

Devon and Cornwall Police Authority Meeting

12 February 2010

Open for the purposes of FOI

Joint Report of the 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

2. **Confidence & Satisfaction:** The overall satisfaction rate for the 12-month period January 2009 to December 2009 is 84.9%. Over the past 12 months there has been a generally increasing trend in victim satisfaction, although current performance remains below the 86% target level. The Force is currently ranked 17th 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 September 2009). An increase of 1.5%pts would be required for Devon & Cornwall Constabulary to obtain a top 10 position nationally. 80.5% of victims of racist incidents were satisfied with the overall service received for the 12-month period January 2009 to December 2009, the Force is currently ranked 18th nationally and 3rd within its MSG. An increase of 4.2%pts would be required for Devon & Cornwall Constabulary to obtain a top 10 position nationally. 95.8% of victims were satisfied with the ease of contacting someone who could assist, which exceeds the Force target. The Force is currently ranked 13th nationally and 1st within its MSG in this aspect, an increase of 0.2%pts would be required to obtain a top 10 position nationally. 79.7% of victims were satisfied with the overall service received as victims of Anti-Social Behaviour, just below the 80% target.

77.6% of respondents to the public survey agree 'that the police and local council are dealing with anti-social behaviour and crime that matter in this area' (January 2009 to December 2009), which is below the target of 84%. National performance, as measured by the British Crime Survey (for the 12-month period to September 2009), places the Force 35th nationally for this confidence measure (at 46.9%) a decrease of 19 places and 2.3%pts compared to the 12 months to June 2009. 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.

There are a number of both short and long-term areas of work aimed at improving performance in the areas of confidence and satisfaction. Short term, the Force has expanded the use of the 'You Matter We Care' booklet. 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. Similarly, a detailed confidence model has been developed, giving clear behaviours expected of employees to improve the confidence in the police in dealing with crime and anti-social behaviour. 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 16.8% during the period 1st April 2009 to 31st December 2009, compared to the same period the previous year, exceeding the 2% reduction target. All Serious Acquisitive crime groups showed a reduction during the period. The Force is currently ranked 4th nationally and 1st 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 51.7% recorded during the period 1st April 2009 to 31st December 2009. This equates to an increase of 307 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 204 crimes over the same period last year). In contrast, Assault with Less Serious Injury has fallen by 10.5% (837 fewer crimes recorded) from 1st April 2009 to 31st December 2009 compared to the same time period last year. This results in an overall decrease in Violence with Injury of 6.1% (the new PSA target).

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 to achieve a 33% positive outcome rate, with an expectation that at least 30% of all crimes would be Brought to Justice. The Positive Outcome rate for the period 1st April 2009 to 31st December 2009 is 36.5%, exceeding the 33% target. The OBTJ rate also exceeds the target level at 33.4% of Total Crime whilst the number of Restorative Justice disposals, 2186, is the equivalent of 3.1% of Total Crime. The lead indicator for performance in this area is the sanction detection rate, which during the period 1st April 2009 to 31st December 2009 was 30.0%.

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