

Devon and Cornwall Police Authority Performance Management Committee

30 January 2008

Open for the purposes of FOI

Joint Report of Deputy Chief Constable and the Chief Constable

Performance Against The Annual Policing Plan (Targets)

Introduction / Summary

1. This briefing provides details of the latest Force's performance against the Annual Policing Plan Targets

2. **Citizen Focus:**

The target for both user satisfaction and satisfaction of victims of racist incidents for 2007/8 is set at 82%. In the period April to December 2007, total user satisfaction has shown an increasing trend and is now at 83.5%. Racist incident satisfaction in the same period was 83.0%. Performance in regards to this target fluctuates due to low numbers, though for the most part has remained above the 82% target level for most of 2007/08.

3. **Reducing Crime:**

In April to December 2007 there was an 11% decrease in BCS Comparator Crime over the same period in 2006, exceeding the targeted reduction of 5%. Crime levels for total crime have had clear reductions in terms of Serious Assault (-24.1%), Robbery (-19.8%) and Theft from Vehicle (-18.2%). The Force currently has the 8th lowest crime rate for BCS Crime nationally and is 4th in the family of most similar forces.

4. **Investigating Crime:**

The sanction detection rate for the Force between April and December 2007 was 28.0%, above the 27% target and continuing the improving trend in performance since the beginning of 2007/08. The Force currently has the 22nd highest sanction detection rate nationally and 6th highest in the family of most similar forces. Between April and December 2007 a 31.0% increase in the number of offences brought to justice has been recorded over the 2001/02 baseline (against a targeted increase of 34%). Despite not having met the OBTJ target, performance has an improving trend and is projected to be achieved at year end. The targeted increase for the domestic violence sanction detection rate is 5 percentage points. For the period April to December 2007 the sanction detection rate was 4.8 percentage points higher compared to April to December 2006, and is currently at 43.6%. Although the target is close to being met, this is the first time in the past five months that the year-to-date targeted increase was not achieved. The target for the major crime sanction detection rate is to achieve an increase of 10 percentage points. The sanction rate is currently 36.2% (April to December 2007), which is an increase of 2.5 percentage points from the same time period in 2006. A total of £712,087.37 in assets were recovered as part of the proceeds of crime act between April and December 2007.

5. Promoting Public Safety:

Twenty-five more people have been killed or seriously injured as a result of road traffic collisions between April to December 2007 compared to the same time period in 2006. The performance in regards to this target has improved recently, although the target of a reduction of 20 people is not projected to be achieved by the end of the financial year.

6. Providing Assistance:

Performance in terms of answering 999 and non-emergency calls has seen improvement over recent months. Between April to November 2007 performance shows that 90.6% of 999 calls were answered within 10 seconds and 92.2% of non-emergency calls answered within 30 seconds. The target for both measures is 90%.

7. Resource Usage:

The Force target for cashable savings for reinvestment and efficiency gains is £7.704 million at year-end. Sufficient savings of £9.876 million have been identified and the target will be achieved.

8. Local Domain:

In April to December 2007 there was an 11.1% reduction recorded in criminal damage and a 5.7% decrease in violence in a public place compared to the same time period in 2006. ABC surveys conducted in 2007/08 indicate that 63.5% of uniformed operational officers' time was spent on visible policing activity, an increase of 2.5 percentage points compared to 2006/07. In public surveys conducted in August 2007, 35.7% of respondents agreed with the statement 'the police in this area are tackling the things that matter in this community'. This is a decrease of 0.9 percentage points on the percentage that agreed in the public survey of April 2007.

Contact for further information

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FORCE PERFORMANCE TO TARGETS APRIL – DECEMBER 2007

Target	Current Performance	Trend	MSG (8) ¹	Nat (43) ¹
Target 1 – To exceed an 82% level of service users who are satisfied overall with the service provided by the police	83.5%	↑	8	25
Target 2 – To exceed an 82% level of victims of racist incidents who are satisfied with the overall service provided by the police	83.0%	↑	2	7
Target 3 – To achieve a reduction of at least 5% in BCS comparable recorded crime	-11.0%	↑	4	8
Target 4 – To exceed a 34% increase in the number of offences brought to justice	31.0%	↑	6	
Target 5 – To exceed a 27% sanction detection rate for total crime	28.0%	↑	6	22
Target 6 – To exceed £2.3 million in the amount of assets recovered as part of the proceeds of crime act	£712,087.37	↑		
Target 7 – To exceed a 5% increase in the total detection rate for domestic violence crimes (45.4%)	4.8% pt (43.6% detection rate)	↓		
Target 8 – To exceed a 10% increase in the sanction detection rate for 'major crime' (46.6%)	2.5% pt (36.2% detection rate)	↓		
Target 9 – To reduce the number of people killed or seriously injured in RTCs, by a minimum of 20 people	+25	↑	3	
Target 10 – To answer a minimum of 90% of 999 calls in 10 seconds	90.6%	↑		
Target 11 – To answer a minimum of 90% of non-emergency calls in 30 seconds	92.2%	↔		
Target 12 – To achieve a minimum of £7.704 million of efficiency savings for reinvestment and in overall terms of a minimum of £3.852 million in cashable gains.	£9.876m identified	↔		
Target 13 – To exceed 62% of uniformed operational officers time spent on visible policing activity	63.5%	↑		
Target 14 – To reduce anti-social behaviour through achieving a reduction of at least 3% for violent crime in a public place	-5.7%	↑		
Target 15 – To reduce anti-social behaviour through achieving a reduction of at least 2% in criminal damage	-11.1%	↑	3	15
Target 16 – To increase the percentage of the population who agree that 'the Police in this area are tackling the things that matter in this community' by at least 3%	-0.9 % pt (35.7%)	↓		

¹Data in Iquanta as of 8th January (1 = best performing; MSG 8 or National 43 = poorest performing)

↑	<i>Target achieved and improving</i>	↑	<i>Target not achieved and improving</i>
↔	<i>Target achieved and stable</i>	↔	<i>Target not achieved and stable</i>
↓	<i>Target achieved and deteriorating</i>	↓	<i>Target not achieved and deteriorating</i>
MSG	<i>Ranking in the Most Similar Force Family</i>	Nat	<i>Ranking Nationally</i>