

**Devon and Cornwall Police Authority Performance Management Committee
10 September 2008**

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 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. The report provides a summary snapshot for April to July 2008 performance to allow trend and national comparisons, with the accompanying presentation giving additional detail and analysis, including updated current data where available.

Review of April 2008 to July 2008 Performance

2. **Confidence & Satisfaction:** The overall satisfaction rate for the 12-month period August 2007 to July 2008 is 84.0%, below the target of 86% but showing an improving trend in performance. The Force is currently ranked 12th out of the 43 Forces in England & Wales for this area of performance. 83.4% of victims of racist incidents were satisfied with the overall service received for the 12-month period August 2007 to July 2008, the Force currently ranking 5th nationally. 92.5% of victims were satisfied overall with the ease of contacting someone, below the target of 94% with a stable trend, placing the Force in 20th position nationally.
3. **Tackling Crime** –Recorded Serious Acquisitive Crime has reduced by 10.4% April to July 2008, compared to the same period last year, exceeding the 2% reduction target. All Serious Acquisitive crime groups showed a reduction April to July 2008 compared to the same period last year (Robbery: -18.8%, Theft of Vehicle/TWOC: -11.9%, Theft from vehicle: -17.3%) except for Domestic Burglary which showed an increase of 6.6%. The Force currently ranks 9th nationally with respect to Serious Acquisitive Crime levels. The 6% reduction target for Serious Violent Crime is not being met at present, with a decrease of 1.6% recorded April to July 2008. The crime reduction percentage is decreasing, largely due to an increase in the offence type of Section.18 GBH offences committed with intent. Current performance places the Force just outside the top 10 nationally, at 11th out of the 43 Forces in England & Wales.
4. **Serious Crime & Protection** - The sanction detection target of 30% for Total Crime has not been achieved April to July 2008, with a rate of 28.0%. The Force is currently ranked 21st with respect to the Total Crime sanction detection rate. The sanction detection rate for Domestic Abuse was 46.2% April to July 2008, below the 50% target, but an improvement on the 2007/08 sanction detection rate (a 2.9%pts increase). The sanction detection rate for Sexual Offences was 22.6% April to July 2008 (a 1.3%pts increase compared to April to July 2007). The 30% target was therefore not achieved, however, the sanction detection rate has started to increase since the start of the performance year. The Force is ranked 37th out of 43 Forces regarding the sanction detection rate for Sexual Offences.

5. **Organisational Management** - As at 4th August 2008, 18.7 more police officers (FTE) had frontline duties compared to as at 31st of March 2008, and there are 5 more Frontline roles (FPP). The first of four ABC surveys has now been conducted, this has provided a visible policing figure of 63.4% (Uniformed Officers' time spent on visible policing activities). This is below the target figure of 65%. More detail and trends will be provided when the second survey is processed in the next few weeks.

Contact: for further information

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FORCE PERFORMANCE TO TARGETS APRIL – JULY 2008

Target	Current Performance	Trend	Nat (43) ¹
To exceed 86% of victims who are satisfied with the overall service provided by the police	84.0%	↑	12
To exceed 86% of victims of racist incidents who are satisfied with the overall service provided by the police	83.4%	↑	5
To exceed 40% of people who when asked agree that ' <i>the local police are dealing with anti-social behaviour and crime that matter in this area</i> ' (June-July 08 Data)	80.4%		
To exceed 94% of victims who are satisfied with the ease of contacting someone who could assist	92.5%	↔	20
To achieve a reduction of at least 2% in Serious Acquisitive Crime	-10.4%	↓	9
To achieve a reduction of at least 6% in Serious Violent Crime	-1.6%	↓	11
To exceed a 30% Sanction Detection Rate for Total Crime	28.0%	↔	21
To exceed a 50% Sanction Detection Rate for Domestic Abuse	46.2%	↔	
To exceed a 30% Sanction Detection Rate for Sexual Offences	22.6%	↑	37
To release 200 police officers back to frontline duties	18.7 FTE 5.0 FPP	↑	
To exceed 65% of uniformed officers' time spent on visible policing activities (Spring 08 ABC Survey Data)	63.4%		

¹ Data in Iqanta as of 17th July 08 (1 = best performing; MSG 8 or National 43 = poorest performing)

↑	Target achieved and improving
↔	Target achieved and stable
↓	Target achieved but deteriorating
↑	Target not achieved but improving
↔	Target not achieved and stable
↓	Target not achieved and deteriorating
Nat	Ranking Nationally