

Report title: Police and Crime Plan Performance Measures – Quarter 2 2021/22	
Report to: Essex Police, Fire and Crime Panel	
Report author: The Police, Fire and Crime Commissioner for Essex	
Date: 9 December 2021	For: Noting and comment
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County Divisions affected: All Essex	

1. Purpose of Report

- 1.1 The purpose of this report is to provide an overview of Essex Police's progress in delivering the priorities set out in the Police and Crime Plan (as extended for 2020/21), based on data and other information to the end of September 2021.

2. Recommendations

- 2.1 That members of the Panel note and comment / seek clarity as appropriate on the content of the report and attached appendix.

3. Context / Summary

- 3.1 The attached quarterly report, produced by Essex Police and scrutinised at the monthly Performance and Resources Board chaired by the Commissioner, provides highlight reporting against the priorities set out in the Plan.

- 3.2 To put into context the circumstances in which these levels of performance were achieved:

- Emergency call handling demand was nearly 10% higher in Quarter 2 than in Quarter 1, but lower than during the same quarter the previous year. The number of non-emergency calls was 9% lower than in the previous quarter and 16% lower than during the same period last year. However other forms of contact, such as Live Chat and the online reporting facility for anti-social behaviour, increased.
- 5.6% more crime investigations were recorded and processed by the Resolution Centre during Quarter 2 compared with Quarter 1.

- 3.3 During Quarter 2, highlights with regard to performance include:

- The force continued to build on its success in diverting contact away from 101 where appropriate, in order to improve 101 call answering performance. 6,145

interactions were received via Live Chat during Quarter 2. This equates to an average of 66 contacts per day that would otherwise have been dealt with via 101. This is the highest volume since the service was launched. In addition, 754 online reports of anti-social behaviour were generated in Quarter 2, which is 101 more than during the previous quarter and also the highest volume since this alternative to calling 101 was introduced. Consequently, 101 calls were answered in an average of 4 minutes 3 seconds, which is a 22 second improvement compared with the same time last year. In addition, the abandonment rate of 101 calls to the Force Control Room fell slightly, from 26% in September 2020 to 21.8% in September 2021.

- Volunteer activity continues to be strong in the county. The headcount of the Special Constabulary was slightly higher at the end of Quarter 2 than at the same point last year (at 515 compared with 506), despite 13 Special Constables leaving during the quarter to join the regulars. In addition, 21 new Community Speed Watch groups were established during Quarter 2. The scheme now comprises 121 groups and 1,150 volunteers.
- Targeted work to tackle gangs and organised crime has continued, and there was a 50% increase in the number of organised crime group disruptions for the 12 months to September 2021 compared with the previous year. Operation Quaver, for example, targeted a drug line supplying cocaine in Southend, Hadleigh and Basildon. Eight warrants were executed across three properties and five vehicles, resulting in four suspects being arrested and 1.4 kilos of cocaine, 19 kilos of cannabis, a semi-automatic handgun and bullets, as well as £9,000 in cash being recovered. Further investigations also resulted in more criminal activity being uncovered.
- Additional funding has been secured to provide more support to repeat and vulnerable victims of rape and other sexual offences. Four additional Independent Sexual Violence Advisors (ISVAs) have been recruited as part of a targeted engagement pilot to provide bespoke support to these cohorts and improve their engagement with the criminal justice process. The pilot is due to commence in March 2022 and will be subject to an academic evaluation with a view to applying for permanent funding through the Big Lottery if successful.
- Whilst the number of anti-social behaviour (ASB) incidents for the 12 months to September 2021 was 18.2% higher than for the year to September 2019 (pre-Covid), September 2021 saw the lowest number of ASB incidents recorded in a month since April 2017. An Anti-Social Behaviour Board has been introduced to provide strategic oversight of activity to improve the recording of and response to ASB across the force, including implementation of the ASB Improvement Plan.

3.4 In terms of areas for continued focus:

- Although 101 calls into the Force Control Room were answered quicker, the average answering time for public calls into the Resolution Centre was 3 minutes 57 seconds, which is 9 seconds longer than during Quarter 1.
- 16% more people were killed or seriously injured following a road traffic accident in Quarter 2 of this year compared with the same period last year. 17 of the 228 were fatalities, compared with 15 during Quarter 2 of 2020/21. A total of 26 people were killed by road traffic accidents during the first half of this financial year compared with 17 in the first six months of the previous year. On

13 September, the Safer Essex Roads Partnership (SERP) launched the Vision Zero project, which adopts a Safe System approach to the ambition of delivering zero road deaths and serious injuries by 2040. The SERP's "Extra Eyes" campaign also continues to review an average of 320 incidents supported with footage each month, resulting in an average of 140 road users being prosecuted.

- There has been a 36% increase in Modern Slavery and Human Trafficking (MSHT) referrals in the 12 months to September 2021 compared with the year prior, partly due to officers being more knowledgeable about the potential signs of MSHT. Essex Police has worked hard to increase the number of referrals by engaging with hard-to-reach groups, thereby creating more opportunities to help vulnerable people. Each Local Policing Team has a designated MSHT point of contact to co-ordinate the sharing of information and learning from the centralised and dedicated Serious Crime Directorate with the local team. A large-scale conference is also being planned for the summer which will focus on modern day slavery and organised immigration crime. The one-day event will showcase the work undertaken in Essex and use this to exert influence both in Essex and nationally, as well as to raise awareness of MSHT, especially amongst businesses.

4. Appendices

Appendix 1 – Police and Crime Plan 2016 - 2021 Quarterly Update – Quarter 2 2021/22