

**Devon and Cornwall Police Authority Meeting
7 December 2007**

Open for the purposes of FOI
Report of the Deputy Chief Constable

PERFORMANCE REPORT

Recommendation(s):

- (i) That the Authority notes the contents of the Report.

Introduction / Summary

1. This report summarises the performance activity of the Devon and Cornwall Constabulary to meet the targets set by the Authority in its Annual Plan and uses iQuanta to benchmark with most similar forces.

Iquanta Families

2. A recent consultation process was undertaken by the Home Office regarding the most similar families. The move towards Assessment of Policing and Community Safety (APACS) in 2008/9 has given an opportunity to revisit the way the family of similar Forces and BCUs are created, and a change in family groupings is likely in 2008/9. It is expected the results of this consultation will be available in the next month, along with the revised families for use next performance year.

APACS

3. The Force is expecting within the next 2 weeks the consultation paper for the introduction of APACS, including the list of Statutory Performance Indicators (SPIs) the Force will be monitored against.

Performance

4. **Team and Individual Performance** - A key area for performance improvement is the ability to measure team and individual performance, for both activity undertaken and quality of work. An initial pack has been produced for review and discussion with appropriate personnel and is seen as a key driver for future performance management improvements. The team performance of Crime Investigation Teams (CIT), Neighbourhood and Response officers is now available on the Force intranet, with individual performance data being provided on request to line managers only.
5. **User Satisfaction** - The overall user satisfaction trend has continued to rise in 2007/08 reaching 83.1% between April and October 2007. The target is 82%. Since the beginning of the financial year, this information has been collected through telephone surveys, following national guidance. In the 12 months to June 2007, the Force has risen to 27th (out of 43) for overall satisfaction, though remains 8th (out of 8 forces) within its family of most similar forces (MSF). The Force is now 4th nationally for satisfaction of victims of racist incidents and 1st its MSF. The weakest areas for the Force have revolved around the investigation of a crime at the scene, with dissatisfaction concerning follow-up information and actions taken. Further data around satisfaction and dissatisfaction has been reviewed and it is highlighted that overall dissatisfaction usually comes

from treatment, actions taken and lack of empathy with a victim's situation. Where respondents identify concerns they are returned to the officer in the case for appropriate action.

6. **British Crime Survey (BCS) Crime** – BCS Crime has continued to decrease in 2007/08 with a reduction of 10.0% in April to October 2007 compared with the same time period in 2006/07. This has equated to a reduction of 4,507 crimes and the performance has exceeded the force target of a 5% reduction. The Force places 4th in the family of similar Forces for BCS crime. Reductions in crime have been noted throughout the BCUs, and many Sectors. Mid Devon has seen a large increase in crime year to date – largely due to performance in the first few months of the year, although recent crime levels have fallen in recent months.
7. **Sanction Detections** – The Force has achieved a sanction detection rate of 27.8% of total crimes in April to October 2007, which is above the 27% Force target. Individual BCUs are predicted to achieve close to the target, though this will be more challenging for Plymouth. The Force is 24th of 43 Forces for sanction detections for total crimes and in the middle of its Most Similar Family (MSF). There is an increasing trend in performance, mirroring that of the MSF. The Force places in the top quartile of its MSF for burglary and robbery detections and the middle quartile for vehicle crime and violent crime detections. The introduction of the Crime Investigation Teams (CITs) and the sanction detection improvement plan are assisting the performance uplift in this area.
8. **Plymouth BCU – Violent Crime Sanction Detections** – Violent Crime sanction detections remain in the bottom quartile within the Most Similar Basic Command Unit (MSBCU) for Plymouth BCU although in recent months have seen an improving trend. A peer review has occurred with the BCU, with a number of areas for potential improvement identified. Additionally, the BCU has a variety of improvement plans in place to direct staff in the right activity, and has moved the performance regime to fortnightly. The BCU has also made changes to the Domestic Violence team, adopted a more intrusive Senior Management Team (SMT) performance management regime and have re-aligned CSI / CST (Crime Scene Investigator/Crime Scene Technician) processes to result in an increase in forensic hits.
9. **Forensic Activity** - Scenes of Crime Officers (SOCOs) have achieved a 13.3% scene attendance rate during October against overall crime. The SOCO attendance rate has lowered since July due to a change in the data source in line with Home Office classifications and also additional work being undertaken as the Force implements SOCRATES. It is anticipated the Force forensic conversion rate of identifications to detections will exceed 50% in the near future, and that more scenes attended would lead to more recoveries of evidence. The Force has recently been subject to an audit of Forensic Data and is expected to achieve high gradings with data accuracy. The anticipated benefits and projected outcomes of forensic activity following SOCRATES roll out have been completed, lining best practice to the 3 year achievement of top quartile performance.
10. **Workloads** - Data is available showing crime workloads across the operational framework. The BCUs workloads are lower than previously for Response teams, and are generally equivalent across the BCUs. On average response officers carry 5.4 number of crimes and Crime Investigation Officers carry 9 number of crimes.
11. **Major Crime Sanction Detections** – The Force has achieved a sanction detection rate of 35.9% for 'major' crime in April to October 2007. This is an increase of 3.2 percentage points on the same time period in 2006. The Force target of exceeding a 10 percentage point increase has not been met. Rape detections have remained low at 15.9% and these offences account for 37.6% of 'major' crime. A rape detection improvement plan has been developed to improve this area of

performance, including the use of the Sexual Offence Liaison Officers (SOLOs) and Sexual Assault Referral Centres (SARCs).

12. **Domestic Violence** - The Force level target is to increase domestic violence related crime detections by 5% to 45.4%. A 5.1% point increase has been recorded year to date. A performance improvement plan is in place and being monitored both through our Continuous Improvement Database and at the Chief Officer Group meetings.
13. **Proceeds of Crime Act 2002 (POCA) Performance** - A review has been undertaken around the POCA action plan and strategy with recommendations for the rest of the year and the future. In line with this a number of lead indicators have been developed to gain an understanding of potential recovery and activity levels in this area. Consultation has taken place with local financial investigation teams. April to October 2007 the Force has £277,699.39 value of assets recovered. The Force is also monitoring active investigations and it is estimated that the amount of assets to potentially be recovered will reach £3.2 million by the end of the year, against a Force target of £2.3 million. However, the actual receipt of the asset value is dependent on the court process.
14. **BCS Criminal Damage** - The Force has achieved a 9.9% reduction in criminal damage in April to October 2007 against a target of a 2% reduction (1905 fewer crimes).
15. **Violent Crime in a Public Place** A 3.4% decrease in violence in a public place has been recorded, against a target of a 3% reduction.
16. **Persistent Young Offenders** - The Local Criminal Justice Board (LCJB) linked target of reducing the arrest to sentence time for persistent young offenders (PYO) is being actively managed within the Force, with new recording and tracking mechanisms in place to ensure management of these offenders through the processing requirements. Performance has improved significantly over recent months, to 55 days (provisional September figures) between arrest and sentence. This is against a stretch target of 65 days set by the LCJB.
17. **Sickness** Sickness levels within the Force are decreasing, although in 2006/7 the Force received low grades in the PPAF consultation (Good Deteriorate Police Officer and Poor Stable for Police Staff) and provisional iQuanta data shows poor performance comparisons. A thematic review of attendance management is currently being undertaken to understand fully the issues in this area.

Contact: for further information

Tony Melville

Deputy Chief Constable

Telephone 01392 452022

E-mail tony.melville@devonandcornwall.pnn.police.uk