

Devon and Cornwall Police Authority Meeting

11 December 2009

Open for the purposes of FOI

Joint Report of the Acting Deputy Chief Constable and the Chief Constable

PERFORMANCE REPORT**Recommendation(s):**

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| (i) That the Authority notes the contents of the Report. |
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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 against other forces performance.

Review of Performance - October 2009

2. **Confidence & Satisfaction:** The overall satisfaction rate for the 12-month period November 2008 to October 2009 is 84.9%. There has been a generally increasing trend in victim satisfaction since December 2008, although current performance remains below the 86% target level. The Force is currently ranked 19th out of the 43 Forces in England & Wales for overall satisfaction and 3rd within its most similar group (MSG) (in the 12 months to 30th June 2009). 80.6% of victims of racist incidents were satisfied with the overall service received for the 12-month period November 2008 to October 2009, the Force is currently ranked 24th nationally and 3rd within its MSG. Latest data shows an overall increasing trend in the satisfaction level since June 2009 after a period of stable performance following a long term decreasing trend. 95.9% of victims were satisfied with the ease of contacting someone who could assist, which is above the Force target with a continuing improving trend. 79.7% of victims were satisfied with the overall service received as victims of Anti-Social Behaviour, remaining just below the 80% target.

The Force has expanded the use of the 'You Matter We Care' booklet in recent months. This gives crime prevention advice, enables officers to explain what will happen in the investigation of the crime, and provide useful guidance to victims. It has been shown that victim satisfaction improves significantly if officers make appropriate use of the booklet, explaining clearly the next steps they will be taking in the investigation.

77.4% of people agree 'that the local police and council are dealing with anti-social behaviour and crime that matter in this area' (November 2008 to October 2009), which is below the target of 84%. National performance as measured by the British Crime Survey (for the 12 months period to June 2009) places the Force 16th nationally for this confidence measure (at 49.2%). It is this measure that is the Home Office's mandated single target for confidence. The target set by the Home Office is 65.2% by March 2012, with an interim target of 61.2% by March 2011.

The Force has developed a confidence model, identifying the key drivers of confidence, and the behaviours expected of officers and staff to improve confidence in policing. These link in the areas of engaging fully with the community, treating people fairly, dealing effectively with crime, alleviating ASB in local communities and most importantly telling people what we have done. A significant communications strategy is in place to improve performance in this area.

Longer term areas of the 2012 program have been identified to have a positive impact on satisfaction and confidence, including implementation of the operational policing, public services and people strategies.

- 3. Tackling Crime** – Recorded Serious Acquisitive Crime has reduced by 16.4% during the period 1st April 2009 to 31st October 2009, compared to the same period the previous year, exceeding the 2% reduction target. All Serious Acquisitive crime groups continue to show a reduction for the period. The Force currently ranks 5th nationally and 2nd within its MSG with respect to Serious Acquisitive Crime levels. The 15% reduction target for Serious Violent Crime is not being met, with an increase of 59.9% recorded during the period 1st April 2009 to 31st October 2009. This equates to an increase of 263 crimes on the same period in 2008/09 and is largely in the crime type of wounding or causing GBH with intent S.18 (an increase of 179 crimes over the same period last year). In contrast, Assault with Less Serious Injury has fallen by 9.6% (606 crimes) from 1st April to 31st October 2009 compared to the same time period last year.

The Force has a Steering Group specifically co-ordinating the work in improving performance around violent crime, implementing the detail contained within the Home Office Violence Action Plan and Homicide Reduction Strategy. A number of proactive pieces of work have been undertaken in this area, including visits to the top 10 license premises in each policing area, potential offender profiling and visible policing in known crime areas.

- 4. Positive Outcomes** – For 2009/10, a positive outcomes target was set, encompassing offences brought to justice (OBTJ) and restorative justice outcomes. The target set was for 33% positive outcome of all offences, with an expectation that at least 30% of all crimes would be Brought to Justice. The Positive Outcome rate is 35.9%. This is now above the 33% target for the first time since its inception. The lead indicator for performance in this area is the sanction detection rate, which during the period 1st April 2009 to 31st October 2009 was 30.1%. Once these offences are brought to justice, further increases are expected in the overall positive outcome rate. Year to date within the Force, 1468 restorative justice outcomes have been delivered (2.6% of recorded crime).

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