DISTINCTIVELY LINCOLNSHIRE policing with PRIDE
Contact Us

Emergency

999
IN AN EMERGENCY

You should dial 999 if:

• someone’s life is in danger;
• someone is at risk of violence, or property is about to be damaged;
• a serious offence is in progress; or
• a suspect is at the scene.

Deaf/Hard of Hearing or Speech Impaired

999 Emergency
SMS/text number
Register at www.emergencysms.org.uk

18000 Emergency
Minicom/textphone number

67101 Non-Emergency
SMS/text number

18001 101 Non-emergency
Minicom/textphone number

Non-emergency

101
WHEN IT’S LESS URGENT THAN 999

Visit our website: www.lincs.police.uk

Email: If you know the name of the individual, you can email them:
firstname.surname@lincs.pnn.police.uk

Find your local policing team at www.police.uk

Report crime online at https://www.lincs.police.uk/OnlineReporting

Track your reported crime at https://www.lincs.police.uk/TrackMyCrime

Lost and Found Property

Most found property does not need to be passed to the police, it can be handed to the premises owner. Most lost property can be logged via www.reportmyloss.com.

Find us on

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Twitter
Instagram
YouTube
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Our Communities

From the invention of the tank to remote deployment of drones, the armed forces have a long history in Lincolnshire and continue to have the largest RAF presence in the country including the RAF officer training college, the RAF Red Arrows and the Battle of Britain Memorial Flight.

Our communities are a mix of rural, coastal and urban. Lincoln is our main city with the remainder of the population spread between rural, coastal and market towns, villages and hamlets.

Lincoln University has nearly 14,000 students of 100 nationalities and is growing.

The agriculture and food sector employs 27,000 people and the county grows a quarter of all the crops and vegetables in the UK.

From the unique Fens landscape to the Wolds area of outstanding natural beauty, the area covers 2292 square miles, including around 50 miles of coastline, 1178 square miles of agricultural land and 5500 miles of roads.

There are 20 million visitors to the Lincolnshire coast during the year bringing £1.37 billion to the economy and policing demand rises by almost 30% in the summer months.

The first Butlins holiday camp was opened in Ingoldmells in 1936 and the area is home to the largest number of caravans in Europe.

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The first Butlins holiday camp was opened in Ingoldmells in 1936 and the area is home to the largest number of caravans in Europe.
A Typical Day in the Life of Lincolnshire Police

**ONGOING DEMAND**

- Over 900 calls received, of which 240 are 999s
- 110 crimes recorded, only 12% of the calls we receive
- 54 thefts, 23 violent crimes, 14 damages, 9 vehicle crimes, 4 sexual offences and 3 house burglaries dealt with
- We continue to disrupt 22 Organised Crime Groups.
- We continue to manage 1006 Violent and Sexual Offenders with specialist partners.
- Last year we tackled 957 Domestic Abuse Cases with specialist partners.

**INCOMING DEMAND**

- Over the last year we were involved in more than 1100 planned events across Lincolnshire.
- Last year we provided 149 officers to 32 major incidents across the UK.

**Proactive and Reactive Safeguarding Work:**

- Over 900 calls received, of which 240 are 999s
- 54 thefts, 23 violent crimes, 14 damages, 9 vehicle crimes, 4 sexual offences and 3 house burglaries dealt with
- We continue to disrupt 22 Organised Crime Groups.
- We continue to manage 1006 Violent and Sexual Offenders with specialist partners.
- Last year we tackled 957 Domestic Abuse Cases with specialist partners.

- 60 incidents of anti-social behaviour dealt with
- 6 persons charged to court
- 35 arrests made
- 6 persons voluntary interviewed under caution
- 10 reports of missing persons received
- 6 stop searches carried out, resulting in one arrest
- 25 road traffic collisions attended
- 35 concerns for safety responded to
Our Mission

To empower and involve communities working to prevent and reduce harm.

I see the role of policing in our county as playing a leading part in making the lives of our public as safe as possible.

For over a hundred and fifty years, we have policed Lincolnshire, preserving the rule of law; keeping the public peace; intervening where harm takes place in people’s private lives; and increasingly having a role in the safety of the digital world. This plan is a look forward over the coming five years and sets an ambitious vision of the future.

I am committed to supporting the aims of the PCC’s Police and Crime Plan. Distinctively Lincolnshire and the delivery plans underpinning it are designed to ensure that the force focuses on the four principles of the Police and Crime Plan; Community safety and prevention in partnership; Listening, responding and being accountable; Protecting and supporting victims and the vulnerable; and Policing that works.

I have two broad goals for Lincolnshire Police: to provide a service that meets the expectations of our communities; and to support our staff to feel healthy and valued. Being better at managing demand and clearer about the levels of service the public should expect will go hand-in-hand with providing the right tools to get our people into the right place at the right time. Supporting our people in their wellbeing; physically, mentally and how they feel valued, is vital to achieving our mission for the public.

Bill Skelly
Chief Constable
Purpose and Priorities

We are totally committed to making Lincolnshire an even safer and better place to live, work and visit.

**PUBLIC**
Ensuring our physical presence in neighbourhoods remains the bedrock of policing

**PRIVATE**
Recognising the vulnerability of victims of abuse and violence in their own homes and working with others to tackle this

**DEMOCRATIC**
Upholding the law fairly and firmly, supporting the criminal justice process and protecting democracy and civil rights

**DIGITAL**
Preventing and investigating crimes committed in the digital world and maximising opportunities for engagement with our online communities
Public

Ensuring our physical presence in neighbourhoods remains the bedrock of policing.

Where we are now

- Our neighbourhood teams are well embedded in communities.
- We deploy our police officers and police community support officers to resolve problems, reduce crime and focus on improving community safety.
- We work well with our partners; reaping the benefits of shared resource, knowledge, and skills that benefit the people of Lincolnshire.
- We understand threat, risk and harm and utilise our resources to reassure and protect.
- We recognise the most vulnerable in our society and work with partners and communities to focus on areas of need.
- We work hard to ensure our resources are there when they are needed – in the right place and at the right time.
- We understand the importance of early intervention and prevention.
- We engage well with our communities and listen to and respond to their concerns.
- Visible reassurance is important to us and is focused on areas of high need, threat or harm.

Looking ahead, we will

- Better understand our demand and become more flexible about our use of resource to meet it.
- Seek to reduce crime in the first place, working hard to better understand crime, offenders, and victims, reducing repeat and first time victims.
- Recognise the impact of crime and the increased vulnerability placed on our rural communities and work with them for solutions.
- Ensure resources are in place to tackle high risk incidents such as child sexual exploitation, hate crime and human trafficking.
- Secure specialist resources capable of deployment to terrorist risks both inside and outside Lincolnshire.
- Maintain effective and integrated Neighbourhood Policing teams.
- Focus on areas where we can benefit our communities most.
- We will continue to work closely with partners to ensure that those suffering with Mental Health Illness who come into contact with the police are not unnecessarily criminalised.
- We will work with partners to ensure that no person who is detained under the Mental Health Act is brought to a police station as a Place of Safety by ensuring adequate provision in the Health Sector.
Private

Recognising the complex nature of crime within the home and family environment and working with others to better understand and intervene more effectively.

Where we are now

- We are getting better at understanding how harm happens in private and providing an effective response that meets the needs in the private space.
- We are getting better at looking at the long term impact of domestic violence and abuse but need to join up with others in a way that prevents future victims and how we prevent future offences and reduce victims.
- We are working hard to recognise early signs of vulnerability and abuse and then intervene in an effective way.
- We are learning from our community in respect of their fears and concerns and working to mitigate risk and harm.
- When things go wrong we review and repair, ensuring we embrace a culture of continuous improvement rather than blame.
- We listen to our victims, witnesses and offenders to better understand what happens in private so as to inform how we improve our service.
- We have effective relationships with key partners, we share critical information and work together to safeguard.

Looking ahead, we will

- Work with communities and partnerships to help people move towards a safer life.
- Create an environment in which people seek support and guidance before things have gone wrong.
- Develop a strategy that identifies and helps inform actions to reduce repeat victims.
- Work with our communities to better understand their complex needs and the reasons for things going wrong.
- Develop our understanding of national best practice in respect of private crime with a view to developing the tools to enable the individual and communities to prevent crime.
- We strive to ensure that offenders are aware of their restrictions and ensure that we are in a position to manage them along with partners to reduce reoffending and prevent future crimes.
Digital

Preventing and investigating digital crime whilst realising the potential of the digital world for policing and engaging with our communities.

Where we are now

• Our response to crime in the digital world is growing but we recognise that there is much work to be done.
• Working with partners to engage and educate those most vulnerable in how they protect themselves, recognise risk and reporting crime.
• Developing all our staff to understand the digital world (risks and benefits), ensuring they have the skills to protect and support our community.
• Using the digital world to capture and analyse data, informing our decision making, improving our efficiency and effectiveness.
• We have created greater capacity to investigate through our online investigative teams and our enhanced capability to scrutinise crime scenes for digital traces.
• We are committed to investigate and tackle Serious and Organised Crime committed through digital means.
• Our digital presence is growing and we intend to sign post our presence through ‘virtual yellow jackets’ in social media and cyber space, embedding our presence in the digital world for both reassurance, enforcement and prevention.

Looking ahead, we will

• Create greater capacity to investigate serious and organised digital enabled crime.
• Embed our presence in the digital world for reassurance, enforcement and prevention.
• Embrace the digital world to engage with our communities, capturing their views and concerns.
• Maximise the potential of the digital work in respect of investigations, particularly forensic opportunities.
• Utilise the digital world, social media and other networks to warn and inform our communities, sharing information in respect of threat, risk and harm in ‘real’ time.
Democratic

Upholding the law fairly and firmly, supporting the criminal justice process and protecting democracy and civil rights.

Where we are now

- We listen and respond to the needs of our diverse communities.
- We support communities to become more cohesive, strong and resilient.
- Our criminal justice process is sound and has integrity.
- We use police powers ethically, morally and according to the rule of law.
- We protect democracy, respecting and protecting civil rights.
- We engage and work with locally elected people who represent their communities.
- We work closely with wider community partners including business groups, charities and other third sector providers.
- We aim to develop our Independent Advisory Groups, focusing on diverse issues ranging from hate crime through to rural crime.

Looking ahead, we will

- Contribute to the reformation of the criminal justice system to better support victims and witnesses and more effectively manage offenders.
- Continue to engage and listen to our communities, ensuring we are responding to their needs.
- In conjunction with the PCC develop the argument for continued collaboration across blue light services within the county and across key stakeholders operating within criminal justice, and health and social care.
- Further devolve police powers where this will benefit our communities.
- Get better at understanding the diversity of our communities.
- Contribute to the development of young people in our communities.
- Continue to support and protect the right of lawful protest.
Our People

Where we are now

- We have a loyal committed workforce
- The ethnic diversity of our people does not fully reflect the communities we serve, in particular we do not have enough officers and staff from Eastern European communities.
- Our sickness levels for police officers is at the national average for the police service.
- Our police officer workforce is primarily full time working variable shifts as required by the force.
- Our police staff workforce are largely employed on a traditional weekday, nine to five basis.

Looking ahead, we will

- Trust our people, recognising and valuing their skills and expertise in all aspects of our business.
- Encourage a positive and supportive workplace, empowering our people to talk about mental health and wellbeing confidently, by doing so we hope to reduce levels of sickness absence.
- Be bold in our workforce planning – recruiting, building and training our workforce to reflect the distinct needs of Lincolnshire.
- Seek to develop a more flexible workforce of officers and staff that can meet our varying demand at certain times of the week and across the year.
- Be an attractive employer to those with a passion for public service, offering flexible contracts that suit diverse needs.
- Fully consider the equalities and operational impact of the national developments that require qualifications for police officers at all levels.
- Offer opportunities to those who want to and are suitable for specialisation or progression to leadership roles.
- Create new opportunities for our police staff to operate at more senior levels where it is clear that the roles do not require warranted powers.
- Maximise the use of designated powers to police staff, volunteers and our partners to increase the county’s resilience.
Our Technology

Where we are now

- We are the leading force in the country in providing access to our data to frontline officers via mobile data terminals.
- Using mobile data we have now commenced a number of process automation systems that reduce bureaucracy in key areas such as stop and search, road traffic collisions and victim contracts.
- We lead the broadest police data sharing programme in the country bringing together incident data from the five East Midlands forces and recently adding the City of London Police.
- We are assessed as one of the leading forces for the security and quality of our data and offer services to other forces to cleanse their data records.
- We have provided the public with an alternative police contact method through the online reporting tool enabling efficiencies in crime reporting.
- We are unable to provide a solution where we can digitally capture, review and process unstructured data i.e. public and private CCTV footage.
- Our force data infrastructure is not fit for operational policing purposes. Connections between our sites cannot cope with the existing traffic flow and will be put under greater strain as requirements increase.
- The quality of our ICT equipment across the force is ageing and does not enable modern working practices outside of the mobile data terminals programme.

Looking ahead, we will

- We currently have old contact and control room systems that limit flexibility and efficiency.
- We have started to make some use of drones to support policing operations.

- Invest in technology to maximise the presence of our frontline staff in communities.
- Maximise and integrate the functionality of our current technology.
- Enable better data sharing between systems and partners with the right access to information at the right time.
- Improve our use of automated systems to reduce bureaucracy.
- Replace our contact and control room systems to maximise flexibility and efficiency and enable better policing.
- Use technology to improve and enhance our policing operations and techniques including physical technology such as drones.
- Review and improve force technology infrastructure.
- Further enhance agile working so that systems are available whenever and wherever they are needed.
Our Assets

Where we are now

- We have 52 sites across the county that provide good coverage and presence in the heart of our communities.
- A number of our sites are not fit for purpose either being too large or with restrictive layouts and facilities.
- Our vehicle fleet is large enough to provide for most operational needs but lacks the diversity required in a rural and coastal county such as Lincolnshire.

Looking ahead, we will

- Maintain an estate that grounds our physical presence in communities and facilitates effective partnership working. Specifically, we will seek to co-locate with partners making better use of the wider public estate.
- Ensure our assets are fit for purpose and flexible to meet future demands.
- Continuously look to improve our assets, being fleet of foot where opportunities arise.
- Provide a vehicle fleet that reflects the urban and rural nature of our county.
- Seek a sustainable estate and fleet through implementation of carbon reduction initiatives.
Our Communities and Partnerships

Where we are now

• We are in a regional collaboration for armed and roads policing, dogs, operations support and specialist detective teams.

• Our partnership with neighbouring forces provides cost-effective forensic capacity.

• Our Blue Light partnership with Lincolnshire Fire & Rescue and East Midlands Ambulance Service has created opportunities for co-location to improve efficiency including the creation of a ‘Blue Light Campus’ in Lincoln.

• We are a partner of the Lincolnshire Community Safety Partnership that aims to reduce the number of people killed and injured on county roads. We currently have 83 Community Speedwatch Schemes in place.

• We have ten Community Policing Inspectors across the county. Their teams sit on local Neighbourhood Policing Panels, where the community set local priorities for issues affecting them.

• Our Independent Advisory Group helps us to be accountable to our local community and includes scrutiny of our use of stop and search.

• We are actively engaged with schools and young people through our police cadet teams, the JPCOs scheme and the ‘MiniPolice’ initiative.

• Operation Repeat is an example of partnership work with volunteers, carers and Trading Standards to reduce and prevent doorstep crime among vulnerable and elderly victims.

• We have a well-developed and reliable volunteer workforce, who provide support to operational colleagues, keeping communities safe and connecting the organisation to the communities it serves.

Looking ahead, we will

• Look for new partnerships that complement our geography and make the most sense for us to provide the best service possible.

• Provide designated powers to enable others to play a larger role in making our communities safer.

• Create an environment of healthy challenge when we are filling gaps left by other services.

• Better engage with the voluntary sector and non-statutory partners to explore different approaches that could enhance the safety and security of our communities.

• Direct people to the most appropriate help where others are best placed to provide it.

• We will continue to work in partnership with the Crisis Care Concordat and other Mental Health Partnership arrangements to ensure that those suffering with Mental Health Issues are dealt with in the most appropriate way, and respecting their esteem at all times.
Budget and Resources for Policing Lincolnshire

### Sources of Funding 2017/18

- **Police Grant**: £57.9 Million
- **Legacy Council Tax Grants**: £6.8 Million
- **Specific Grants**: £1.1 Million

**Central Funding**

- Police Grant: £57.9 Million
- Legacy Council Tax Grants: £6.8 Million
- Specific Grants: £1.1 Million

Total Central Funding: £65.8 Million

- **Council Tax**: £46.4 Million
- **Reserves**: £3.9 Million

**Local Funding**

Total Local Funding: £50.3 Million

**Total Funding**

Total: £116.1 Million

### Budget 2017/18

- **Police officer**: £34.5 Million
- **Police staff**: £30.3 Million
- **PCSO**: £15.4 Million
- **Other employment costs**: £18.7 Million
- **Other staff**: £16.2 Million
- **Strategic Partnership**: £10.1 Million
- **Running costs**: £12.5 Million
- **Regional collaborations**: £1.7 Million
- **Other**: £2.0 Million

### Spending 2017/18

- **Frontline (Local Policing, Dealing with the Public, Road Policing, Investigations, Investigative Support and Operational Support)**
- **Support Functions**
- **Criminal Justice Arrangements**
- **Central Costs**

- **Public Protection**
- **Intelligence**
- **National Policing**
- **Police and Crime Commissioner**

This chart shows planned expenditure, illustrating that two thirds of our spending is on our people. The Strategic Partnership represents 19% of our spend which includes both staffing and running costs.

This chart shows the proportion of money we spend on the main areas of our activity based on estimates for 2017/18. These categories are defined by the Home Office and HMICFRS as a good indicator of police activity.
Social Responsibility

Where we are now

• We are proud to police Lincolnshire.
• The majority of our workforce and volunteers are residents of Lincolnshire and take an active part in their local communities.
• We work with our partners and voluntary organisations to promote and participate in volunteering in our communities.
• As a large employer in Lincolnshire we value our staff and encourage volunteering activities especially through our promotion processes and volunteering opportunities.
• We have a limited programme of energy efficiency measures currently being implemented across our estate.

Looking ahead, we will

• Seek to find ways of increasing opportunities to work for Lincolnshire Police across the whole county rather than just Lincoln and Nettleham.
• Deliver further energy reduction initiatives covering our estate.
• Use technology such as vehicle telematics to identify ways to operate more efficiently.
• Develop the use of electric and hybrid vehicles across our fleet anticipating the longer term phasing out of petrol and diesel vehicles in the decades ahead.
• Seek to use Lincolnshire businesses to deliver services within the constraints of national procurement.
• Maintain a physical presence in all of our current locations but seek to develop shared property opportunities with other local partners to minimise the cost to the local taxpayer.
• We will have an organisation that recognises equality and diversity, making this a place that any person from our communities would be proud to work for.
Other Useful Contacts

Hate Crime could be harassment, bullying, violence, name calling, attacks on property or exploitation. If you’ve experienced or seen it, don’t put up with it. Report it.

Citizens Advice Bureau
Citizens Advice provides free, confidential and independent advice to help people overcome their problems.
Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Lincolnshire Community and Voluntary Service
LCVS is a charity working in a variety of ways to support the health and wellbeing of communities and individuals.
Website: [www.lincolnshirecvs.org.uk](http://www.lincolnshirecvs.org.uk)

Pegasus
Pegasus is a database that helps people with disabilities make contact with Lincolnshire Police.
Website: [https://www.lincs.police.uk/contact/contacting-us-if-you-have-access-needs/](https://www.lincs.police.uk/contact/contacting-us-if-you-have-access-needs/)

National Domestic Violence Helpline
The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women’s Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.
Telephone: 0808 2000 247
Website: [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)
Other Useful Contacts

District Councils
For reports and enquiries including noise nuisance, anti-social behaviour and community safety

<table>
<thead>
<tr>
<th>Council</th>
<th>Website</th>
<th>Telephone</th>
<th>Out of Hours</th>
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<tbody>
<tr>
<td>Boston</td>
<td><a href="http://www.boston.gov.uk">www.boston.gov.uk</a></td>
<td>01205 314200</td>
<td>01205 362151</td>
</tr>
<tr>
<td>Lincoln</td>
<td><a href="http://www.lincoln.gov.uk">www.lincoln.gov.uk</a></td>
<td>01522 881188</td>
<td></td>
</tr>
<tr>
<td>East Lindsey</td>
<td><a href="http://www.e-lindsey.gov.uk">www.e-lindsey.gov.uk</a></td>
<td>01507 601111</td>
<td></td>
</tr>
<tr>
<td>North Kesteven</td>
<td><a href="http://www.n-kesteven.gov.uk">www.n-kesteven.gov.uk</a></td>
<td>01529 414155</td>
<td></td>
</tr>
<tr>
<td>South Holland</td>
<td><a href="http://www.sholland.gov.uk">www.sholland.gov.uk</a></td>
<td>01775 761161</td>
<td></td>
</tr>
<tr>
<td>South Kesteven</td>
<td><a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a></td>
<td>01476 406080</td>
<td></td>
</tr>
<tr>
<td>West Lindsey</td>
<td><a href="http://www.west-lindsey.gov.uk">www.west-lindsey.gov.uk</a></td>
<td>01427 676676</td>
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Lincolnshire County Council
Website: [www.lincolnshire.gov.uk](http://www.lincolnshire.gov.uk)
For reports and enquiries relating to:

<table>
<thead>
<tr>
<th>Service</th>
<th>Telephone</th>
<th>Out of Hours Emergencies</th>
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<tbody>
<tr>
<td>Highways and Planning</td>
<td>01522 782070</td>
<td>01522 782333</td>
</tr>
<tr>
<td>Flooding</td>
<td>01522 782082</td>
<td></td>
</tr>
<tr>
<td>Adult Care Services</td>
<td>01522 782155</td>
<td>01522 782333</td>
</tr>
<tr>
<td>Children’s Care Services</td>
<td>01522 782111</td>
<td>01522 782333</td>
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Call 101 if emergency outside office hours
Our Performance Summary

Our performance is graded externally by HMICFRS¹ (Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services) through the PEEL (Police Effectiveness, Efficiency, Legitimacy) framework.

The results for 2016 were:

**Effectiveness**
How effective is the force at keeping people safe and reducing crime? GOOD

**Efficiency**
How efficient is the force at keeping people safe and reducing crime? GOOD

**Legitimacy**
How legitimate is the force at keeping people safe and reducing crime? GOOD

**Local Performance²**
Public confidence, satisfaction and crime reduction.

- 63% of respondents to the CSEW said that Lincolnshire Police do a good or excellent job.
- 82% of respondents to the Victim Satisfaction survey were satisfied with the response they received.
- 2016/17 saw 3.9% increase in crime compared to 10% rise nationally.
- We have 3rd lowest level of recorded crime per 1000 population across the Country.

¹ For the latest HMICFRS inspection results refer to https://www.justiceinspectorates.gov.uk/hmicfrs/
² For the latest Local Performance information visit the Lincolnshire Police website www.lincs.police.uk
Values and Behaviours

Our officers, staff and volunteers are privileged to carry out roles that directly affect the communities they serve. We expect the very highest levels of professional conduct and it is everyone’s responsibility to deliver to this standard.

The Code of Ethics sets the standard for policing nationally. In Lincolnshire we have long been committed to policing with PRIDE and all of our officers and staff are required to demonstrate their professionalism, respect, integrity, dedication and empathy in everything they do.

We are creating an organisation that says sorry when things go wrong. When a mistake is made, we put it right and learn from it. Every officer and member of staff is entrusted to do the right thing.

We encourage a positive and supportive workplace. The physical and mental wellbeing of those that work for Lincolnshire Police is important not simply for their own health but also because it benefits the public through the service they receive.

PRINCIPLES OF PRIDE

Professionalism
...consistently demonstrating the highest standards of occupational practice and behaviour

Respect
...showing consideration and courtesy to our community and our colleagues and respect for our Force

Integrity
...showing honesty, openness and fairness in the way we behave

Dedication
...being caring and committed to delivering excellent services

Empathy
...being able to see things from another’s point of view and show understanding