

Devon and Cornwall Police Authority Meeting
9 May 2008

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 other forces performance.

National Performance Management Developments

2. **Assessment of Policing and Community Safety (APACS):** The Home Office has released the 2008/9 APACS indicator list, following previous consultation documents. The indicators in this are broadly similar to the existing Police Performance Assessment Framework (PPAF) indicators with a number of additional indicators covering those local measures in the National Indicator set. The first published assessment will be for 2008/9, published mid 2009. Prior to this the indicator comparisons should be available via iQuanta, and will be included within the cycle at the Force Performance Improvement Tasking Group (PITG) for suitable performance management.
3. **iQuanta Families** – The new families that comprise the Force and BCU similar groups has now been confirmed for use in 2008/9. These Forces will be used as the comparator group for APACS assessment. The new list of the Force family are: Avon and Somerset, Cambridgeshire, Essex, Gloucestershire, Kent, Warwickshire and Wiltshire.

Performance Data and Analysis Provision

4. **Performance Data Provision-** The Force is currently implementing a new performance information system called QlikView, which will take data from a range of Force data systems, link these together where appropriate and then produce a wide range of performance reports. This product should significantly increase the timeliness, accuracy and range of performance information available for decision making. Reports have currently been produced for HR, Crime and Satisfaction monitoring.
5. **Lead Indicators and Tolerance Levels:** For the 2008/9 performance year, each target has been allocated to a chief officer lead, and lead indicators developed for each target. These lead indicators give a range of activity measures through which performance improvements in the target outcome should be realised. To assess the level of lead indicator performance, levels of tolerance have been assessed, with attainment of these tolerances indicating performance which should realise target delivery.

Review of 2007/8 Performance

6. **Overall Target Achievement:** The Force achieved 11 of the 16 Force targets set in 2007/8. Significant improvements were seen in the areas of crime reduction, total crime sanction detection and user satisfaction. The targets not achieved were Offences Brought to Justice, Major Crime Detection, Domestic Abuse Detection, Killed and Seriously Injured Road Casualty reduction and Asset Recovery.
7. **British Crime Survey (BCS) Crime** – The 2007/08 target of a 5% reduction in BCS Comparator Crime was achieved with a year end performance of a 10.9% reduction. Significant reductions were recorded in all BCUs, with performance improving in North & East Devon BCU following a challenging start to 2007/08. Burglary (-9.1%), vehicle crime (-14.8%) and violence crime (-6.6%) all showed reductions in crime levels. Levels of burglary and vehicle crime are 30% below those of 5 years ago.
8. **Major Crime Sanction Detections** - Rape detections have remained low and these offences are the largest category within 'major' crime, and carried over into the sexual offence target for 2008/9. The DCC commissioned work to review the current performance issues around major crime sanction detections and to report on these. This has identified areas for improvement around criming of incidents within 72 hours, initial investigation processes and review of the investigation at regular intervals. These recommendations are now being implemented.
9. **Proceeds of Crime Act 2002 (POCA) Performance** - POCA is a joint Crown Prosecution Service (CPS) and Local Criminal Justice Board (LCJB) target. In 2007/08, the Force recovered £1,654,204 worth of assets, below the 2007/08 target of £2.3 million. The Force is also monitoring active investigations. Overall there are potential assets of over £6 million with the potential of recovery over the next couple of years through current investigations. The timeliness of these cases being realised are held up within the court processes and it is unlikely these will all be recovered.
10. **Road Collision Reduction:** In total 759 people were killed or seriously injured as a result of road collisions in 2007/8. This is an increase of 59 over the previous year, largely due to an increase of 55 in Devon BCU. A number of proactive partnership events and police lead reduction strategies have occurred (under Operation Vortex) with the aim of reducing casualty reduction.
11. **Local Domain Performance** - The Force achieved a 12.1% reduction in criminal damage in 2007/08 against a target of a 2% reduction. Violence in a public place fall by 6.9% against a target of a 3% reduction, time spent on visible policing activity increased to 63.5%, and local confidence in tackling with things that matter rose by 5.5 percentage points to 36.6%, above the target of a 3 percentage point increase. Current performance in these areas indicate 4 Excellent gradings under PPAF would be achieved within the local domain, although this is subject to moderation within the assessment process.

2008/9 Carried Over Targets

12. **User Satisfaction** - The overall user satisfaction trend has stabilised recently, with a year end performance of 83.4%, above the 2007/08 target, although below that required for the 2008/09 target for user satisfaction is 86%. Since April 2007 the data has been obtained through telephone surveys. The weakest areas for the Force remain issues concerning the investigation of a crime at the scene, providing practical help and lack of follow up information. Current work in this area

includes looking at repeat callers for service (for example 37,000 calls for ASB are estimated to be about a repeat incident) and how this can be reduced and the use of victim packs.

13. **Sanction Detections** – In 2007/08 the total crime sanction detection rate was 27.9%, above the 2007/08 target of 27%. The target in 2008/09 for total crime sanction detections is 30%. The Force is 23rd out of 43 Forces for sanction detections for total crime. There is a general increasing trend in performance.
14. **Domestic Abuse Detections** – The 2007/08 target of a 5-percentage point increase over the previous financial year was not achieved, with a year-end performance of a 3-percentage point increase (sanction detection rate of 43.3%). The target in 2008/09 will be for a detection rate of 50%.
15. **Forensic Performance** - Scenes of Crime Officers (SOCOs) have achieved a 15.4% scene attendance rate against overall crime, and 77.6% for domestic burglary in 2007/08. A decreasing trend ** is being seen in scene attendance. The impact of the Western Regional Tender process on case submissions is also likely to impact on the provision of Forensic service. Forensic processes are to be subject to an internal review to ensure appropriate service delivery is realised. The pilot of the SOCRATES Forensic Management system has concluded, with the system to be rolled out force wide in the next month. The Force forensic conversion rate for forensic identification to detections is 46.7%, equivalent to the national average.
16. **Absence Management** - A recent review of Absence Management identified a number of areas for improvement, including frequency of data collection, targets and accountability. For 2008/9 specific attention is being placed on the Bradford factor scores, indicating those cases which represent repeat sickness absence and long term absence. The review has been considered by the Head of Human Resources, from which an action plan has been developed and is being monitored.
17. **Warrants** – There are currently 278 warrants outstanding in the Force area (February 2008), against a target of 240 by March 2008. Of these 86 are over 12 months old. These have been subject to a significant review, and options for reductions in these areas, following best practice collated. These include work for executing warrants for people that are now resident overseas (which includes MCIT taking some of the cases through their workloads), Her Majesty's Court Service (HMCS) staff being given access to relevant Information Technology (IT) for review of warrants (this pilot in Plymouth being expanded in March 2008 to Cornwall), and linking with the prison intelligence notification system (PINS) for location of additional offenders wanted on warrant. A member of staff has also been placed within the ANPR team to link people on warrants to the ANPR system for action if a hit is obtained on a relevant vehicle. For 2008/9 the office of criminal justice reform have agreed that the targets for 2007/8 were too ambitious and have revised the 2008/9 target to 270 outstanding warrants, an increase of 30, a level which the force is close to achieving.

Contact: for further information

Tony Melville

Deputy Chief Constable

Telephone 01392 452022

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