

Devon and Cornwall Police Authority

13 February 2009

Open for the purposes of FOI

Joint Report of the Deputy Chief Constable and the 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 other forces performance.

April to October 2008 Performance

2. **Confidence & Satisfaction:** In the 12 month period of January 2008 to December 2008, 82.7% of respondents were satisfied with the overall service provided by Devon & Cornwall Constabulary. Performance has stabilised and continues to remain below the target of 86%. The Force is placed in 13th position nationally (out of 43 forces) for overall satisfaction and 2nd within its most similar group (MSG) (in the 12 months to September 2008). The satisfaction level of victims of racist incidents is showing a deteriorating trend and remains below the target of 86%, with performance in the 12 months to December 2008 at 80.3%. The Force is placed 9th nationally for racist incident satisfaction and 3rd within its MSG (12 months to September 2008). In the 12 months to December 2008, 92.1% of respondents were satisfied with the ease of contacting someone who could assist. Performance in this aspect has stabilised and remains below the target of 94%. Devon & Cornwall Constabulary sit in 30th position nationally and 5th within their MSG (12 months to September 2008).

The first 7 months of telephone public surveys indicate that 80.7% of people agree that 'the police and local council are dealing with anti-social behaviour and crime that matter in this area', above the target set at 40% and showing an increasing trend in performance. National performance as measured by the British Crime Survey (for the past 3 quarters to June) places the Force 4th nationally for this confidence measure.

There are a number of both short and long-term areas of work aimed at improving performance in this area. Her Majesty's Inspectorate of Constabularies (HMIC) have advised the Force on national good practice and key areas of delivery, with the Force working up the Public Service Strategy for long term performance delivery. In the short-term, the Force is concentrating on vehicle crime satisfaction, with each vehicle crime victim being contacted within 24 hours of their crime report by the local BCU Support Team, and also receiving a follow up visit by their local neighbourhood team within 2 weeks of the crime report. This is specifically aimed at improving feedback, keeping the victim informed and providing advice on crime prevention.

3. **Crime Reduction:** Serious Acquisitive crime has reduced by 6.7% in the period April to December 2008 when compared to April to December 2007. Therefore the target of a 2% reduction has been achieved, with a stable trend in performance being recorded. Only Domestic Burglary is showing an

increase over the same period last year (a 10.5% increase). The 6% reduction target for Serious Violent crime has not been met with an increase of 25.3% in the period April to December 2008 (compared to April – December 2007). This equates to an increase of 126 crimes, this is largely in the crime type of wounding or causing GBH with intent (an increase of 106 crimes over the same period last year). The Force has a Steering Group specifically co-ordinating the work in improving performance in this area, implementing the detail contained within the Home Office Violence Action Plan and Homicide Reduction Strategy.

4. **Crime Detection:** Total Crime sanction detection rate is 28.0% for the period April to December 2008. The 30% target has not been met but performance has improved. Short-term work in this area to improve performance includes increasing the use of TICs (offences taken into consideration by the court), workload management, and the improvement of key activity lead indicators. Longer-term work links to the QUEST project, which has now commenced in Force and is looking specifically at crime management and incident management processes. At 45.7%, the sanction detection rate for Domestic Abuse crimes for April to December 2008 has stabilised, but is not currently meeting the 50% target. The Sexual Offences sanction detection rate continues to improve although the target of 30% has not yet been met with performance in April for to December 2008 28.8%.
5. **Organisational Management:** 55.0 more police officers (full time equivalents – a measure to account for part time working) were in roles classified as frontline compared to as at 31st March 2008. Of the additional 200 police posts, 101.6 have been filled, with a further 9 having named individuals in but who are within the first 24 weeks of training. 64.8% of operational police officers time was spent on visible policing activities (May and August 2008 surveys combined), just below force target of 65% and showing an improving trend in performance.
6. **Road Traffic Casualties** There has been a fall of 33.9% in the number of people killed or seriously injured comparing April to December 2008 with the same period a year earlier, equating to 204 fewer casualties. The total number of casualties year to date (397) includes 62 people who have been killed (compared to 74 in April to December 2007).

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