

**DEVON AND CORNWALL POLICE AUTHORITY**  
**PERFORMANCE MANAGEMENT COMMITTEE**

A meeting of the **Performance Management Committee** was held on 31 July 2006.

***Further information on the items referred to below is contained in the agenda, reports and minutes for the meeting held on 31 July 2006.***

Matters discussed (with minute references shown in brackets) included: -

**[PM/404 & 405] Election of Chairman and Vice Chairman**

Mr Bull was elected Chairman and Mr M Hicks was elected Vice-Chairman.

**[PM/410] South and West Devon BCU performance**

The South and West Devon BCU Commander delivered a presentation on the steps being taken to improve performance within the BCU.

A chief inspector has been tasked with increasing sanction detection performance specifically.

Efforts are now being made to generate cross-BCU partnership engagement.

Sickness levels are being tackled by consulting with the Force Medical Officer on roles that can be undertaken by staff who are on long-term sick leave.

A backlog of outstanding crimes had been cleared but this resulted in the focus lapsing somewhat as other performance issues were addressed.

The Committee will receive a report detailing the actions taken to improve forensic management performance at its next meeting.

**[PM/411] Call Management and Communications Department Update**

The Committee was presented a report on the progress made against recommendations and issues raised within the HMIC report 'First Contact'. The report also updated the Committee on changes to crime log management.

The Department are unable to appoint more staff due to physical call-centre space capacity and Health and Safety issues. Staff are currently spending 80% of shift-time at terminals against an industry standard of 65%.

The impact of the 1315 Project and the Quality of Service Commitment has meant that call takers are spending more time dealing with each call. This has led to satisfaction rising in some areas but may fall in other parts of the customer satisfaction process, for example ease of contact.

Meeting performance targets for call handling in 2006-7 will be challenging

Building capacity remains the biggest issue for the Department. Senior Department staff recently visited a site in Plymouth that could be adopted as a non-emergency call centre as well as possibly offering other accommodation solutions to the Force

**[PM/412] Performance against the Annual Policing Plan (Targets)**

5 of the 16 targets are projected to be achieved based on current trends.

The target to reduce British Crime Survey comparable crime by a minimum of 7% currently stands at a rise of 1.8%. The increase is largely due to a significant rise in criminal damage (11.3%).

The detection rate for domestic violence stands at 40.1% against a target of 65%. Members continued to be concerned with this level of performance.

The number of sexual assaults in the Force rose dramatically following the introduction of the Sexual Offences Act 2003.

The detection rate for rape offences stands at 21% (national average is 22%). Of this, the conviction rate is only 6%. Members expressed concern at this low figure particularly when it is estimated that in 75% of cases the offender is known to the victim.

**[PM/413] User Satisfaction**

Members were briefed on Force action to improve user satisfaction performance.

The Home Office has indicated that victim and user satisfaction is viewed as being of equal importance to crime reduction and investigation.

Work is underway within the Corporate Services Department to ensure standards are reached regarding Quality of Service, victim and witness codes and customer expectations.

Victim surveys for anti-social behaviour incidents will be brought in next year.

**Mike Bull**  
**Chairman, Performance Management Committee**