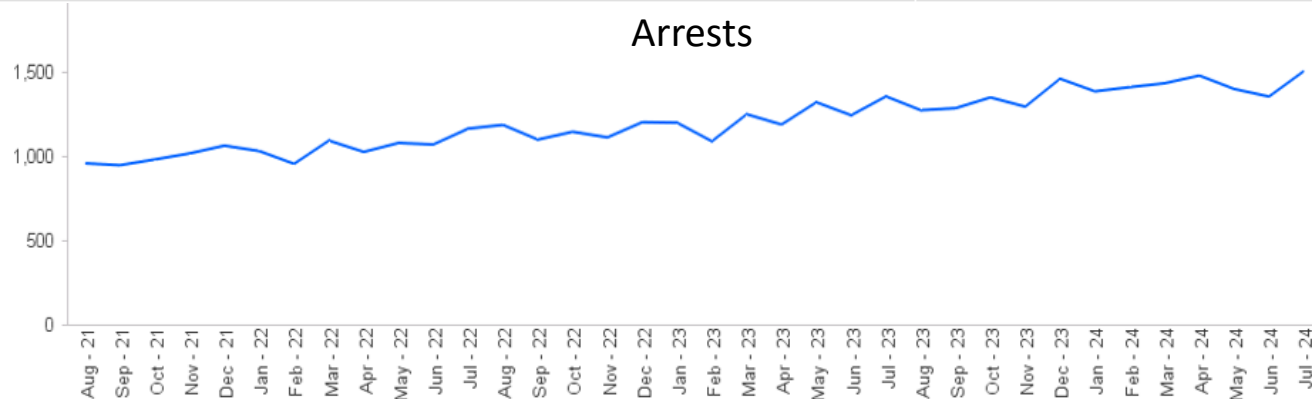
Context - Custody

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Custody	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Apr - 24	May - 24	Jun - 24	Jul - 24
Arrests	14363	16602	2239	15.6%	1477	1397	1352	1503
Average Detention Duration (hours)	17.2	16.7	-0.4	-2.6%	15.2	15.8	15.3	14.8
Children in Custody	748	878	130	17.4%	79	79	69	81
Average Detention Duration (hours)	16.1	10.5	-5.6	-34.8%	10.4	12.1	9.9	10.1
Waiting Times in Custody	30.9	34.5	3.6	11.8%	31.8	33.6	33.5	36.2
Bail Rate	33.4%	40.3%	7.0%		41.4%	38.9%	42.1%	43.1%
Released Under Investigation Rate	27.3%	20.6%	-6.7%		21.3%	17.0%	14.4%	11.9%
Voluntary Attendees	3296	3299	3	0.1%	286	275	241	266

Overall arrest volume increase of 15.6%. Children account for 5.3% of detainees in the last 12 months, and child arrest volume has increased by 17.4%.



Bail Rate

Bail rate since January 2023 has been around 40%, It was 43% in July 24. This is influenced by the change in legislation in October 2022.

Waiting Times

Increase in average waiting times at force level of 3.6 mins in the last 12 months compared to the previous 12 months

Voluntary Attendance

Volumes of voluntary attendees is stable compared to the previous 12 months (+0.1%).

Context – Conviction & Prosecution Rates

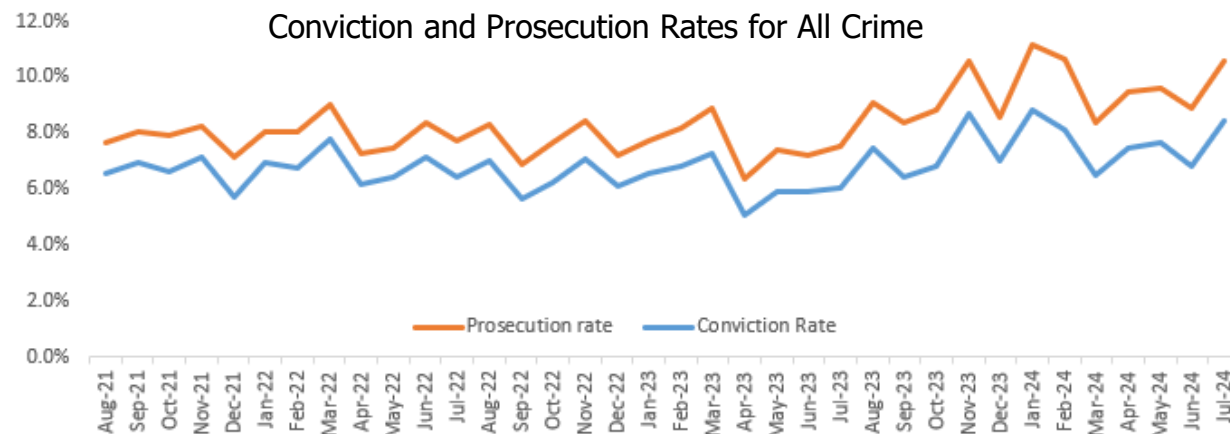
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Local data from the Crown Prosecution Service (CPS) has been used to understand criminal justice and its timeliness in Staffordshire. The information for crime to court and crime to conviction at court is based on rates, rather than volumes for a more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

- 9.5 per cent of all crimes in the last 12 months (August 2023 to July 2024) are prosecuted at court which has increased by 1.8 per cent compared to the previous 12 months, but has decreased slightly (-0.5 per cent) compared to the baseline in 2019/2020.
- 7.5 per cent of all crimes in the last 12 months (August 2023 to July 2024) end in a conviction at court which has increased by 1.2 per cent compared to the previous 12 months, but has decreased slightly (-1.1 per cent) compared to the baseline in 2019/2020.
- Finalised cases in the last 12 months (August 2023 to July 2024) have increased by 13 per cent compared to the previous 12 months, but are stable with an increased of 1 per cent compared to the 2019/20 baseline.

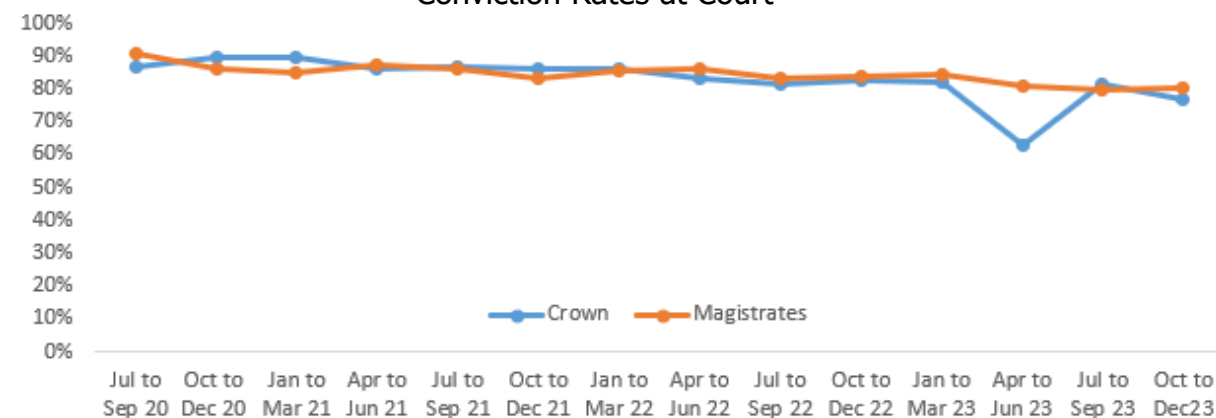
Conviction and Prosecution Rates for All Crime



	Previous 12 Months	Last 12 Months	Difference	% Change	Baseline (Apr 19 to Mar 20)	% Change from baseline
All Crime	90822	85031	-5791	-6.4%	79699	6.7%
Finalised Cases	6996	8077	1081	13.4%	7998	1.0%
Convictions at Court	5772	6382	610	9.6%	6875	-7.2%

	Previous 12 Months	Last 12 Months	% Change	Baseline (Apr 19 to Mar 20)	% Change from baseline
Crime to Court rate	7.7%	9.5%	1.8%	10.0%	-0.5%
Crime to Conviction rate	6.4%	7.5%	1.2%	8.6%	-1.1%

Conviction Rates at Court



Conviction Rate	Previous 12 Months	Current 12 Months	Change	Jul to Sep 23	Oct to Dec 23	Jan to Mar 24	Apr to Jun 24
Crown Court	81.1%	79.2%	-1.9%	81.3%	76.7%	78.2%	82.9%
Magistrates Court	82.9%	79.0%	-3.9%	79.7%	80.9%	77.5%	78.2%

- Magistrates' court convictions rates have reduced (-3.9 per cent) compared to the previous 12 months
- Crown court convictions rates have reduced (-1.9 per cent) compared to the previous 12 months.

Staffordshire's conviction rates for magistrates' courts are lower compared to our regional forces and nationally. However, crown courts conviction rates are slightly above regional and national rates in the latest quarter.

5. Rural Crime

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Rural communities are the backbone of our county. They are places where people work hard, support one another, and contribute immensely to our way of life. It is therefore essential that everyone in our rural areas feels safe and secure. Unfortunately, rural crime poses unique challenges to our communities. From theft and burglary to wildlife crime and organised criminal activity, these offences can have a devastating impact on individuals, businesses, and the environment. This is why, as a force which is 70 per cent rural, we have developed a revised approach to how we tackle rural crime, protect communities and bring offenders to justice through a dedicated proactive team, additional officers trained to support rural crime prevention and working with partners to understand and combat the causes of crime in rural communities.

Objectives of County Proactive & Rural Crime Team

The team will support local policing teams with their identified risks and assist with the implementation of problem solving interventions, safeguarding tactics, intelligence development and assessing vulnerability across the county command.

The team will have a neighbourhood-based approach to the early identification, prevention and safeguarding of vulnerable people. They will aim to:

- To bring offenders to justice and maximise investigative and safeguarding opportunities for victims.
- Reduce demand on Staffordshire Police by working collaboratively both internally and externally to protect persons at highest risk of harm.
- Work proactively to better support local policing
- Increase our commitment to supporting and engaging with rural communities
- Improve our approach to tackling rural crime
- Work towards supporting the new neighbourhood strategy that maximises our partnership working across the county

DEFINITION

Rural Crime

Any crime committed in a rural location where the victim is specifically targeted because of their connection to or involvement in the rural community, economy or area.

Other activities to help policing of rural crime

- 52 Staff trained as specialist Rural & Wildlife crime officers. (Course being run to train 10 more later this year).
- Dedicated specialist CID investigative support.
- Forensic Investigations support.
- Officers trained in niche areas of Birds of Prey offences/Bat crimes/Badger/Heritage crime.
- Dedicated link to CPS to assist with support or challenge.
- 8.9 per cent increase in value of rural acquisitive crime since 2022 to £1.8-million pounds.
- Adopting a specific definition has enabled work to begin on identifying and developing a performance product on PowerBI.
- Linking the business strategy and rural crime strategy together.
- Force 4P plan to tackle all aspects of prevention, detection and enforcement.

6. Retail Crime

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Throughout the year 2024 we have continued to improve the service we provide to retailers in terms of our response to offences including shoplifting and those who commit violence against retail workers.

Structure - We currently have officers within all of our local policing teams who provide an enhanced focus on repeat locations/offenders and victims of retail crime. These officers identify patterns and trends in order to prevent offences of shoplifting and provide support to retailers. We also have officers within our investigations department who support our teams and provide tailored advice in order to bring offenders to justice.

Improving performance - We recognise that there are a number of root causes that influence an individual's decision to commit offences that impact on the retail sector. Importantly, these influences sometimes include substance misuse and poverty. We are mindful that to improve performance we must work with partners to prevent the root causes and to support those who find themselves in difficulty. We work closely with a number of partners including retailers, the Chamber of Commerce, local authorities including the community safety partnership, licensing, homeless shelters, community centres and many others to ensure that whilst we seek justice when crime occurs, we also provide support where it is required to prevent reoffending.

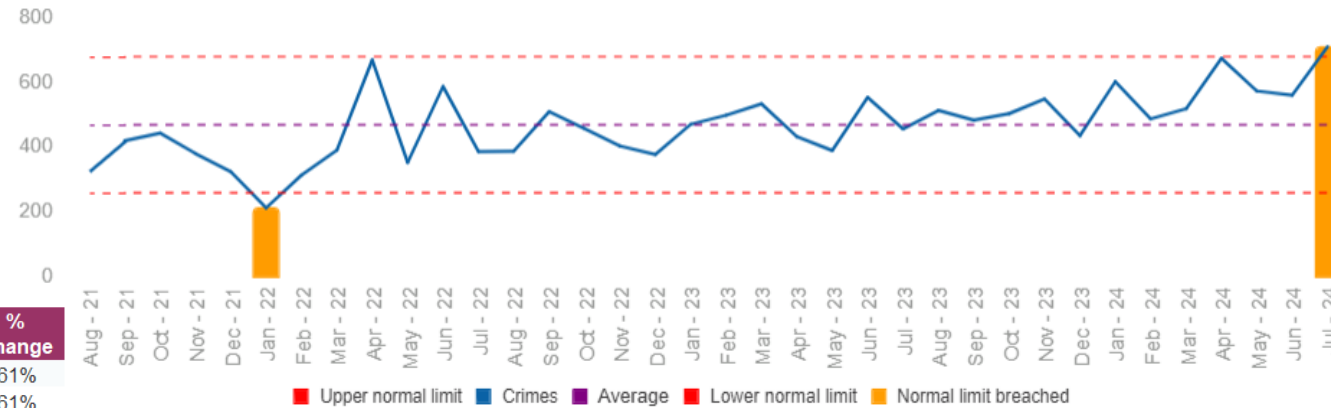
Recorded Shoplifting Crimes

% Change in the Last 12 Months

21%[▲]

6,606 from 5,464 (1,142)

LPT	Previous 12 Months	Last 12 Months	Difference	% Change
East Staffs	447	721	274	61%
South Staffs	176	283	107	61%
SOT North	1039	1425	386	37%
Blank	12	16	4	33%
Moorlands	238	284	46	19%
SOT South	818	953	135	17%
Cannock	649	751	102	16%
Stafford	568	655	87	15%
Newcastle	553	600	47	8%
Tamworth	471	461	-10	-2%
Lichfield	493	457	-36	-7%



National Comparison

Data is for the last 12-month period to the end of March 2024

For Shoplifting - 1st in MSG and 7th Nationally (5.259 per 1000 population)

For Business Robbery - 3rd in MSG and 16th Nationally (0.043 per 1000 population)

For Business Burglary - 5th in MSG and 20th Nationally (1.198 per 1000 population)

Outcomes:

In the last 12 months 26.5 per cent (1,759) of shoplifting crimes had a criminal justice outcome. The majority of these are charges (1,422). The CJ outcome rate has increased (+1 per cent) compared to the previous 12 months.

In the last 12 months the majority 40.4 per cent (2,680) of shoplifting crimes were Investigation completed – no suspect identified, but there was a -4.5 per cent decrease compared to the previous 12 months.

Largest increase was in victim declines/unable to support action to identify offender (+4.6 per cent)

Future plans - Our approach to tackling shoplifting is heavily focused around working in partnership with other agencies, to support retailers, bring offenders to justice and recognise the root causes of the individuals cause to offend – in order to tackle that through intervention (be it medical, financial for example). Our problem-solving officers are key to this and are supporting our work to identify and enhance local knowledge around hotspots and repeat offenders. This work will continue over the coming 12 months to increase our current positive outcome rate of 26.5 per cent and to climb further up the national rankings table.

The next 12 months will see changes to legislation and the introduction of a specific piece of legislation designed to protect retail workers from violence. We remain updated on this and have already adapted our approach to ensure we take positive action against all offenders who commit acts of violence against retailers.

7. Vehicle Crime

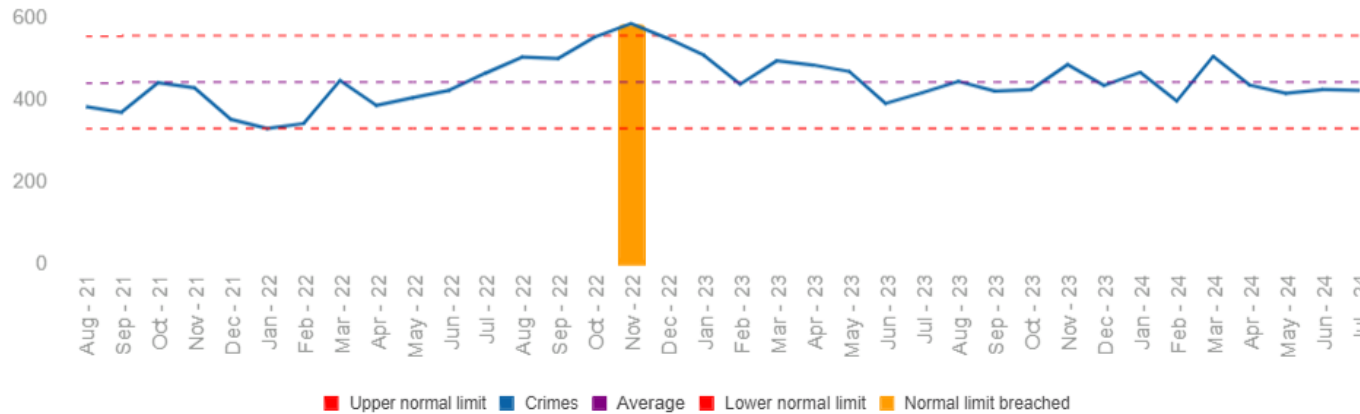
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% Change in the Last 12 Months

-10%

5,320 from 5,919 (-599)



National Comparison

Data is for the last 12-month period to the end of March 2024

For all Vehicle Offences

3rd MSG & 18th Nationally (4.645 per 1000 population)

For Theft of Motor Vehicles

7th MSG & 33rd Nationally (2.11 per 1000 population)

For Theft from Motor Vehicles

3rd MSG & 13th Nationally (1.757 per 1000 population)

For Vehicle Interference

5th MSG & 23rd Nationally (0.790 per 1000 population)

Offence	Previous 12 Months	Last 12 Months	Difference	% Change
Vehicle interference	864	872	8	1%
Theft Of Motor Vehicles	2695	2547	-148	-5%
Theft From Motor Vehicles	2360	1901	-459	-19%

Aggravated vehicle taking has increased by 46 per cent (28) in the last 12 months compared to the previous 12 months.

Unauthorised taking of a motor vehicle has increased by 18 per cent (49) in the last 12 months compared to the previous 12 months.

LPT	Previous 12 Months	Last 12 Months	Difference	% Change
Stafford	395	493	98	25%
Moorlands	217	240	23	11%
Newcastle	355	361	6	2%
SOT South	765	755	-10	-1%
SOT North	818	805	-13	-2%
Tamworth	596	520	-76	-13%
South Staffs	724	621	-103	-14%
East Staffs	563	456	-107	-19%
Lichfield	807	621	-186	-23%
Blank	36	27	-9	-25%
Cannock	643	421	-222	-35%

Outcomes:

In the last 12 months 5.6 per cent (298) Vehicle crimes had a criminal justice outcome. The majority of these are charges (272). The CJ outcome rate is increasing slightly (0.8%) compared to the previous 12 months.

- For Theft of Motor Vehicles, 7.6 per cent (190) had a criminal justice outcome. This has increased by 1.4% compared to the previous 12 months.
- For Theft from Motor Vehicles, 3.7 per cent (71) had a criminal justice outcome. This has increased by 0.8% compared to the previous 12 months.
- For Vehicle Interference, 4.3 per cent (37) had a criminal justice outcome. This has decreased by 1.1% compared to the previous 12 months.

In the last 12 months, the majority 77 per cent (4,076) of vehicle crimes were Investigation completed – no suspect identified, and there was a 3.6 per cent decrease compared to the previous 12 months.

8. Roads Policing - KSI

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The Roads Policing Unit (RPU) were introduced in September 2019 and since this time resources have increased. The RPU is 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). It also focuses on 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. The RPU has undertaken professional accreditation and now meet the national profile and standard for RPU officers. We have recently recruited an abnormal load manager who will increase scrutiny and ensure compliance with legislation for all hauliers moving loads through Staffordshire. This is a significant improvement in our aim to make the roads of Staffordshire safer.

- Increase in fatal collisions in the last 12 months to 43 collisions (+48), with 46 casualties includes a number of possible death at the wheel /natural causes (awaiting inquest results).
- There is a large variance of fatal collisions when viewed month by month e.g. 10 in December 2023. Also an increase in serious injury collisions (+35%)
- Data inconsistencies between Crash and Storm in relation to injury level assigned
- Increase in slight injury collisions due to focus on recording practices due to lower levels in previous years

Killed and serious injury (KSI) road traffic collisions have increased by 37 per cent (+96) compared to the previous year, and have increased by 52 per cent (+122) in the last 12 months compared to the 2019-2020 baseline. The number of fatal collisions has a high degree of variance month on month and high volumes in a particular month will have a significant impact on the yearly comparison

KSI	Previous 12	Last 12 Months	12 month difference	12 month % change	Baseline (Apr 19 to Mar 20)	Baseline Difference	% Change from Baseline
Fatal	29	43	14	48.3%	23	20	87.0%
Serious Injury	233	315	82	35.2%	213	102	47.9%
Total KSI's	262	358	96	36.6%	236	122	51.7%

30% of fatal casualties were 65 years of age or over

24% of fatal casualties were pedestrians

20% of fatal casualties were motorcyclists

There were 2 fatally injured pedal cyclists

	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
Fatal	1	2	6	4	10	4		2	3	5	2	4

8. Roads Policing – Motoring Offences

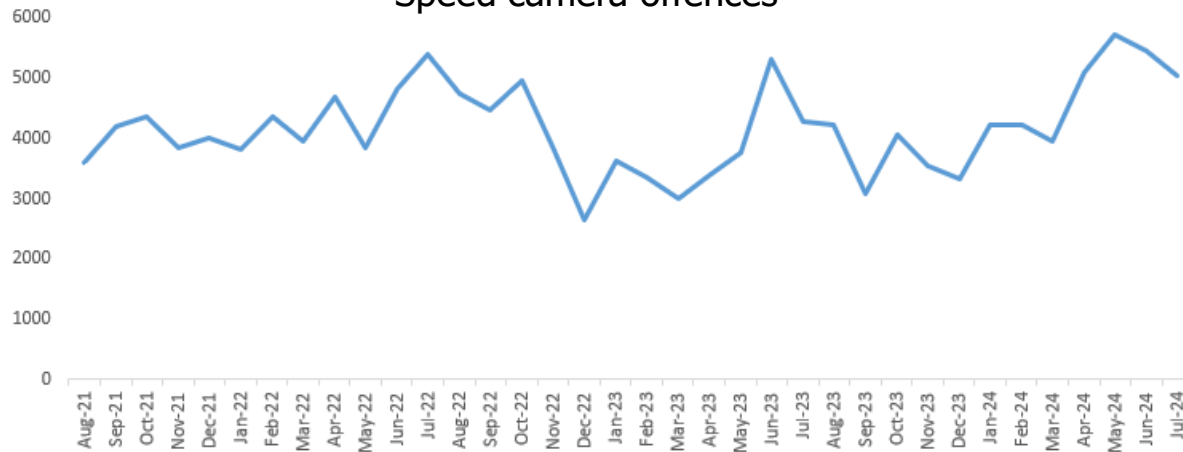
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Motoring Offences	Previous 12 Months	Last 12 Months	12 month difference	12 month % change	Baseline (Apr 19 to Mar 20)	Baseline Difference	% Change from Baseline
Speed Camera Offences	47413	51966	4553	9.6%	52332	-366	-0.7%
Mobile Phone	1079	1524	445	41.2%	653	871	133.4%
Seatbelt	916	1064	148	16.2%	832	232	27.9%
No Insurance	2375	2195	-180	-7.6%	3864	-1669	-43.2%
No MOT	488	411	-77	-15.8%	551	-140	-25.4%
Due Care	500	722	222	44.4%	311	411	132.2%
Drink Driving Arrests	1088	1074	-14	-1.3%	1060	14	1.3%
Drug Driving Arrests	445	372	-73	-16.4%	278	94	33.8%

baseline does not include unfit through drink/drugs

Speed camera offences

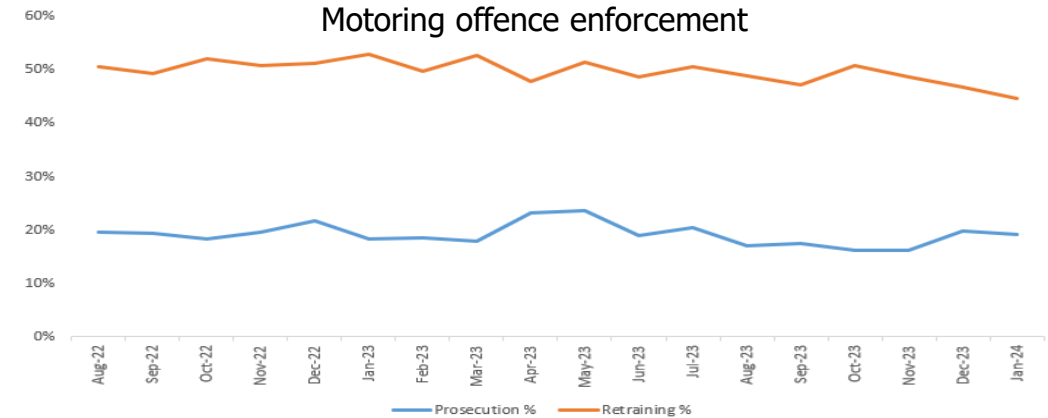


Data in relation to speed camera ticket disposals can only be reported on for the period up to six months prior to the data for offences. This is to allow for offenders to book and complete a retraining course if desired. Prosecutions are of those who fail to attend and complete a retraining course or elect for the matter to heard at court. Therefore, the disposal data shows the period February 2023 to January 2024.

Last 12 months (August 2023 to July 2024). Tickets issued for offences relating to driving documents, manner of driving or condition of the vehicle

- 10 per cent increase in speed camera offences in the last 12 months. This is related to a month of focused activity in April 2024 around 'Fatal 4' (speeding, mobile phones, seat belt and alcohol related driving), also replacement of two old camera vans with new vans and equipment
- Significant increase of mobile phone offences in April 24 due to focused activity and recent replacement of camera technology

Motoring offence enforcement



	Previous Year	Current Year	12 month difference	12 month % Change	Baseline	Baseline difference	Baseline % Change
	Feb-22 to Jan-23	Feb-23 to Jan-24			Apr-19 to Mar 20		
Speed Cam Offences	51408	45563	-5845	-11.4%	52332	-6769	-12.9%
Prosecutions	9823	8664	-1159	-11.8%	6113	2551	41.7%
Pros %	19.1%	19.0%	-0.1%		11.7%	7.3%	
Retraining course	24143	20834	-3309	-13.7%	23124	-2290	-9.9%
Retraining %	47.0%	45.7%	-1.2%		44.2%	1.5%	

8. Roads Policing – Community Speedwatch

“An outstanding local police service”



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	77	431	1123
*2024 to 31 st July	77	326	618

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	10730	545	5.1%	44	0.4%
*2024 to 31 st July	5414	294	5.4%	22	0.4%

1 st January 2024 to 31 st July 2024	
Total number of monitoring sessions	618
Total hours of monitoring	585 hours

Recent Updates:

- CSW training for PCSOs has rolled out force wide after the pilot scheme in South Staffs proved successful. *Note: inclusion of PCSOs is not about replacing volunteers but to raise the profile of CSW internally and to strengthen police presence/support for the volunteers.*
- Students from Denstone College have re-joined their local community speedwatch team in the village and there has been some interest from Wightwick Hall School to include community speedwatch for their Duke of Edinburgh students.
- 64 volunteers have been put forward to receive recognition for a long service award (17 volunteers with 10+ years and 47 volunteers with 6-9 years' service)

Ongoing Projects:

Instead of making Community Speedwatch bigger (growth of groups/volunteers) the plan is to make it better, and by doing so growth will follow.

We can achieve this by:

- Increasing the 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, Roads Policing Unit and the Safety Camera Team.

Additional Context – Four new groups have received training and are ready to become active

9 Support Victims & Witnesses

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In April 2021, the 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.

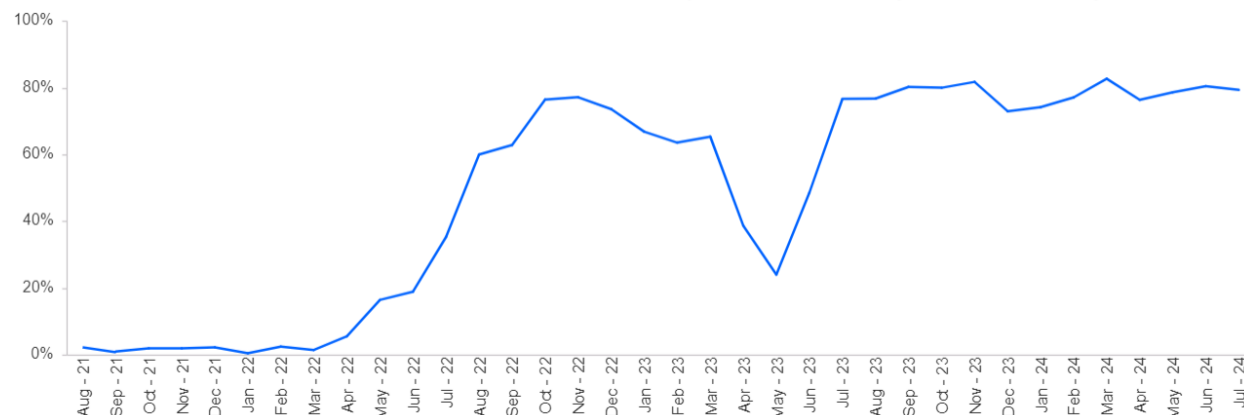
The victim contract covers provision of information under the VCOP to the victim and also a needs assessment in relation to vulnerability and requirements. VCOP is well established within the force and completion of victim's contracts are part of our culture across all sections of the force.

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.

Eighty-five per cent of victim-based crimes have a victim contract added in the last 12 months. This includes both active (open) and closed crimes. 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.

Victim Gateway timeliness

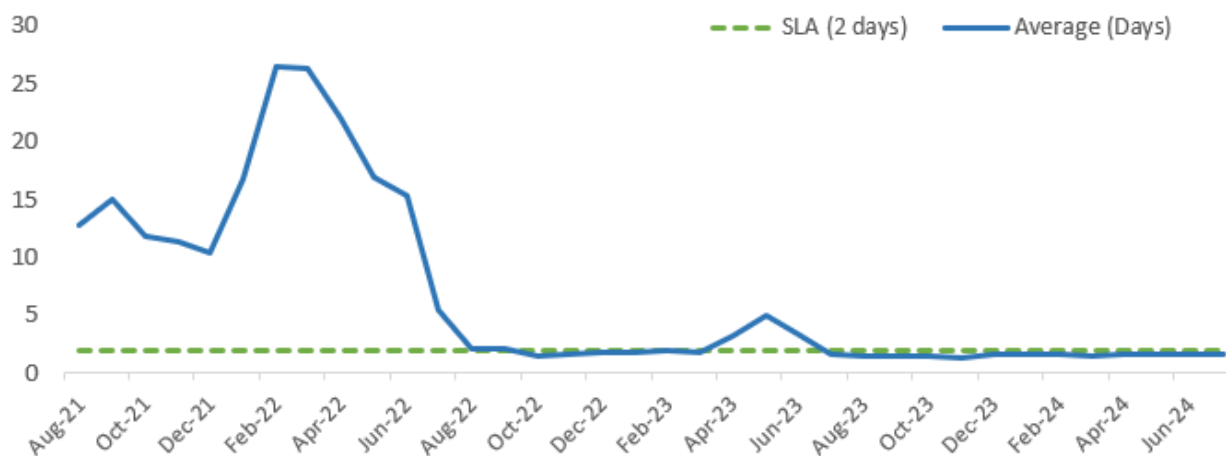
Victim based crime sent to Victims Gateway within 48 hours (Validated Crimes)



Sent to Victims Gateway				Last 12 months			Previous 12 months			Difference	
% within 48 hours				78.4%			61.2%			+17.2%	

Aug - 23	Sep - 23	Oct - 23	Nov - 23	Dec - 23	Jan - 24	Feb - 24	Mar - 24	Apr - 24	May - 24	Jun - 24	Jul - 24
76.7%	80.2%	80.0%	81.7%	73.0%	74.2%	77.1%	82.7%	76.4%	78.7%	80.5%	79.3%

Victim Gateway (Average days to send referrals to Victims Gateway)



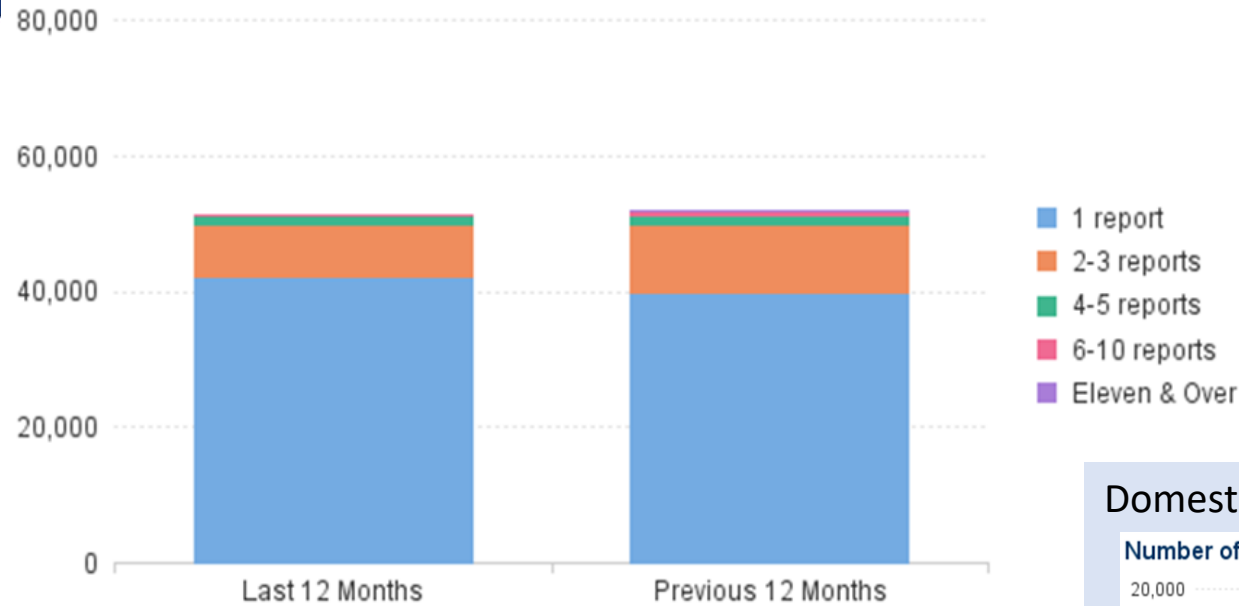
Average days to send to Victims Gateway	Last 12 months	Previous 12 months	Difference
Days	1 day 13 hours	2 days 7 hours	-33% (-18 hours)

Context - Repeat Victims

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Number of Victims of All Crime



In the last 12 months:

18 per cent (9,464) of victims of crime are repeat victims, a decrease of -5 per cent compared to the previous year.

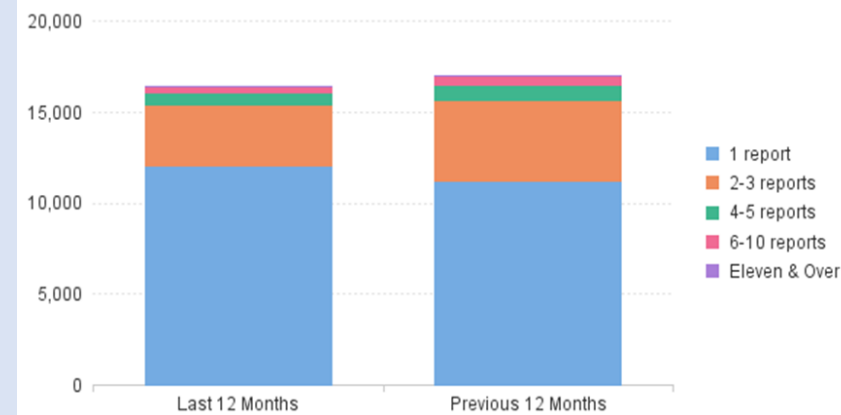
Repeat victims make up 39% (26,260) of crimes with a named victim.

Of the types of crimes where there is a repeat victim:

- 44.2 per cent (11,881 crimes) were Other Violence against the Person
- 13.6 per cent (3,647 crimes) were Less Serious Violence
- 10.0 per cent (2,678 crimes) were Public Order
- 7.7 per cent (2,079 crimes) were Criminal Damage
- 5.9 per cent (1,587 crimes) were Other Theft

Domestic Abuse Repeat Victims

Number of Victims of Domestic Abuse (Crime & Non Crime)



Groups	Last 12 Months			Previous 12 Months		
	Victims	% repeats	Crimes	Victims	% repeats	Crimes
1 report	11939		11939	11143		11143
2-3 reports	3402	76%	7684	4386	75%	9991
4-5 reports	611	14%	2644	880	15%	3848
6-10 reports	352	8%	2513	483	8%	3447
Eleven & Over	90	2%	1429	133	2%	2017
Total	16394	27%	26209	17025	35%	30446

Reduction in volume (-1427) and proportion (-7%) of repeat victims of Domestic Abuse in the last 12 months, compared to the previous year.

Groups	Last 12 Months			Previous 12 Months		
	Victims	% repeats	Crimes	Victims	% repeats	Crimes
1 report	41814		41814	39596		39596
2-3 reports	7892	83%	17558	9943	82%	22238
4-5 reports	1074	11%	4655	1439	12%	6214
6-10 reports	424	4%	3034	627	5%	4453
Eleven & Over	74	1%	1013	124	1%	1827
Total	51278	18%	68074	51729	23%	74328

9.1 Victims Code of Practice Compliance

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Closed Victims Contracts



Closed (crimes with an outcome)

VCOP Relevant Occurrences	Total VCOP Compliance	Timely VCOP Compliance
46192	86.46%	80.78%

Overall score for Victims Contracts quality is 2.78 out of 5, with an average score of 56% in the last 12 months.

Force **2.78** VCOP Average Score
Average VCOP Score **56%**

CID Investigation Bureau LPT Response PPU
2.86 3.19 2.70 2.76 2.53

In May 2024, the Victims and Prisoners Bill gained Royal Assent before the dissolution of Parliament. The Victims and Prisoner Bill places the principles of the Victims Code of Practice into primary legislation and the code itself into secondary legislation. The Victims Code sets out 12 overarching rights that must be afforded to victims of crime, making clear the minimum level of service victims should expect from criminal justice agencies including the police to aid them in their cope and recovery. The Victims and Prisoners Act will place on criminal justice agencies a duty to collate both quantitative and qualitative measures of code compliance and the force have been working hard to understand our service in this area.

Referral to Victim Support Services Timeliness: - Under the Victims Code, the police have two working days (post report) to refer a victim to support services. Staffordshire run an opt-out referral process which means all victims of crime are automatically referred into the PCC commissioned Victims' Gateway post crime validation. The Victims' Gateway provide free and confidential support and advice to all victims of crime.

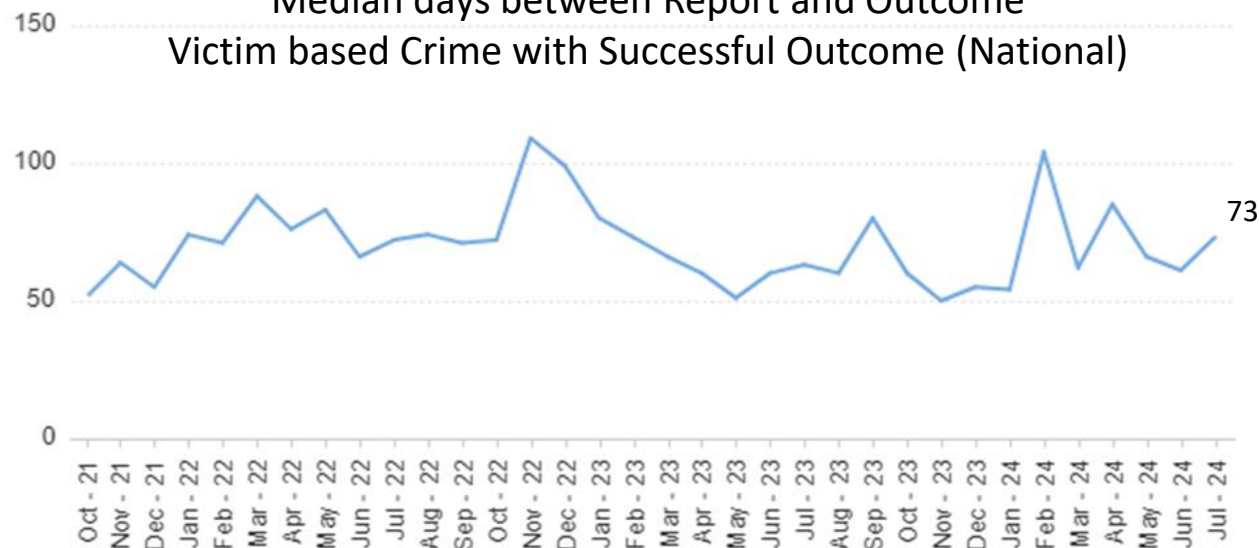
In May 2021, the force embedded a Victims' contract proforma into NICHE, the purpose was two-fold: to act as an aide memoir for officers to ensure all the relevant information was discussed with victims, and to be utilised as way to measure our compliance with elements of the Victims Code (pre-charge).

9.2 Criminal Justice - Timeliness

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Median days between Report and Outcome
Victim based Crime with Successful Outcome (National)



Median Days
Investigation
Duration

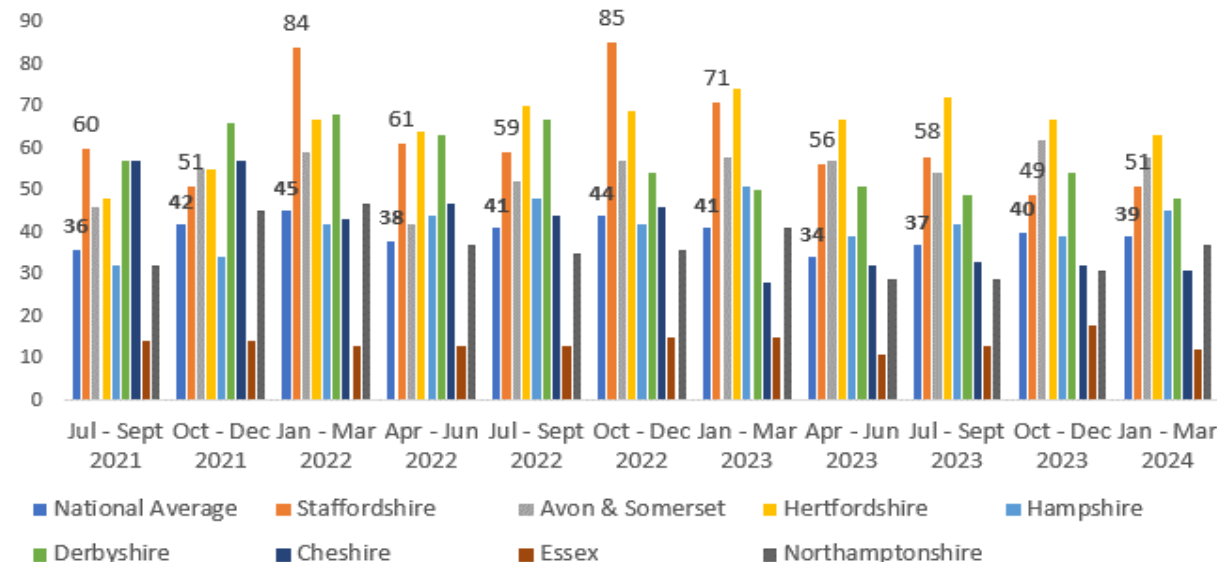
Previous 12 Months	Last 12 Months	Difference
76	65	-11

In the last 12 months, overall timeliness was 65 days to investigate victim-based crimes with a criminal justice (CJ) outcome, which is a reduction of 14 per cent (-11 days) compared to the previous 12 months. However, the more serious and complex crime types take longer to investigate, and the teams who deal with the more complex crime types spend longer investigating. For example, a domestic-related crime takes on average 93 days to investigate compared to 59 days for a non-domestic crime.

National Comparison

The average (median) time to investigate in Staffordshire is above the national average, with an average (median) of **51 days to record a successful outcome** for a victim-based crime in the latest quarter (Q1 2024) compared to an average (median) of **39 days nationally in the latest quarter** (Q1 2024).

Average days taken for police to record a successful outcome in
victim based cases



Data for the period January to March 2024 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.

Staffordshire is now included in the national statistics as the force has been linked to the Home Office data hub. Since the fix to the connection, the data has improved slightly as the data is based on recorded rather than reported date, and is based on the first date a crime was validated.

10. Prevent Harm & Protect People

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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.

Context – All Crime

% Change in the Last 12 Months

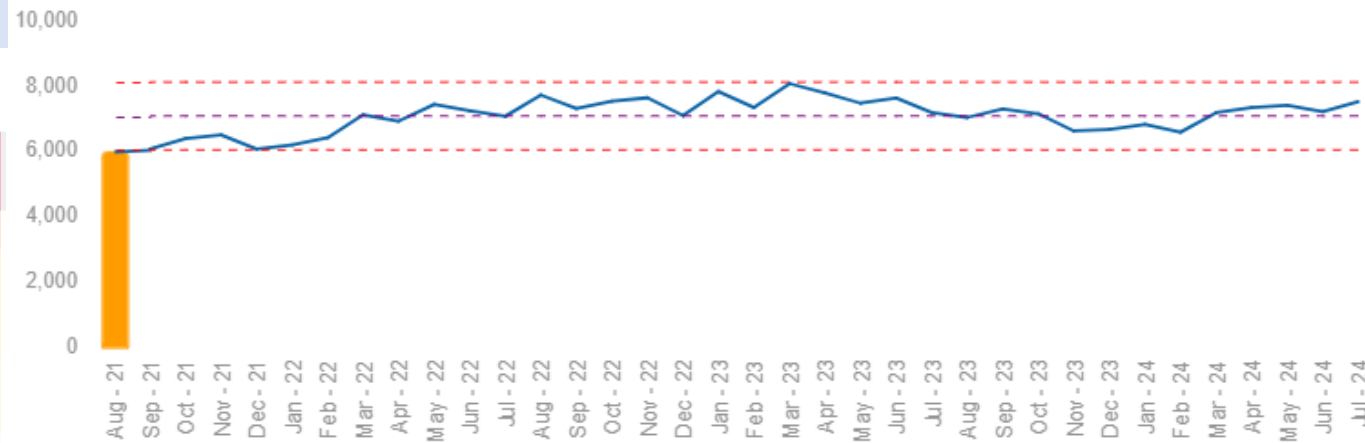
-6%

85,031 from 90,822 (-5,791)

Reported Crime is decreasing by 6 per cent compared to the previous 12 months.

Volumes are also stable or decreasing in most LPT's with Cannock, SoT South, Lichfield and Newcastle showing a most significant decreasing trends. Stafford has more crime than in the previous year (+4 per cent), as do East Staffs and SoT North (+1 per cent)

Offence	Current 12 Months	Previous 12 Months	Difference	% Change
Handling stolen goods	17	10	7	70%
Possession of weapons	1030	885	145	16%
Burglary Residential	3309	2869	440	15%
Rape	1243	1164	79	7%
Drug Offences	1729	1661	68	4%
Vehicle interference	866	855	11	1%
Burglary Business and Community	1354	1353	1	0%
Other Theft	14238	14503	-265	-2%
Other Serious Sexual Offences	1540	1600	-60	-4%
More Serious Violent Crime with Injury	1509	1599	-90	-6%
Arson	459	488	-29	-6%
Theft Of Motor Vehicles	2537	2698	-161	-6%
Public Order	7745	8245	-500	-6%
Personal Robbery	721	781	-60	-8%
Criminal Damage (exc Arson)	7223	7932	-709	-9%
Other Violence against the person	26123	29077	-2954	-10%
Other Sexual Offences	573	642	-69	-11%
Less Serious Violent Crime with Injury	8806	10053	-1247	-12%
Theft From Motor Vehicles	1891	2358	-467	-20%
Other Offences	1510	1967	-457	-23%
Business Robbery	50	72	-22	-31%
Not yet Grouped	558	10	548	5,480%



LPT	Current 12 Months	Previous 12 Months	Difference	% Change
Stafford	9044	8686	358	4%
SOT North	15309	15154	155	1%
East Staffs	8905	8820	85	1%
Blank LPT	234	239	-5	-2%
Tamworth	5634	5979	-345	-6%
South Staffs	5578	6034	-456	-8%
Moorlands	4905	5337	-432	-8%
Cannock	6894	7720	-826	-11%
SOT South	14982	16925	-1943	-11%
Lichfield	5776	6544	-768	-12%
Newcastle	7783	9385	-1602	-17%
Out of Force	0	1	-1	-100%

The force is looking at new crime groups based on Home Office categories to resolve the not grouped offences.

10.1 Reduce murder & other homicide (NCPM)

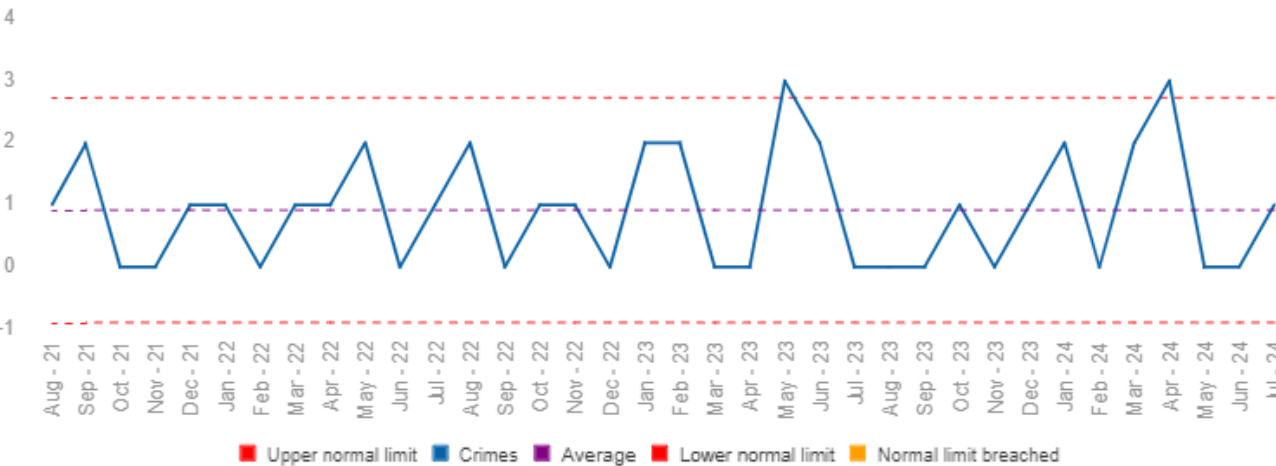
Murders have a devastating impact on the victim's family and the wider community. Murders across Staffordshire are predominantly committed by people who know the victim. We have experienced a broad range of murders that range from domestic murder, child murder to drug/criminal dispute related murder. 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.

DEFINITION

Definition in the National Beating Crime Plan:

Homicide; the killing of a person at the hand of another.

LPT	Previous 12 Months	Last 12 Months	Difference	% Change
Stafford	0	3	3	
East Staffs	1	3	2	200%
Moorlands	1	1	0	0%
Tamworth	1	1	0	0%
SOT South	5	2	-3	-60%
Newcastle	1	0	-1	-100%
SOT North	4	0	-4	-100%



Non Domestic Homicides are stable compared to the previous year, they account for 60 per cent in the last 12 months, compared to 46 per cent in the previous 12 months .

% Change in the Last 12 Months

0% =

6 from 6 (0)

Domestic Homicides have reduced compared to the previous year, they account for 40 per cent in the last 12 months, compared to 54 per cent in the previous 12 months

% Change in the Last 12 Months

-43% ▼

4 from 7 (-3) 40

DCPP National Beating Crime Plan Indicators - Homicide	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Jan to Dec 2019)	Baseline Difference	% Change From Baseline
Manslaughter	3	2	-1	-33.3%	2	0	0.0%
Murder	10	8	-2	-20.0%	7	1	14.3%
Homicide	13	10	-3	-23.1%	9	1	11.1%

10.2 Reduce Serious Violence (NCPM)

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Knife Crime (DCPP definition – part of Serious Violence)	Offence	Previous 12 Months	Last 12 Months	Difference	% Change
	Other Serious Sexual Offences	3	4	1	33%
	Personal Robbery	173	221	48	28%
	Less Serious Violent Crime with Injury	199	217	18	9%
	Rape	10	9	-1	-10%
	More Serious Violent Crime with Injury	277	227	-50	-18%
	Other Violence against the person	58	47	-11	-19%
	Business Robbery	20	16	-4	-20%
	Total	740	741	1	0.1%

LPT	Previous 12 Months	Last 12 Months	Difference	% Change
South Staffs	29	50	21	72%
Tamworth	42	61	19	45%
Cannock	47	59	12	26%
Lichfield	33	41	8	24%
Blank	1	1	0	0%
East Staffs	87	86	-1	-1%
SOT North	158	154	-4	-3%
Stafford	68	61	-7	-10%
Newcastle	62	54	-8	-13%
SOT South	184	153	-31	-17%
Moorlands	29	21	-8	-28%

DEFINITION

Knife Crime: 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.

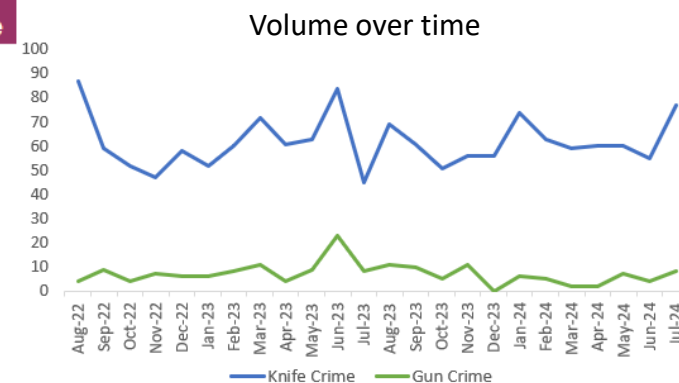
Gun Crime: Crime where a firearm is used (fired, or as a blunt instrument) to cause injury to a person, or is used as a threat.

In May and November, we take 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.

Definition Change - Knife Crime definition has been amended to **exclude glass & broken bottles** from the weapon types to align with the ADR and NDQIS (National Data Quality Improvement Service) ensuring a cross-police force methodology.

Gun Crime (DCPP definition – part of Serious Violence)	Offence	Previous 12 Months	Last 12 Months	Difference	% Change
	Possession of weapons	17	25	8	47%
	Criminal Damage (exc Arson)	9	9	0	0%
	Less Serious Violent Crime with Injury	18	12	-6	-33%
	Other Violence against the person	23	14	-9	-39%
	Personal Robbery	5	3	-2	-40%
	More Serious Violent Crime with Injury	9	3	-6	-67%
	Public Order	16	4	-12	-75%
	Other Theft	1	0	-1	-100%
	Rape	1	0	-1	-100%
	Burglary Residential	0	1	1	
	Business Robbery	0	1	1	
	Total	99	72	-27	-27%

LPT	Previous 12 Months	Last 12 Months	Difference	% Change
Newcastle	4	10	6	150%
Tamworth	4	9	5	125%
Cannock	3	6	3	100%
Stafford	2	4	2	100%
Lichfield	5	8	3	60%
South Staffs	8	6	-2	-25%
SOT North	14	10	-4	-29%
East Staffs	11	7	-4	-36%
SOT South	41	10	-31	-76%
Moorlands	7		-7	-100%
Blank	0	2	2	



10.2 Knife Crime

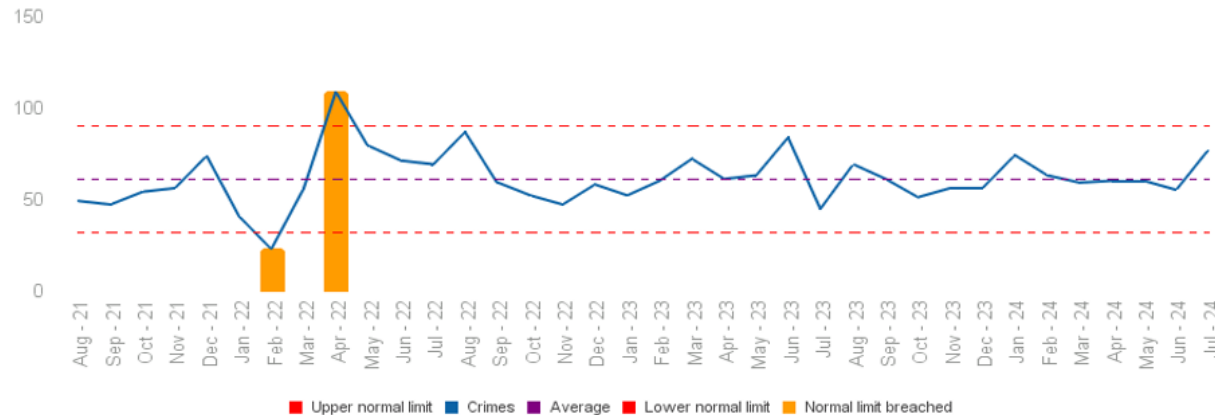
"An outstanding local police service"



% Change in the Last 12 Months

0%

741 from 740 (1)



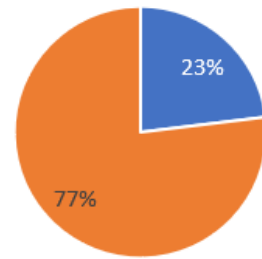
National Comparison

Compared to our most similar forces (MSF), Staffordshire had **0.77 knife crimes per 1,000 population** in the 12 months to March 2023, and was **6th (6 of 8 compared to MSF)**. This is comparable to the most similar force average.

Regionally, Staffordshire was 3rd of 4 forces for the volumes of Knife crimes per 1000 population.

Domestic / Non Domestic

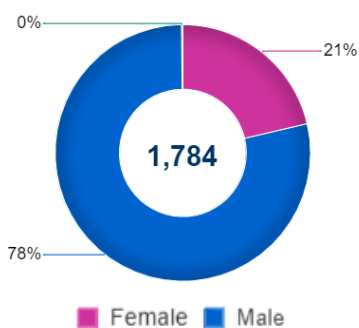
	Previous 12 Months	Last 12 Months	Difference	% Change
Domestic	181	171	-10	-5.5%
Non Domestic	559	570	11	2.0%



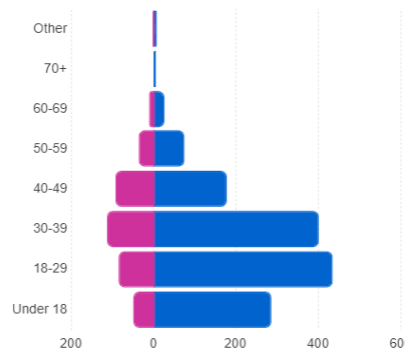
■ Domestic ■ Non Domestic

Suspect / Offender Profile – Last 12 months

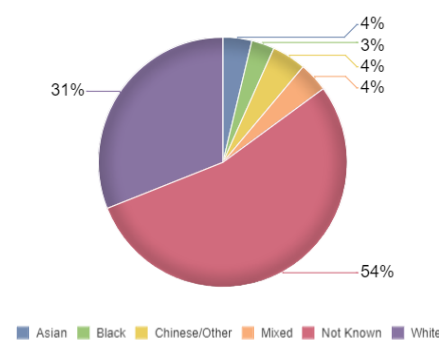
Number of Offender Crimes by Gender >



Age Group and Gender >



Ethnicity



■ Asian ■ Black ■ Chinese/Other ■ Mixed ■ Not Known ■ White

The profile data includes both offenders (finalised crimes) and suspects, and there may be multiple offenders per crime, which is why there are more than the number of crimes in the same period.

Activity

Staffordshire Police work with partners under the Violence reduction Alliance (VRA) which supports the serious violence lawful duty to find ways to prevent and protect, as well as taking a robust pursue approach to such demand. During late August 24, there was a national surrender and compensation scheme for certain types of knives which from 26th September 2024 will be made illegal. We supported this which was managed by the Home Office.

Possession of Weapons

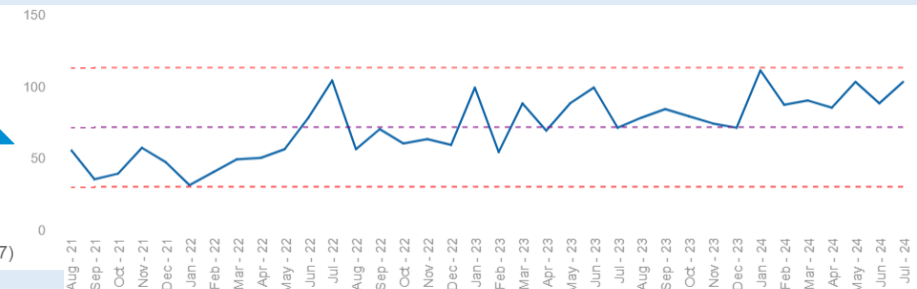
(Not included in Knife Crime definition)

% Change in the Last 12 Months

20%

1,065 from 888 (177)

593 (56%) were threats with a weapon, which has increased by 25% compared to the previous year.



Sub-Offence	Previous 12 Months	Last 12 Months	Difference	% Change
Other firearm offences	7	31	24	343%
Possession of firearms with intent	19	30	11	58%
Possession of article with blade or point	585	720	135	23%
Possession of other weapons	231	249	18	8%
Possession of firearms offences	43	28	-15	-35%

10.2 Serious Violence

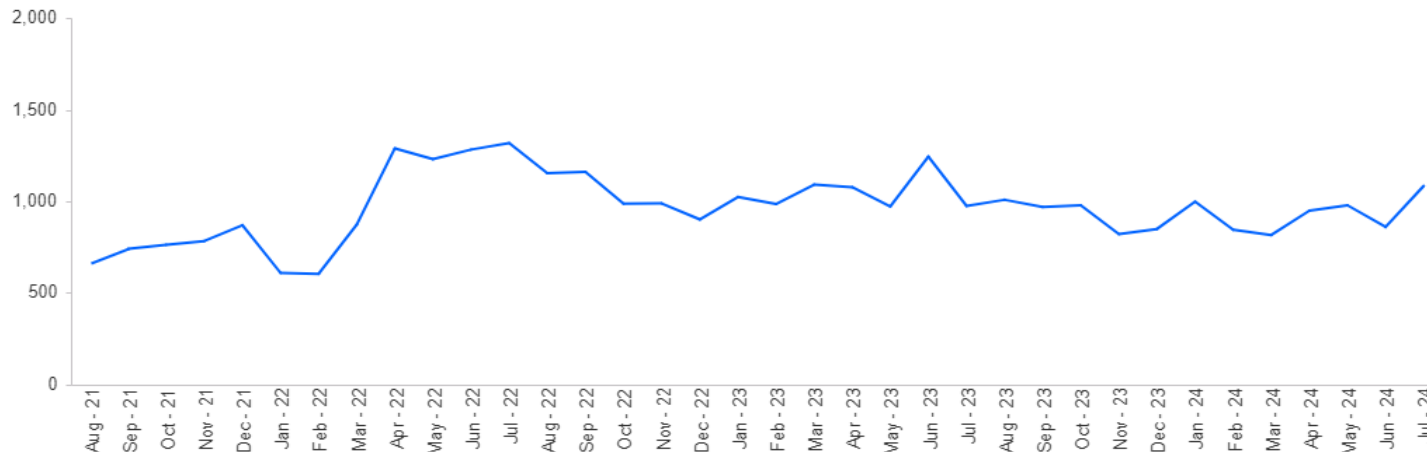
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Serious Violence

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 to show our position.

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



Serious violence has decreased by 11 per cent (-1,403) in the last 12 months compared to the previous 12 months, and has seen a 20.9 per cent (1,931) increase compared to the national Beating Crime Plan baseline.

DCPP National Beating Crime Plan Serious Violence (Robbery & Violence with Injury)	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Jan to Dec 2019)	Baseline Difference	% Change From Baseline
Business Robbery	73	50	-23	-31.5%	84	-34	-40.5%
Less Serious Violent Crime with Injury	10,099	8,841	-1,258	-12.5%	7,665	1,176	15.3%
More Serious Violent Crime with Injury	1,600	1,535	-65	-4.1%	764	771	100.9%
Personal Robbery	785	728	-57	-7.3%	710	18	2.5%
Serious Violence	12,557	11,154	-1,403	-11.2%	9,223	1,931	20.9%

DEFINITION

Definition in the National Beating Crime Plan:

Serious violence - includes crimes that involve knives or guns which can have life-changing consequences, personal and business robbery and violence with injury

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

- Volumes of less serious violent crime with injury have decreased by 12.5 per cent (-1,258) compared to the previous 12 months.
- Volumes of more serious violent crime with injury have decreased by 4.1 per cent (-65) compared to the previous 12 months, but have increased by 100.9 per cent (771) compared to the national baseline.
- In June 2022, a new offence of non-fatal strangulation and suffocation came in to force. This makes up 46 per cent (708) of all more serious violence crimes, and is the cause of the increase seen compared to national Beating Crime Plan baseline. Prior to the change non-fatal strangulation was split across the different violence categories and was not as clearly visible within the data.

10.2 Reduce Serious Violence (NCPM) *"An outstanding local police service"*

VAWG (DCPP definition)

DCPP National Beating Crime Plan Violence Against Women & Girls (VAWG)	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change
Other Serious Sexual Offences	1,612	1,578	-34	-2.1%
Other Sexual Offences	662	1,093	431	65.1%
Rape	1,187	1,258	71	6.0%
Controlling/Coercive Behaviour	1,052	1,230	178	16.9%
Harassment	7,346	8,675	1,329	18.1%
Malicious Communications	5,113	410	-4,703	-92.0%
Racially Aggravated Harassment	178	255	77	43.3%
Stalking	3,945	4,118	173	4.4%
Violence against Women & Girls	21,095	18,617	-2,478	-11.7%

DCPP National Beating Crime Plan Violence Against Women & Girls (VAWG)	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change
Stafford	2067	2060	-7	-0.3%
East Staffs	2138	2113	-25	-1.2%
Lichfield	1340	1268	-72	-5.4%
South Staffs	1361	1272	-89	-6.5%
SOT North	3054	2806	-248	-8.1%
Cannock	1787	1636	-151	-8.4%
Tamworth	1376	1216	-160	-11.6%
Blank	34	30	-4	-11.8%
Moorlands	1433	1251	-182	-12.7%
SOT South	4101	3141	-960	-23.4%
Newcastle	2404	1823	-581	-24.2%

VAWG has decreased by 12 per cent compared to the previous year, which is linked to the change in the principle crime recording rule for harassment and stalking offences since June 2023.

Serious Violence (DCPP definition robbery & Violence with injury)

DCPP National Beating Crime Plan Serious Violence (Robbery & Violence with Injury)	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change
Business Robbery	73	50	-23	-31.5%
Less Serious Violent Crime with Injury	10,099	8,841	-1,258	-12.5%
More Serious Violent Crime with Injury	1,600	1,535	-65	-4.1%
Personal Robbery	785	728	-57	-7.3%
Serious Violence	12,557	11,154	-1,403	-11.2%

Serious Violence has decreased by 11 per cent compared to the previous year, the majority of the decrease is in Less Serious Violence and some of this will be due to the change in the principle crime recording rule since June 2023.

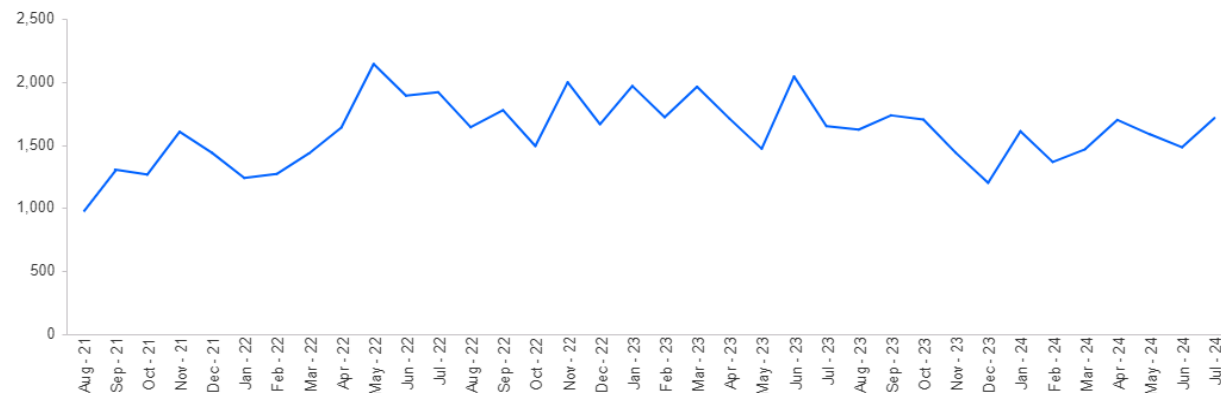
LPT	Previous 12 Months	Last 12 Months	Difference	% Change
Tamworth	759	773	14	2%
Stafford	1220	1218	-2	-0%
South Staffs	750	742	-8	-1%
Cannock	1017	947	-70	-7%
SOT North	2059	1909	-150	-7%
Lichfield	891	798	-93	-10%
East Staffs	1252	1117	-135	-11%
Moorlands	808	695	-113	-14%
Blank	34	29	-5	-15%
SOT South	2419	1946	-473	-20%
Newcastle	1347	984	-363	-27%

10.2 VAWG

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Violence against Women and Girls (Beating Crime Plan)



DCPP National Beating Crime Plan Violence Against Women & Girls (VAWG)	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Jan to Dec 2019)	Baseline Difference	% Change From Baseline
Domestic VAWG	8,449	7,059	-1,390	-16.5%	4,762	2,297	48.2%
Non Domestic VAWG	12,646	11,558	-1,088	-8.6%	7,181	4,377	61.0%
Violence against Women & Girls	21,095	18,617	-2,478	-11.7%	11,943	6,674	55.9%

Domestic crimes account for 37.9 per cent (7,059) of violence against women and girls, compared to non-domestic crimes which account for 62.1 per cent (11,558) in the last 12 months.

DCPP National Beating Crime Plan Violence Against Women & Girls (VAWG)	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Jan to Dec 2019)	Baseline Difference	% Change From Baseline
Other Serious Sexual Offences	1,612	1,578	-34	-2.1%	1,323	255	19.3%
Other Sexual Offences	662	1,093	431	65.1%	537	556	103.5%
Rape	1,187	1,258	71	6.0%	947	311	32.8%
Controlling/Coercive Behaviour	1,052	1,230	178	16.9%		1,230	
Harassment	7,346	8,675	1,329	18.1%	4,051	4,624	114.1%
Malicious Communications	5,113	410	-4,703	-92.0%	4,158	-3,748	-90.1%
Racially Aggravated Harassment	178	255	77	43.3%	220	35	15.9%
Stalking	3,945	4,118	173	4.4%	707	3,411	482.5%
Violence against Women & Girls	21,095	18,617	-2,478	-11.7%	11,943	6,674	55.9%

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 11.7 per cent (-2,478) decrease compared to the previous 12 months, and a 55.9 per cent (6,674) increase compared to the national Beating Crime Plan baseline.

Volumes of violence against women and girls will have been impacted by the changes in recording of conduct crimes (harassment, stalking or controlling/coercive behaviour) following changes made in the June 23 Home Office Counting Rules Guidance

- Where a conduct crime has been disclosed by a victim at the same time as other crimes committed by the same offender, in most cases the principal crime should be the conduct crime. This has led to a reduction in the volume of malicious communications as a harassment offence would be the principle crime.
- Where there is a course of conduct that involves a combination of stalking, harassment or control and coercive behaviour offences between the same victim and offender then only the most serious conduct offence needs to be recorded.

10.2 Reduce Serious Violence (NCPM)

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Domestic Abuse (Crime only)

Offence	Only top Crime types shown	Previous 12 Months	Last 12 Months	Difference	% Change
Rape		366	418	52	14%
Other Serious Sexual Offences		139	131	-8	-6%
More Serious Violent Crime with Injury		771	715	-56	-7%
Burglary Residential		188	167	-21	-11%
Theft Of Motor Vehicles		130	113	-17	-13%
Other Violence against the person		12902	10704	-2198	-17%
Less Serious Violent Crime with Injury		3514	2757	-757	-22%
Criminal Damage (exc Arson)		1203	924	-279	-23%
Other Theft		792	603	-189	-24%
Other Offences		399	284	-115	-29%
Public Order		1460	959	-501	-34%
Total		22,072	18,095	3,977	-18%

LPT	Previous 12 Months	Last 12 Months	Difference	% Change
East Staffs	2053	1893	-160	-8%
Lichfield	1387	1258	-129	-9%
Tamworth	1375	1229	-146	-11%
Stafford	2046	1825	-221	-11%
Moorlands	1435	1275	-160	-11%
South Staffs	1400	1226	-174	-12%
SOT North	3424	2833	-591	-17%
Cannock	1966	1610	-356	-18%
Newcastle	2510	1781	-729	-29%
SOT South	4444	3152	-1292	-29%
Blank	33	20	-13	-39%

Domestic Abuse has decreased by 18 per cent compared to the previous year, linked to change to the principle crime recording for harassment and stalking offences since June 2023.

Hate (Crime only)

Offence	Only top Crime types shown	Previous 12 Months	Last 12 Months	Difference	% Change
More Serious Violent Crime with Injury		9	14	5	56%
Other Serious Sexual Offences		7	9	2	29%
Criminal Damage (exc Arson)		48	59	11	23%
Public Order		836	746	-90	-11%
Other Violence against the person		754	662	-92	-12%
Less Serious Violent Crime with Injury		116	75	-41	-35%
Other Theft		14	8	-6	-43%
Other Offences		15	8	-7	-47%
Total		1,819	1,635	184	-10%

LPT	Previous 12 Months	Last 12 Months	Difference	% Change
Blank	4	8	4	100%
Lichfield	86	101	15	17%
Tamworth	92	107	15	16%
Cannock	108	115	7	6%
Stafford	167	177	10	6%
SOT North	307	316	9	3%
South Staffs	119	117	-2	-2%
East Staffs	219	184	-35	-16%
Newcastle	153	121	-32	-21%
Moorlands	110	81	-29	-26%
SOT South	454	308	-146	-32%

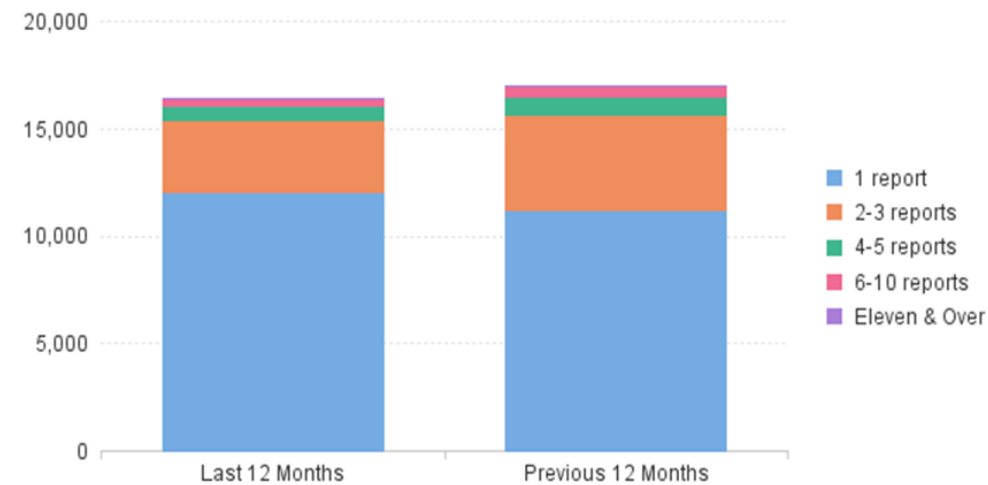
Hate Crime has decreased by 10 per cent compared to the previous year, the majority is Racial however this has decreased by 5 per cent (-62), Sexual Orientation has decreased by 14 per cent (-46), Transgender has decreased by 32 per cent (-24), Disability has decreased by 45 per cent (-89), while Religion increased by 30 per cent (+17) compared to the previous 12 months.

10.2 Domestic Abuse

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Number of Victims of Domestic Abuse (Crime & Non Crime)



Groups	Last 12 Months			Previous 12 Months		
	Victims	% repeats	Crimes	Victims	% repeats	Crimes
1 report	11939		11939	11143		11143
2-3 reports	3402	76%	7684	4386	75%	9991
4-5 reports	611	14%	2644	880	15%	3848
6-10 reports	352	8%	2513	483	8%	3447
Eleven & Over	90	2%	1429	133	2%	2017
Total	16394	27%	26209	17025	35%	30446

In the last 12 months, 73 per cent (11,939) of victims of domestic abuse made one report in a 12-month period, 21 per cent (3,402) of victims made two or three reports in the last 12-month period and six per cent (1,053) of victims of domestic abuse have experienced domestic abuse four or more times in the last 12-month period. These proportions have changed over the last 12 months with a higher proportion (+8 per cent) of victims only making one report of domestic abuse. The proportion of victims making two or three reports has also reduced (-5 per cent). There has been little variation in the proportion of victims reporting domestic abuse on four or more occasions.

Op Encompass

In February 2021, the force implemented Op Encompass, which notifies schools of children living with, or exposed to domestic abuse. Schools have automatically received 26,987 notifications regarding children following a domestic incident, although some children will have had of more than one notification sent in this period.

Outcomes:

In the last 12 months 11 per cent (2,153) of domestic abuse crime had a criminal justice outcome, of these 7 per cent were charged or had a postal requisition (1,280). Community resolutions have been utilised 325 times (2 per cent) for domestic abuse in the last 12 months. The CJ outcome rate has increased slightly (+1 per cent) compared to the previous 12 months.

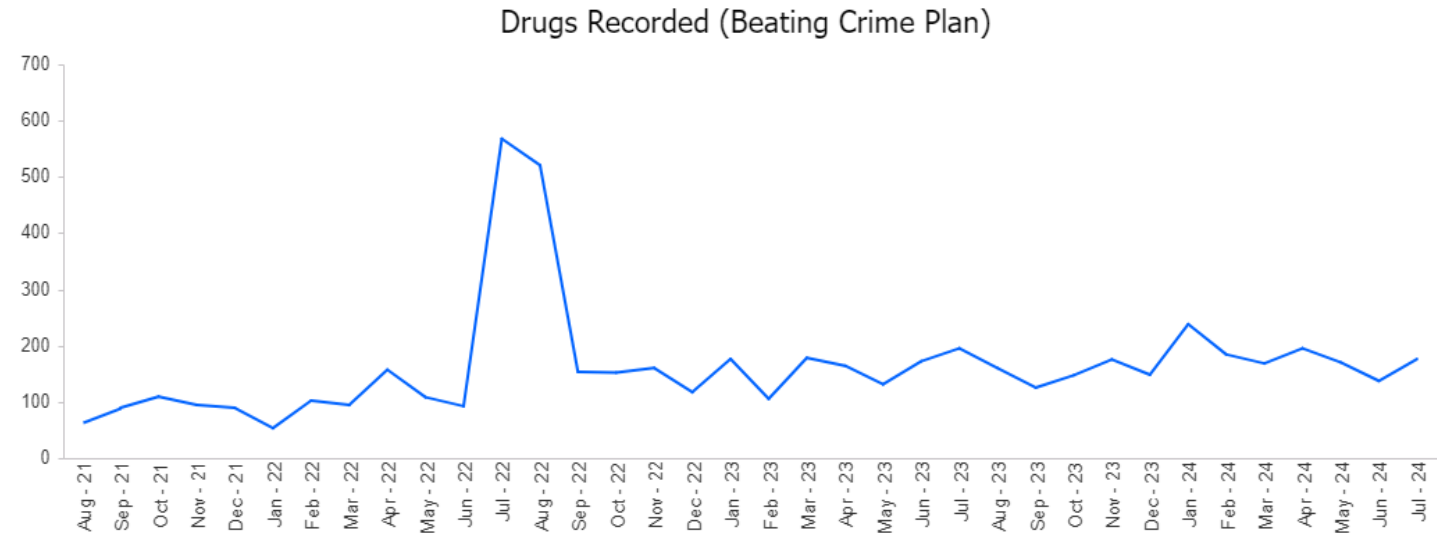
In the last 12 months the majority 56 per cent (10,979) of domestic abuse were outcome 16 (victims declines/withdraws support), and there was a 3 per cent decrease compared to the previous 12 months. In the last 12 months 24 per cent (4,689) of domestic abuse had an Outcome 15 (suspect identified – evidential difficulties) which has increased by 7 per cent compared to the previous 12 months.

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

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. Drugs is often a force priority with a number of significant operations in existence at any one time, tracked via force tasking and tackled through a combination of intervention and prevention work with partners. The work utilises local policing resources, Early Intervention and Prevention Unit (EIPU) and the Knowledge Hub, alongside proactive pursue targeting through operations and investigations owned by our dedicated proactive teams, tackling the highest levels of criminality and those causing misery to communities.



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 which led to the spike shown in the graph above.

Drugs - Recorded Crime	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Jan to Dec 2019)	Baseline Difference	% Change From Baseline
Other Drugs	80	56	-24	-30.0%	6	50	833.3%
Possess	1,454	1,498	44	3.0%	1,533	-35	-2.3%
Production	257	230	-27	-10.5%	115	115	100.0%
Supply	335	195	-140	-41.8%	258	-63	-24.4%
Drug Crime	2,126	1,979	-147	-6.9%	1,912	83	4.4%

County Lines

DEFINITION

Definition: County lines are gangs and organised criminal networks involved in exporting illegal drugs into one or more areas within the UK, using dedicated mobile phone lines. They are likely to exploit children and vulnerable adults to move and store drugs and money and use coercion, intimidation, violence and weapons.

The force had a successful county lines intensification week in March 2024.

The highlights of the week of action were:

- 34 arrests (15 of which went before the court)
- 10 people safeguarded
- 58 cuckoo addresses visited
- £2460 cash seized
- 9.9g of crack, 8 grams of heroin, 258g of cocaine, 1185 cannabis plants, 21199g of cannabis seized
- Knuckleduster / 2 machetes / 2 Zombie knives / 2 lock knives seized
- 6 drug lines seized

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, we continually scan for other county lines from other geographical areas. The main towns that continue to be impacted are Burton-upon-Trent, Cannock and Tamworth. All of these towns have high amount of class A users, good road networks and good rail networks.

There have been 125 arrests relating to county line offending in 2024 (Jan-August) compared to 112 for the same period last year, which demonstrates a level of consistency. We continue to work closely with the West Midlands county lines task force, whereby we now firmly focus on arresting the heads of the drugs lines, who sit in the West Midlands areas, which ensures that the line ceases being active and is brought to a successful conclusion at the earliest opportunity. This prevents further drug runners being recruited, arrested and then instantly replaced by another vulnerable person, who in turn is arrested. The line is dismantled at the earliest opportunity to prevent further vulnerable people being recruited/exploited.

There have been no firearms discharges / serious violence directly linked to county line activity, during this period, which is extremely rare, in comparison with other similar sized forces. This is mainly due to the continued targeting and management of the risks around our current lines.

We have maintained the mapped county lines in Staffordshire to ten or under for the past two years now, demonstrating that we continue to be relentless in ensuring Staffordshire is a hostile environment for county lines to operate in. The number of lines operating in similar areas within our region are significantly higher.

County 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. Organised cannabis cultivation constitutes poly criminality, including modern slavery and human trafficking (MSHT) with the majority of those arrested being Albanian nationals.

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. We are committed to improving our response to cannabis cultivation, ensuring Staffordshire is a hostile environment for such criminality.

Staffordshire has identified 80 cannabis cultivations under Operation Levidrome between 1 January 2024 and 31 July 2024, which include large-scale commercial or residential properties procured for the sole purpose of cultivation. Over 13,500 plants were seized with an estimated value of over £8m.

This criminality continues to cause an impact on resources and ability to service other demand.

Monkey Dust

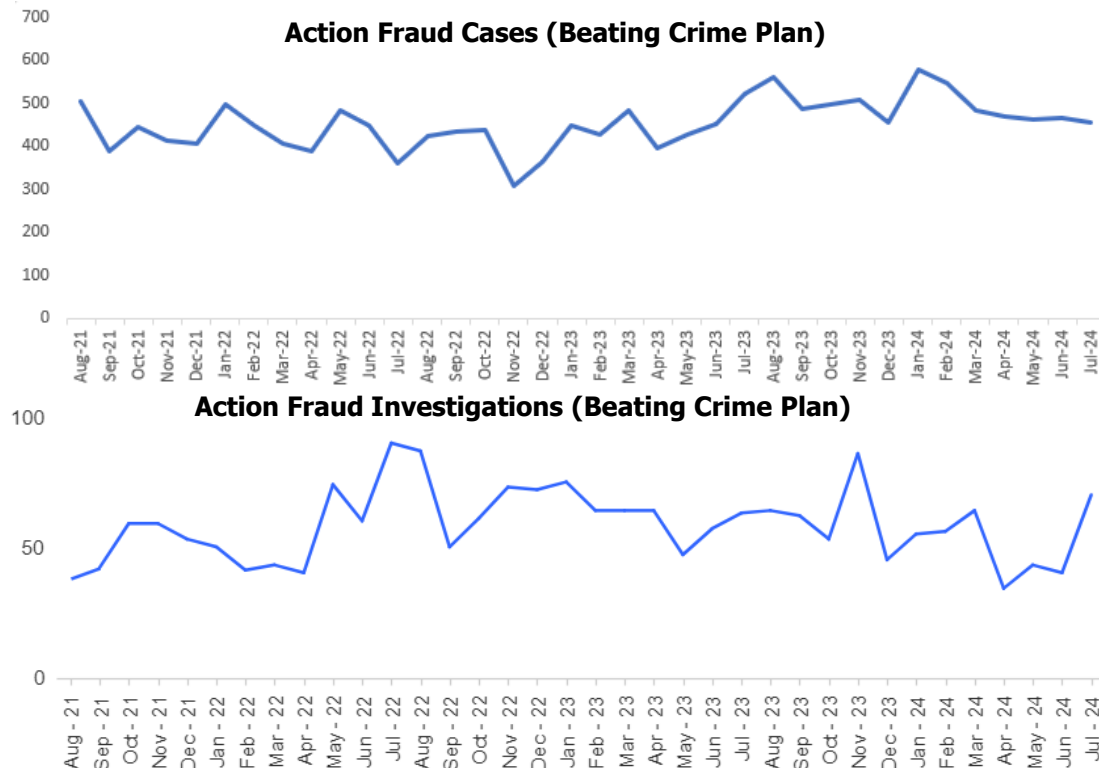
Monkey dust is a Class B substance which comes in the form of crystalline powder in a number of colours (white, off-white, yellow, pale brown, orange) that is most commonly smoked on a 'pipe' but can be swallowed. It is from a family of drugs known as substituted cathinones. Monkey dust is highly addictive 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.

- Ministerial involvement regarding reclassification has led to increased media interest and further working with local partners.
- The Home Office-led Advisory Council for the Misuse of Drugs (ACMD) are subsequently now creating a working group to assess via a harm assessment
- A tactical steering group is in place to address next steps to formulate an action plan to ensure a joined up and coherent referral pathway for users, providing rehabilitative options and support
- A research pilot has been agreed with Staffordshire University (Staffordshire Forensic Partnership) to widen understanding of depth and breadth, inform rehabilitation solutions and identify key local hotspots
- Recent significant border force seizures have led to arrests and intelligence-led street level disruption and enforcement continues.

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



Of the Action Fraud cases in the last 12 months reported by Staffordshire residents to Action Fraud, 15 per cent were identified as cyber-crime (this includes hacking and computer viruses/malware), and 85 per cent were identified as fraud (this includes online shopping and banking fraud)

The new recording system for fraud and cyber crime (FCCRAS) has been delayed until 2025 by the City of London. It is expected this system is likely to have a positive impact on quality of disseminations from Action Fraud, and this will likely have an impact on outcomes. How this will affect demand for Staffordshire Police at this time is unknown.

DEFINITION

Fraud - techniques used by fraudsters have a widespread impact. It includes the security of our online activity (e.g. fraudulent messages claiming to be from Government or business). Fraudsters are quick to adapt to change and exploit weaknesses in new systems or new technologies.

Cyber Crime – stealing personal information or hacking into business systems to use as ransom or disruption

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.

DCPP National Beating Crime Plan Indicators - Fraud	Previous 12 Months	Last 12 Months	12 Month Difference	12 Month % Change	Baseline (Jan to Dec 2019)	Baseline Difference	% Change From Baseline
Cases reported to Action Fraud	5124	5969	845	16.5%	4840	1129	23.3%
Fraud Investigations	790	683	-107	-13.5%	1099	-416	-37.9%
Proportion of cases investigated	15.4%	11.4%		-4.0%	22.7%		-11.3%

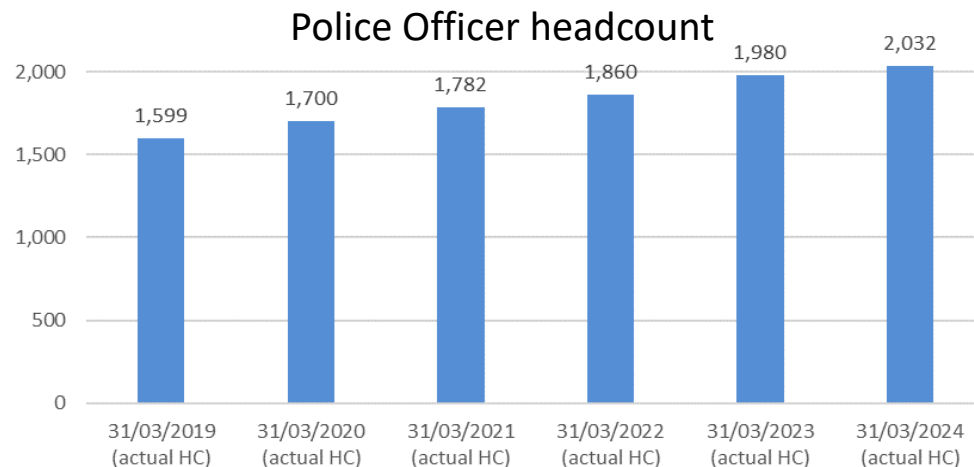
	Previous 12 Months	Last 12 Months	12 Month % Change	Baseline (Jan to Dec 2019)	% Change From Baseline
Fraud Outcomes					
CJ Outcomes	6.7%	6.9%	0.2%	11.6%	-4.7%
Diversions Activity (Outcome 22)	2.2%	0.3%	-1.9%	0.0%	0.3%
Other	25.2%	20.9%	-4.3%	13.6%	7.3%
Outcome 16	8.9%	12.6%	3.7%	9.0%	3.6%
Prosecution Prevented	0.1%	0.1%	0.0%	0.0%	0.1%
Unable to Progress Investigation	56.9%	59.2%	2.2%	65.8%	-6.6%

11.1 Workforce Update: Officer recruitment

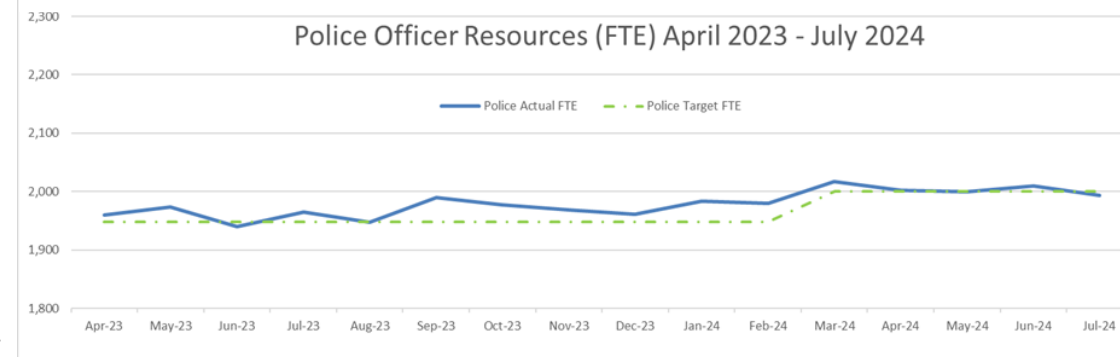
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- We achieved and exceeded our force full time equivalent (FTE) target of 2,000 officers, by 31 March 2024. The current focus is to maintain this level throughout the financial year, plus recruitment of additional temporary resources to support local policing.
- We have a continued focus on recruiting police officer transferees, with dedicated recruitment campaigns targeting specific roles (Detectives, Armed Response, Roads Policing etc). This will increase the level of experience within the force and assist in supporting, developing and mentoring new officers.
- Officer retention remains a big focus for us this year. The retention of knowledge, skills and experience is key in our pursuit of organisational excellence. Our retention strategy, includes a talent bank for retiring officers and 'Say and Stay' interviews to improve general retention of skilled and experienced staff. We offer a re-join scheme as well as opportunities for retiring officers to join as a special constable.
- The force is complying with the National Data Recording Standards and capturing more granular detail relating to officer leaving reasons. We have experienced a higher level of attrition of probationary officers compared to substantive officers, which is in line with the national trend and the high levels of recruitment over the last four years.
- We promoted 55 sergeants this year, with a further sergeants promotion process planned to start early in 2025
- There has been extensive recruitment for the Force Contact Centre and an uplift in staff numbers to help reduce the response time of our officers and to manage the high volume of calls we receive on a daily basis. We are already starting to see the impact of these changes with calls being answered quicker and reduced attendance times for high level incidents.



Police officer full-time equivalent (FTE) in March 2023 was 1,971 (excluding career breaks), and increased by 46.61 to 2017.61 by 31 March 2024. It is currently at 1,994.02 at 31 July 2024.



The current headcount as at the end of July 2024 is 2,012, with plans to recruit 103 officers by 31 March 25. New officers will join the organisation via a variety of programmes, and experienced officers via promotions, re-join and transferee programmes. The actual numbers shown in the chart are inclusive of precept investment since 2018/19, and the current prediction is to exceed the target by March 2025. We will do this by using a variety of attraction and recruitment initiatives including a blended mix of entry routes.

A priority for us over the last 18 months has been on increasing the number of detectives that we have, by utilising the range of detective entry programmes available to us. This has enabled us to increase detective capacity across the whole of the county and supported the implementation of a stand-alone Public Protection Unit with a focus on the protection of vulnerable adults and children. This transition is now well underway and we expect this to be fully resourced by the end of 2024.

Ethnicity

In Staffordshire, as of 31 July 2024, the force employs the following breakdown of black, Asian, mixed and other minority ethnic colleagues compared to the local population of 6.38 per cent:

- | | |
|--------------------------------------|--|
| • Whole force 4.27 per cent | A slight decrease of 0.06 per cent since July 2023 |
| • Police officers 4.03 per cent | A decrease of 0.19 per cent since July 2023 |
| • Police staff 4.23 per cent | An increase of 0.06 per cent since July 2023 |
| • Special Constabulary 7.41 per cent | An increase of 0.13 per cent since July 2023 |

Since July 2023, 8.29 per cent of police officers joining the force are black, Asian, mixed and other minority ethnicities.

Gender

In Staffordshire, as of 31 July 2024, the force employs the following breakdown of genders (compared to the female population of 50.5 per cent):

- Police officers – 62.52 per cent male and 37.48 per cent female - an increase of 1.13 per cent of female police officers since July 2023.
- Police staff – 35.86 per cent male and 64.14 per cent female – a decrease of 0.34 per cent of female police staff since July 2023.

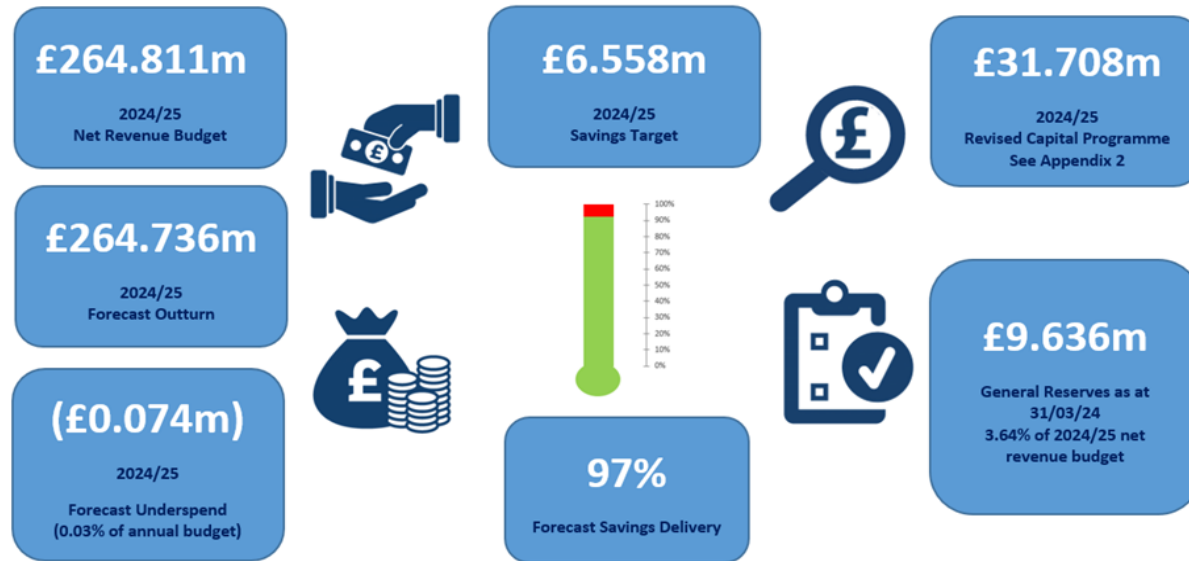
Since July 2023, 44.04 per cent of police officers joining the force were female.

11.2 Efficiency

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Financial monitoring is produced at group level (e.g. force plus the Office of the Police & Crime Commissioner). Below shows the executive summary of the financial position at the end of Quarter 1 for the 2024/25 financial year.

Staffordshire Police & Staffordshire Commissioner's Office Finance Update



As outlined in the above summary, the group is forecasting an underspend of £0.074m for the 2024/25 financial year, representing 0.03 per cent of the annual budget.

The position reflects the pay award as budgeted at 3 per cent for staff and officers. Since finalising the position, the officer pay award has been agreed at 4.75 per cent. At the time of writing, the staff pay award has not been confirmed, however this is also expected at 4.75 per cent. The Home Office has confirmed that funding will be made available to forces, with the exact details of this to be confirmed.

The force met its target to achieve 2,000 officers by the end of March 2024. The force will benefit again from funding through the Home Office's Additional Recruitment Scheme in 2024/25.

The savings target for the year is £6.558m with the current forecast delivery being 97 per cent; this will be kept under review throughout the year.

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 Strategy (MTFS).

Work has already commenced on the budget setting process for 2025/26.

The table opposite sets out the detailed revenue financial position showing the year to date and forecast outturn for the group for the 2024/25 year.

	Year to date			Forecast		
	Budget £'000	Actual £'000	Variance £'000	Budget £'000	Actual £'000	Variance £'000
Pay						
Police Officer Pay Costs	32,840	33,315	476	132,532	133,476	944
Pcso Pay Costs	2,247	2,235	(13)	8,762	8,671	(92)
Police Staff Pay Costs	18,181	17,962	(218)	75,688	74,722	(966)
Other Employee Costs	1,222	1,244	22	5,055	5,136	81
Police Officer Pensions	1,063	875	(189)	4,253	4,127	(126)
	55,553	55,631	78	226,291	226,132	(159)
Non Pay						
Repairs & Maintenance	11	24	13	44	46	3
Other Premises Costs	1,591	1,490	(101)	6,638	6,425	(213)
Vehicle Costs	1,109	1,221	113	4,523	4,647	124
Other Travel Costs	186	188	2	746	795	49
Operational Supplies & Service	1,914	1,373	(542)	7,439	7,736	297
Communications & Computers	3,238	2,991	(247)	13,723	12,526	(1,197)
Administration	503	687	184	2,137	2,154	17
Other Supplies & Services	80	121	42	1,689	1,648	(41)
	8,631	8,095	(537)	36,938	35,976	(961)
Contracted						
Third Party Payments	4,455	3,321	(1,135)	18,918	19,568	650
	4,455	3,321	(1,135)	18,918	19,568	650
Capital Financing						
Capital Financing Costs	6,608	6,131	(477)	7,970	7,462	(507)
	6,608	6,131	(477)	7,970	7,462	(507)
Income						
Grants & Contributions	(1,961)	(608)	1,352	(9,996)	(10,622)	(626)
Reimbursements	(1,368)	(1,402)	(34)	(6,039)	(6,281)	(242)
Sales, Fees & Charges	(293)	(257)	35	(1,276)	(1,206)	71
Other Income	(366)	(375)	(8)	(1,534)	(1,542)	(8)
	(3,988)	(2,642)	1,346	(18,845)	(19,650)	(805)
Funding						
Reserve Transfers	(655)	(191)	464	(6,291)	(4,753)	1,538
Use of capital receipts	0	0	0	0	0	0
Recharge direct to capital	0	0	0	0	0	0
Intra Group Transfers	0	0	0	0	0	0
	(655)	(191)	464	(6,291)	(4,753)	1,538
Unallocated Savings						
Unallocated Savings	(40)	0	40	(171)	0	171
	(40)	0	40	(171)	0	171
Total Revenue Budget	70,565	70,344	(221)	264,811	264,736	(74)

The underspend is shown in brackets

11.3 Value for Money

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Value for money (VfM) is a term defined (in the public sector) by the National Audit Office (NAO). The NAO 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.

The force has undertaken an analysis of the 2023/24 HMICFRS Value for Money profiles published in February 2024. This highlights the following:

National Comparison

Funding for policing has historically been low in Staffordshire, in 2023/24 it was the **15th lowest funded** force per population.

- Staffordshire has the **5th 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 the 3rd highest MSG FTE per population and 11th overall.
- Overall support functions overall are the **2nd lowest in the MSG** based on net revenue expenditure per population.

Finance (£ per capita) - by source

