



Devon & Cornwall
Police Authority

NEWS & INFORMATION 2 / 2007

Police Authority meeting and news

The Police Authority met on 16 February 2007. At the meeting, Members were required to determine the revenue budget requirement, capital programme and council tax levels for 2007-08 along with the associated financing issues.

Members debated the difficult balance between setting a budget that provided for the maintenance of the existing numbers of police officers but was not at risk of being capped by the Government, and also the balance of providing neighbourhood policing and protective services. They also welcomed the fact that uniformed officer numbers had increased by 1000 since 1999/2000 and that efficiency savings of £5.1m had been identified without impact to front line policing.

Following the debate, Members resolved that the budget and budget requirement for 2007-08 be £256,803,556, which would result in an increase of 11p per week per council tax band C household.

At the meeting, Members also considered and approved the draft Annual Policing Plan 2007-08 and Strategic Plan 2007-10, and associated policing targets for 2007-08. 2007-08 was the last year that an annual plan would be produced. From 2008-09 the plan would be a perpetual one, updated year on year.

The majority of the content of the plans is required by legislation and as a result they are bulky documents. Because of this, they will be published on the Police Authority and Constabulary websites. Members welcomed this initiative as a valuable contribution to the 'green agenda'. Hard copies of the plan will be made available on request.

Call handling

There was an uplift in performance in November and December 2006 and this trend continues in January 2007. Over 1,100 emergency 999 calls were answered in target on New Year's Day compared to an average of 600 calls answered in target on any other day. 92.63 per cent performance result was achieved for 999 calls on New Year's Eve.

Over 1,000 additional calls were received in the Force enquiry centre (FEC) in December 2006 compared to December 2005. During December a performance improvement of 5.8 per cent over November was achieved, and this is a continuing trend.

999 demand continues to rise month on month but performance has remained consistent, the current annual performance is 84.49 per cent answered within 10 seconds.

Your views count

Issues raised at all police authority liaison meetings are shared with senior Police Officers within the Devon and Cornwall Constabulary. One such issue raised recently was that there was a perceived loss of public respect for the Devon & Cornwall Constabulary. As a result of this, the following action and response was received.

Action: To restore public respect for the Devon & Cornwall Constabulary. The new chief constable commenced his duty on 15 January 2007 and by 2am he was engaged in a series of unannounced visits across the Force. On the same day he sent out a message to all our staff including the following comments: "a key part of my new job will be to help to rebuild the trust and confidence that we have in each other and in our ability to give the public the very best police service possible." That evening he gave a media interview in which he made clear his intention to restore confidence in the Force.

The chief constable leads a Force of approximately 6,600 police officers, members of police staff and Special Constables. They are supported by volunteers, contracted workers and many partner agencies. All of these people are committed to delivering the best possible service to the people of Devon and Cornwall and between them they deal with approximately 1,700 incidents and 400 crimes per day. Our current rate of overall satisfaction is 78per cent; the aim of all our staff is to give the highest level of satisfaction at all times and this will be a focus on the year ahead.

Policing targets 2006-07

Force performance against the 16 performance targets set for 2006-07 was reported at the meeting of the Police Authority on the 16 February. The following may be of interest:

The force has the ninth lowest crime rate in England and Wales, and the fourth lowest rate in the most similar family

Target 1 – to achieve at least an 80% level of service users who are satisfied overall with the service provided by the police.

The latest survey shows an upturn in the performance over the April survey although still below target. The Citizen Focus Strategic Group (and delivery group) are progressing areas for improvement including victim packs, aide memoires, call handling and how to change the culture around service delivery. Performance year to date is above the equivalent period last year (1.7% points higher this year).

Target 13 – to achieve a minimum of 60% of uniformed operational officers time spent on visible activity. This year-end target has been achieved. An improvement of 1% over last year was recorded.

Target 15 – to reduce anti-social behaviour through achieving a minimum of 3% reduction in criminal damage.

Criminal damage has seen a continued increase throughout most of 2006/7, before stabilising over the last few months. Based on current performance the lowest expected year-end total will still be around 9% above the year-end target. The work of the volume crime group in this area will improve performance.

For details of performance against all 16 targets, please refer to the Chief Constable's report which can be found at: <http://www.dcpa.police.uk/how/fullauth/meetings/160207.html> or by request to the Police Authority.

How to contact the Police Authority

You can contact the Police Authority at

PO Box 229, Exeter, Devon EX2 5YT

Telephone - 01392 268333

Fax - 01392 268330

Or via the website:- www.dcpa.police.uk

How to contact the Police

GENERAL ENQUIRIES (24 HOURS):

08452 777444

*To report crime or criminal damage
To request police advice or attendance
To be connected to a police station*

999

*When life is at risk, Offenders are nearby
Someone is injured, Immediate action is required*

Minicom Users
Crimestoppers
Website

01392 452935
0800 555111
www.devon-cornwall.police.uk