



Inspecting policing
in the public interest

Crime inspection 2014

Lincolnshire Police

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How effective is the force at cutting crime?

Overall summary

Lincolnshire is a comparatively low crime area and crime has fallen in the county at a faster rate than across England and Wales as a whole over the last four years.

Lincolnshire Police has strong links with its communities, it works well with them and partner agencies to understand local priorities and concerns and provides a joined up response to victims. However we found that the approach to integrated offender management is weak.

HMIC remains concerned that the force's ability to investigate crime is being hampered by the way it manages investigations. There are delays in the process and inconsistencies in practices, which means that its ability to bring offenders to justice may be limited. However, restorative justice is used effectively to resolve investigations.

The force's approach to managing anti-social behaviour in the county is effective. It works closely with partner agencies to identify anti-social behaviour at an early stage, understand the risks and provide tailored support to victims and perpetrators.

This year, HMIC undertook an inspection into the crime data integrity of all 43 police forces, to determine the extent to which police-recorded crime information can be trusted at a national level. HMIC found Lincolnshire's approach to crime recording is good, with a high degree of accuracy. Individual force reports are available at <http://www.justiceinspectorates.gov.uk/hmic/>

How effective is the force at reducing crime and preventing offending?

Good

Lincolnshire is a comparatively low crime area across all crime. The county has seen greater reductions in crime than across England and Wales as a whole over the last four years.

The force has an effective way of understanding and assessing the main threats and risks to local communities. It works well with partners to develop joined-up responses making good use of available resources.

The force recognises the importance of improving victim satisfaction and the need to maintain effective contact with victims. The current level of victim satisfaction is broadly in line with the previous year's level, and is also broadly in line with the current England and Wales level.

How effective is the force at investigating offending?

Requires improvement

HMIC found that there are inconsistencies in the quality of investigations, reducing the chances of successful prosecution in some cases. Delays in the management of investigations are compromising the force's ability to investigate crimes effectively and provide a service to victims.

Lincolnshire Police makes extensive and appropriate use of restorative justice as a way of resolving selected investigations, in consultation with victims and with good, independent oversight.

There is considerable scope for Lincolnshire Police to improve its integrated offender management programme, which due to a lack of resources, is ineffective and applied only to a narrow range of offenders.

How effective is the force at tackling anti-social behaviour?

Good

Lincolnshire Police communicates effectively with the public, makes active use of neighbourhood watch and is building good links with harder to reach migrant communities.

Partnership working arrangements are good, and risks to victims are jointly assessed and managed. There are established referral mechanisms for referring the most serious cases of anti-social behaviour and young offenders.

Reported incidents of anti-social behaviour have fallen in Lincolnshire over the last year and public satisfaction levels remain broadly in line with the previous year's level. The force is working to understand and address possible underlying causes of this, which will enable it to further enhance the service it provides to communities.

How effective is the force at reducing crime and preventing offending?

Good

Officers working on the front line are frequently taken away from neighbourhood policing to help out with the demand for emergency response, and the service provided to those local communities is diminished as a result.

How effective is the force at investigating offending?

Requires improvement

The force's ability to measure the impact of its activity and to learn from what has worked is limited, although some development is taking place in this area.

How effective is the force at tackling anti-social behaviour?

Good

Introduction

This inspection looks at how effective police forces are at cutting crime. The public expects the police to reduce, prevent and investigate crime, bring suspects to justice and, in conjunction with other services and agencies, care for victims. To assess each force's effectiveness, we looked at three specific areas:

- How effective is the force at reducing crime and preventing offending?
- How effective is the force at investigating offending?
- How effective is the force at tackling anti-social behaviour?

Methodology

During our inspection we analysed data and documents from forces, and conducted in-force inspections. We interviewed the senior officers responsible for crime, neighbourhood policing and victim care in each force. We held focus groups with frontline police officers, investigators and police staff, and observed their activities first hand. We also reviewed 20 crime investigations in each force and interviewed heads of partner organisations such as local authorities. We focused on anti-social behaviour and the offences of: burglary dwelling; serious sexual offences; and violence with injury on this inspection. We chose to focus on these offences because they cover the areas of acquisitive and violent crime and the protection of vulnerable people. This has allowed us to make an assessment of how well the force treated the victim throughout the investigation – examining in particular how well officers gathered evidence and how well they were supervised.

Victims are at the heart of this inspection. Victims are entitled to a service from the police; this includes regular information about their case, an opportunity to provide an impact statement where relevant and to be consulted on potential criminal justice outcomes. When the police provide this service to victims, it increases victim satisfaction and builds trust and confidence in the police.

As part of this inspection, we considered how well forces deal with domestic abuse, alongside other offence types. HMIC published a report in March 2014 on how well forces tackled domestic abuse and provided support to victims. As a result of that inspection all forces were asked to provide an action plan setting out how they were improving services to victims of domestic abuse and we have reviewed the action plans developed by forces. The action plans have not informed the judgments made in these reports.

The crime inspection provides HMIC with the first opportunity to test whether the force's approach to improving how it tackles domestic abuse is beginning to have an effect and this forms part of our overall assessment of the force.

How effective is the force at reducing crime and preventing offending?

HMIC looked at how the leadership of the force deploys its resources to reduce the volume of crimes being committed, maximise the quality of victim contact, and ensure that the force focuses on community priorities while mitigating national threats.

We looked at how the force prevents crime, how it uses police tactics such as stop and search powers to prevent and detect crime and reduce offending. We also looked at how the police work with other agencies such as social services to reduce crime.

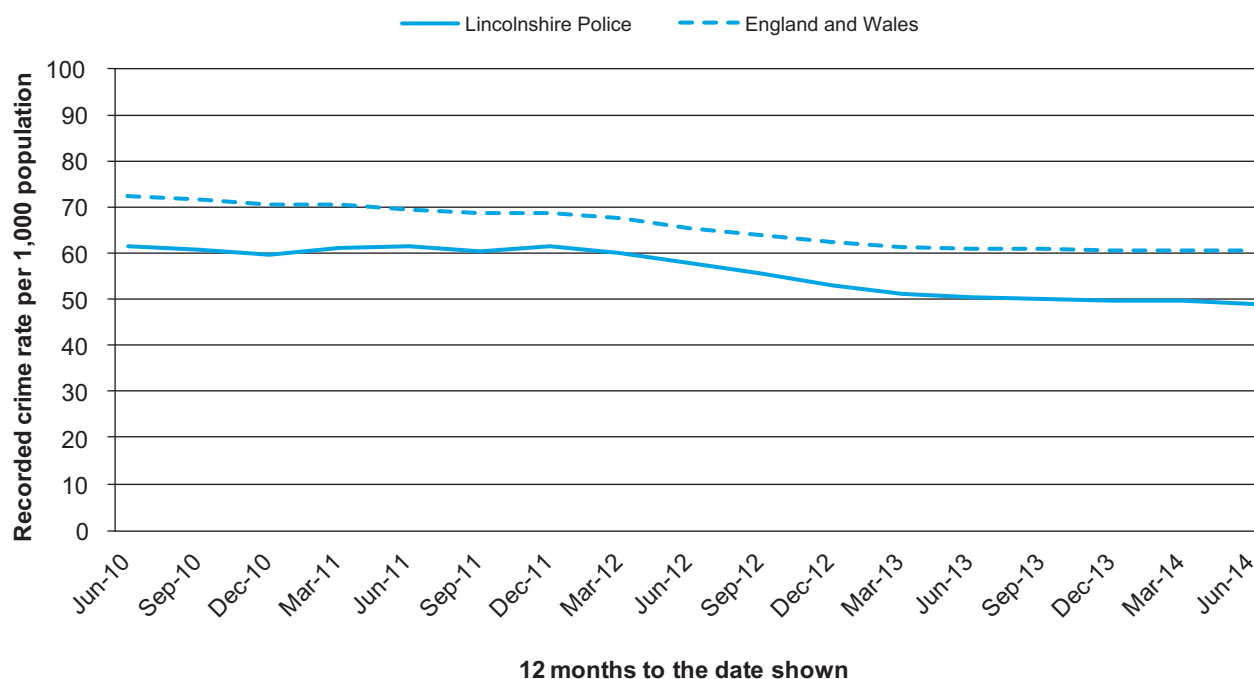
Crime

In 2010 the Home Secretary set a clear priority for the police service to cut crime. When compared with the 12 months to June 2010, recorded crime (excluding fraud) in the 12 months to June 2014 reduced by 20 percent in Lincolnshire compared with a reduction of 16 percent across all forces in England and Wales.

Over this period, victim-based crime (i.e., crimes where there is a direct victim such as an individual, a group, or an organisation) decreased by 20 percent in Lincolnshire, compared with a reduction of 16 percent across England and Wales.

During the 12 months prior to the end of June 2014, recorded crime (excluding fraud) in Lincolnshire reduced by 3 percent, compared with a 1 percent reduction across England and Wales.

Figure: Recorded crime rate (per 1,000 population) between June 2010 and June 2014.



By looking at how many recorded crimes and incidents of anti-social behaviour occur per 1,000 population, we get an indication of how safe it is for the public in that police area. The table below shows crime and anti-social behaviour rates in Lincolnshire (per 1,000 population) compared with the rest of England and Wales.

12 months to June 2014	Lincolnshire Police rate (per 1,000 population)	England and Wales total rate (per 1,000 population)
Crime excluding fraud	49.2	60.7
Victim-based crime	44.0	53.9
Sexual offences	1.0	1.2
Violence with injury	4.3	5.9
Burglary in a dwelling*	6.2	8.9
Anti-social behaviour incidents*	30.0	36.8

***Note that anti-social behaviour data is for the 12 months to March 2014 and the rate for burglary in a dwelling is the rate per 1,000 households, not population.**

We have chosen these types of crime to give an indication of offending levels in the force area. We are not judging the effectiveness of the force on recorded crime rates only. For information on the frequency of other kinds of crimes in your area, go to www.justiceinspectorates.gov.uk/hmic/crime-and-policing-comparator.

Lincolnshire's detection rate (for crimes excluding fraud) for the 12 months to the end of March 2014 was 26 percent, which was in line with the 26 percent for England and Wales.

The new crime outcomes framework was introduced in April 2014. It replaces a previous framework for recording how the police finalise investigations through what was known as 'sanction detections' (e.g. charges and/or summons). The new crime outcomes framework is designed to support police officers to use their professional judgment to ensure a just and timely outcome which reflects the harm to the victim, the seriousness of the offending behaviour, the impact on the community, and which deters future offending. Data on the full range of outcomes achieved as a result of investigations (not just detections but also, for example, community resolutions such as mediation known as restorative justice) will be available from July 2015 and used in future HMIC inspections.

Meeting the needs of the community

Lincolnshire Police has an effective way of assessing threat, harm and risk to local communities. It reviews this assessment annually, with the involvement of local authorities and other partners. Neighbourhood panel meetings are held regularly, where members of the public identify what matters to them at a local level, and the police prioritise their activity accordingly.

The force has analysed data from partner agencies on employment, migration, deprivation and other factors as well as crime. It has used this analysis to help determine where police officers should be based in order to address the most acute community needs, and public consultation is also part of this process. However this analysis has not been used – as it could be – to inform short-term deployment of officers or operational activity, which would enable the force to focus its resources with agility. The force is building towards a thorough understanding of its demands.

Daily management meetings are used to direct police activity and resources towards priorities, although these are not held at weekends, which means that opportunities may be missed to intervene quickly and apprehend offenders at the earliest possible moment. Moreover, ensuring neighbourhood resources are available and deployable is challenging as local beat officers are often taken away to work on response shifts to ensure that emergency and priority calls can be dealt with across the force area. This means that they are not always available for their main work in neighbourhoods.

Quality of victim contact

One of the most frequent causes of victim dissatisfaction with police services is not being kept informed by the officer as to the progress of an investigation. Victims of crime in Lincolnshire are given a say in how often they wish to be contacted by the police. The force has recently established a small team of dedicated staff, known as the victim care hub, who contact victims to ensure they are kept up to date with the progress of their cases.

In addition to this, the force carries out general surveys of victim satisfaction, and the results of these are passed to neighbourhood officer teams so that they can identify any actions needed.

An important measure of the impact of changes to service delivery for the public is how satisfied victims are with the overall service they receive when they seek police assistance. In the 12 months to the end of June 2014, Lincolnshire Police had a victim satisfaction rate of 84.3 percent (± 1.9 percent), which is broadly in line with the satisfaction rate in England and Wales of 85.0 percent (± 0.2 percent). Its current rate is broadly in line with the 83.5 percent (± 2.0 percent) recorded for Lincolnshire in the previous year.

Use of police tactics

Lincolnshire Police uses a variety of tactics to reduce, prevent and investigate crime. For example, offenders subject to curfews are monitored and persistent criminals are sent warning letters informing them that they are being targeted by the police. A spate of burglaries was successfully tackled jointly with the local authority, using its eviction powers as a disruptive tactic.

There are a number of well-established force operations which target preventive activity towards known and predicted crime spikes. These include Operation Galileo, which focuses on prevention and reduction of illegal hare coursing, and Operation Brompton, which is the force's response to metal theft. Such activities are supported by detailed analysis of the crime types and hotspot areas. These lead to reports known as problem profiles which enable the force to develop a range of preventive tactics, including the involvement of local authority and other agency resources where appropriate.

Lincolnshire Police has a well established process for identifying and managing organised crime groups. Investigators and neighbourhood officer's work together to disrupt and dismantle these groups, with ownership by neighbourhood teams encouraged. Policing activity is supported by force level resources, and subject to review from senior officers on a regular basis. The force reports that it is tackling child sexual exploitation and human trafficking as part of its response to organised crime.

The force makes good use of its automatic number plate recognition (ANPR) system. Although it does not have a dedicated ANPR intercept team, there is a good static and mobile ANPR camera infrastructure in the force area, particularly around the main arterial routes in the county. An intelligence support officer is located in the control room and this helps the force to gather intelligence on vehicles being used in crime and direct specialist operational officers.

Partnership working and information sharing

Lincolnshire Police uses an IT system called Sentinel to share information with partner agencies. This helps the force and its partners to develop a joined-up response to crime prevention and reducing anti-social behaviour, bringing all appropriate resources together to tackle local priorities and concerns. The system, however, is not used by a full range of partners and it is only accessible by neighbourhood teams.

There is good and effective joint work with partners to support high-risk victims and tackle repeat perpetrators of domestic abuse whose offending poses the most serious risk of harm to victims. A dedicated multi-agency hub for combating child sexual exploitation and finding missing children has recently been established by Lincolnshire Police. This is positive and demonstrates that the force has an understanding of – and responsiveness to – emerging crime types. However, the force has not shown the same level of commitment to its integrated offender management (IOM) programme. HMIC found that due to a lack of resources, integrated offender management in Lincolnshire is not sufficiently supported by police and partners to be fully effective.

Domestic abuse

In March 2014 HMIC published the results of its inspection of 43 forces on the effectiveness of the police approach to domestic violence, with a focus on outcomes for victims and whether risks to victims are adequately managed, this included clear recommendations for each force about improvements it should make. As a result of this inspection all forces were required to produce and publish an action plan setting out the steps they were taking to improve the services to victims of domestic abuse. This plan should demonstrate that HMIC recommendations are being addressed and also explain how:

- the leadership will ensure the changes necessary and hold the right people to account;
- the police response when a victim first contacts them (by a 999 call or by visiting a police station) and when they first attend the scene of the incident is improved;
- the force will ensure there is a high quality investigation of all domestic abuse crime;
- victims will be properly supported and offenders properly managed; and
- the training and learning provided to officers ensures they can give the best available response to the victim.

HMIC has made an initial consideration of the plan action plan submitted by Lincolnshire Police. We found that the force plan outlines activity to improve the force's response to victims of domestic abuse that is in line with agreed national priorities for forces.

The crime inspection provided us with our first opportunity to test whether changes in the forces' approach to domestic abuse were beginning to have a positive effect.

HMIC found evidence that Lincolnshire Police had made good progress in improving its response to domestic abuse. The force prioritises domestic abuse and is responsive to the needs of victims. It also has a high level of specialist investigative capability in this area, although this is reduced at weekends.

Summary

Good

- Lincolnshire is a comparatively low crime area across all crime. The county has seen greater reductions in crime than across England and Wales as a whole over the last four years.
- The force has an effective way of understanding and assessing the main threats and risks to local communities. It works well with partners to develop joined-up responses making good use of available resources.
- The force recognises the importance of improving victim satisfaction and the need to maintain effective contact with victims. The current level of victim satisfaction is broadly in line with the previous year's level, and is also broadly in line with the current England and Wales level.
- Officers working on the front line are frequently taken away from neighbourhood policing to help out with the demand for emergency response, and the service provided to those local communities is diminished as a result.

How effective is the force at investigating offending?

HMIC looked at the range of police tactics and powers used by the force to investigate offending, including how investigations are conducted, whether persistent offenders are diverted from crime and how people vulnerable to repeat crime are supported. We looked at how the force learns from experience in order to improve professionalism in operational practice and leadership.

Vulnerability, risk and victims

The force leadership is committed to providing a victim-centred approach, and staff at all levels understand the importance of meeting the needs of the victim throughout an investigation. The potential vulnerability of a victim is considered routinely and identified specifically in cases of domestic abuse and anti-social behaviour. However, we found that ways of identifying vulnerability are not as clear – or as closely adhered to by officers – for other crime types such as burglary and assault. With the exception of domestic abuse and anti-social behaviour cases, vulnerability is not always identified at the first point of contact for all victims of crime. Training on the revised Code of Practice for Victims of Crime has been provided to staff in a number of departments in Lincolnshire Police, for example, those working in public protection teams. There are plans in place to widen this training across the workforce in the coming months. Special measures for victims and witnesses required by the code, such as video links for intimidated witnesses making court appearances, are generally provided by the force when appropriate.

HMIC found that Lincolnshire Police demonstrates a progressive and mature attitude to restorative justice, which it uses extensively and appropriately as a way of resolving certain investigations. There is a clear and robust process for selecting cases which are suitable for restorative justice rather than a criminal prosecution. This is overseen by a scrutiny panel which includes a representative from the police and crime panel and a magistrate. The scrutiny panel ensures that restorative justice and other out-of-court disposals are not used in unsuitable cases such as very serious sexual offences, or with persistent offenders unlikely to respond to restorative methods. For example, it identified a small number of domestic abuse cases where offenders had been cautioned. The force policy now clarifies that restorative justice should not be used in cases of domestic abuse unless the circumstances are exceptional, and specific authorisation must be sought for every case. We had previously found that the views of victims were not being considered routinely in decisions to use restorative justice. During this inspection there is evidence that the efforts of the scrutiny panel are improving outcomes. Victims are consulted as part of the process and surveys are carried out with users of restorative justice to monitor their effectiveness, although there is still room for improvement.

Investigation

HMIC found that the quality of investigation in Lincolnshire is variable, with different approaches taken to planning and supervision. Domestic abuse and serious sexual offending are generally investigated thoroughly, with a high quality of service to victims. Supervision of investigating officers by sergeants is excellent on occasions, and sergeants peer review the investigations conducted by officers under a different line management chain as part of an initiative designed to identify good practice. However, investigation plans vary in terms of the level of detail entered on the system, making it difficult in some cases for supervisors to suggest lines of enquiry and ensure that victims are kept informed.

Detectives are trained to an adequate standard in investigation, but some struggle to complete their continuing professional development requirements. This is due to high workloads, and not all officers are given dedicated time for learning and development activity as part of their shift patterns.

Police community support officers (PCSOs) are often asked to attend crime scenes if police officers are unavailable. They receive training during their initial course and subsequently on refresher courses which provides them with: knowledge on how to preserve a scene; what considerations need to be made in identifying a scene, suspects, victims and witnesses; and where to get support.

HMIC is concerned to find that despite raising this issue previously, there are still frequent delays in the way the force allocates and deals with crime investigations. The crime management bureau (CMB) is outsourced to a private sector partner. The CMB processes and allocates crimes to officers for them to investigate. The delays lead to a backlog of crimes waiting to be allocated. This backlog of cases is being cleared by prioritising them, for example, by whether or not there is a named suspect or by the chances of being able to solve the crime. However, the system is not able to highlight when the victim of a crime is vulnerable and prioritise their investigation over others, although if vulnerability is identified at the first point of contact the police response and subsequent investigation is prioritised. The force has set up a way to resolve the backlog issues and progress has been made in reducing the time taken to allocate, resolve and finalise crimes. HMIC will continue to monitor this situation. The force has undertaken some work to analyse and understand the causes of delays in the CMB, and a plan has been implemented to address them. However, it remains the case that there are weaknesses in the force's capacity to investigate crime quickly and some victims are being kept waiting as a result.

It was reported during reality testing and focus groups that there are also delays of up to a year in examining computers seized at crime scenes, and of several months while mobile phones are analysed. This is compromising investigations and wrongly influencing decision-making. For example, bail conditions have been cancelled for some offenders because officers were unable to justify imposing such restrictions repeatedly over a period of months while they awaited the results of computer examination. The force recognises this issue and has started to re-prioritise activity to help improve this situation.

Tackling repeat and prolific offenders

Integrated offender management (IOM) programmes can be an effective way of the police working with a range of local partners, including the probation service, the department for work and pensions and housing providers to deal with serious and prolific offenders to manage their behaviour and prevent them from continually re-offending. We found that Lincolnshire's IOM programme is not working effectively. Due to a lack of resources, the IOM unit is poorly supported, and is only being used to tackle a narrow group of offenders. As of 31 July 2014, the force had 132 offenders under the IOM programme. There is a small, under-strength IOM team of probation and police officers co-located at two sites in Lincolnshire. A scoring matrix for offenders and risk management processes are in place, but there are few incentives for an offender to enter the scheme voluntarily, and there has been no analysis of which types of intervention plans are most effective. The force recognises that the scheme is not working as well as it should, and senior officers are closely involved in the development of plans aimed at exploiting its potential more fully.

According to the force's definition¹ Lincolnshire Police had 15 prolific offenders as of 31 July 2014.

¹ There is no standard national definition of who should be considered for integrated offender management. Lincolnshire Police decides who needs to be managed under this arrangement using their own scoring system.

Learning from experience

There is limited evidence that the force systematically evaluates what works and is potentially missing opportunities to share good practice and improve its services. The force conducts some analysis of crime patterns, but this is more frequent and extensive for anti-social behaviour incidents than it is for crimes. Some use is made of wider national learning in policing practice such as academic material and guidance from the College of Policing. Some reports are produced by force analysts showing the tactics used in a particular operation, but this data is not routinely analysed in depth to understand which tactics worked best, and why. Isolated pieces of learning are shared across the force, for example through the force newsletter, but there is no systematic or established approach to organisational learning. An understanding of what works is not retained centrally or shared consistently across the force to enable officers to continually learn from and improve upon the tactics and approaches used. The force has recognised the need to improve its approach and has invested in a continuous improvement team, which is providing an enhanced learning capability predominantly looking at improving internal processes and systems.

Recommendations

- Within three months, Lincolnshire Police should develop and commence the implementation of an action plan to improve the quality of investigations which will ensure that:
 - (a) investigating officers and police staff are aware of the standard required and have the professional skills and expertise to fulfil their duties;
 - (b) supervisors know what is expected of them in driving up standards;
 - (c) the right resources are targeted in the right areas; and
 - (d) there is appropriate monitoring and oversight of investigative quality.
- Lincolnshire Police should continue action to remove the backlog of crimes awaiting allocation and ensure appropriate monitoring and oversight of the process is established to improve service.
- Within three months, Lincolnshire Police should review the resourcing and process for prioritising the examination of telecommunication and computer equipment seized as part of criminal investigations. By March 2015 the force should commence the implementation of a plan improve the prioritisation and timeliness of these examinations.
- Within three months, Lincolnshire Police should review the operation and resourcing of the integrated offender management scheme and by March 2015 should develop

and have commenced the implementation of an action plan to improve performance in dealing with prolific offenders.

- Within six months, Lincolnshire Police should ensure that there are methods in place to:
 - (a) systematically review and evaluate the benefits from both current tactics and new crime fighting and anti-social behaviour initiatives; and
 - (b) share learning and good practice across the force.

Summary



Requires improvement

- HMIC found that there are inconsistencies in the quality of investigations, reducing the chances of successful prosecution in some cases. Delays in the management of investigations are sometimes compromising the force's ability to investigate crimes effectively and provide a service to victims.
- Lincolnshire Police makes extensive and appropriate use of restorative justice as a way of resolving selected investigations, in consultation with victims and with good, independent oversight.
- There is considerable scope for Lincolnshire Police to improve its integrated offender management programme, which due to a lack of resources, is ineffective and applied only to a narrow range of offenders.
- The force's ability to measure the impact of its activity and to learn from what has worked is limited, although some development is taking place in this area.

How effective is the force at tackling anti-social behaviour?

HMIC looked at how the force prevents and tackles anti-social behaviour, in particular the way victims are treated. We looked at the quality and consistency of victim contact across the force and whether victims of anti-social behaviour were dealt with in a comparable way to victims of other crimes.

Community contact and victim care

There is effective engagement with communities to identify what matters most to them, particularly in relation to anti-social behaviour. Lincolnshire Police uses a wide variety of methods for communicating with the public. These include Twitter, Facebook, the online Lincolnshire Alert messaging service and regular public meetings. These communication methods are used to inform communities of the results of initiatives, as well as to gather information about local concerns and priorities and to receive feedback on police services.

The force makes active use of its neighbourhood watch community, including farm watch, and has an extensive network of essential individuals who help relay information between the police and the public. Members of local migrant communities have been recruited as volunteers – this is helping the force to understand the needs of those communities, and tailor its approach to working with them accordingly.

Surveys are carried out to monitor the experience of those reporting anti-social behaviour to Lincolnshire Police and satisfaction has remained broadly stable. The force has carried out some analysis on the results, although this is not being used to continually refine the way in which the force tackles anti-social behaviour.

Partnership working

Anti-social behaviour is a clear priority for Lincolnshire Police, which has dedicated a number of officers to work within local authority premises. This has helped to generate and maintain a joint approach and focus on anti-social behaviour across statutory partners in Lincolnshire. At a neighbourhood level, PCSOs take ownership of anti-social behaviour issues and there is appropriate oversight of this by both community beat managers and sergeants.

The force and some of its partners use Sentinel, an IT system which enables the early identification of anti-social behaviour and which officers and PCSOs use to track cases over the longer term. Partner organisations also attend neighbourhood panel meetings, alongside representatives from local schools, care homes and housing providers.

Cases of anti-social behaviour involving the most vulnerable victims are referred to an anti-social behaviour risk assessment conference (ASBRAC). This process is used to ensure that the force's response to anti-social behaviour is co-ordinated with other interested parties such as registered social landlords and local authorities. The Lincolnshire ASBRACs also provide a forum for updating the community on action taken to address anti-social behaviour, or in response to public feedback.

There is a referral process for young offenders to the youth offending service (YOS) in Lincolnshire. Individuals are assessed and provided with support tailored to their needs, which, for example, might involve drug misuse with the aim of keeping them away from further offending. This diversionary activity is positive, with dedicated officers and PCSOs working alongside one another in the YOS and families working together teams. The force has provided training in restorative justice to volunteers, which has been well received by partners and is considered by them to have contributed to a reduction in the youth re-offending rate.

Improving services to the public

The force has adopted a clear approach to intervening early to avoid anti-social behaviour escalating. This involves attempting to resolve issues by sending warning letters or using anti-social behaviour contracts, before imposing anti-social behaviour orders or resorting to other tougher controls such as dispersal orders. This approach is proportionate, and the number of reported anti-social behaviour incidents in Lincolnshire has fallen over the last year. In the 12 months to March 2014, Lincolnshire Police recorded 21,747 incidents of anti-social behaviour. This is a reduction of 18 percent against the previous 12 months.

In the 12 months to the end of July 2014, Lincolnshire Police received reports from 8,743 victims of anti-social behaviour. However, a recent survey conducted by Lincolnshire Police indicates that satisfaction levels among those reporting anti-social behaviour incidents has declined, and the force is assessing this to pinpoint and address possible causes.

Summary



Good

- Lincolnshire Police communicates effectively with the public, makes active use of neighbourhood watch and is building good links with harder to reach migrant communities.
- Partnership working arrangements are good and risks to victims are jointly assessed and managed. There are established referral mechanisms for referring the most serious cases of anti-social behaviour and young offenders.
- Reported incidents of anti-social behaviour have fallen in Lincolnshire over the last year and public satisfaction levels remain broadly in line with the previous year's level. The force is working to understand and address possible underlying causes of this, which will enable it to further enhance the service it provides to communities.

What each judgment means

HMIC uses four categories for making judgments, two are positive and two are negative. The categories are:

- outstanding;
- good;
- requires improvement; and
- inadequate.

Judgment is made against how well the force cuts crime. In applying the categories HMIC considers whether:

- the way the force is cutting crime and reducing offending is good, or exceeds this standard sufficiently to be judged as outstanding;
- the force requires improvement in the way it cuts crime, and/or there are some weaknesses; or
- the force's effectiveness at cutting crime is inadequate because it is significantly lower than is expected.