

**Devon and Cornwall Police Authority Performance Management Committee
9 December 2005**

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Joint Report of Dr. Richard Bullock (Force Performance Analyst) and the Chief Constable

Performance Against The Annual Policing Plan (Targets)

Recommendation(s):

- i. **That the Committee note the Force's performance against the annual policing plan targets 2005/2006.**

Introduction / Summary

1. This briefing provides details of the Force's performance for the period 1 April 2004 to 31 October 2005 against the Annual Policing Plan Targets. These will be included in future summaries. A presentation will be given at PMAC, giving trends in performance both locally and nationally.

Background Information

2. Citizen Focus:

75.1% of service users were satisfied overall with the service provided by the police. This is just above the target level. Racist incident satisfaction is 74.4% (just below target of 75%). Performance is a significant improvement on the 58.3% of the 1st quarter.

3. Reducing Crime:

BCS comparable crime has fallen by 7.3% year to date. This is just excess of the target level. However, within the last 2 months performance trends have been showing an increase (last month year to date an 8.3% reduction was seen). If current trends continue the year end performance target will not be achieved (a 5% decrease in BCS crime is forecast based on recent trends). This decreasing trend in performance is being seen in all BCUs.

4. Investigating Crime:

The Force has achieved a 24.0% sanction detection rate year to date. This is in excess of year end target, and is projected to rise to 25.3% by year end based on current trends. Linked to this are the offences brought to justice. To date the Force has seen a rise of 17.6% over the 2001/2 baseline. This is above the target level. Domestic violence detection is 48.3% at present, below the year end target of 65.0%.

5. Promoting Public Safety:

A 10.2% decrease in RTCs has been recorded to date, in excess of the year end target. Anti – social behaviour has risen in the first seven months of the year. Limited trend information is available to predict future trends. Neighbourhood beat managers are spending around 7 hours on beat related activity (above target of 6 hours), 59.1% of uniformed operational officers time is spent on visible policing activities (just below target of 60%), whilst 28% of people in the Force area know the name, or where to find the name of their NBM (target of 25%).

6. Providing Assistance:

86.7% of 999 calls were answered within 10 seconds, and 91.1% of non-emergency calls answered within 30 seconds.

7. Organisational Capability:

The Force currently has 3,439 police officers.

Contact: for further information:

Dr. Richard Bullock, Force Performance Analyst, tel: 01392 452812;
email richard.bullock@devonandcornwall.pnn.police.uk

Summary of Performance at Force Level

	FORCE PERFORMANCE	ON TARGET?	FORCAST TO BE ACHIEVED?
DOMAIN: Citizen Focus			
Target 1 - To achieve at least a 75% level of service users who are satisfied overall with the service provided by the police.	75.1%	YES	YES
Target 2 - To achieve at least a 75% level of victims of racist incidents who are satisfied with the overall service provided by the police	74.4%	NO	YES
DOMAIN: Reducing Crime			
Target 3 - To achieve a minimum reduction of 7% in BCS comparable recorded crime.	-7.3%	YES	NO
DOMAIN: Investigating Crime			
Target 4 - To increase the number of offences brought to justice by a minimum of 16.8%.	17.6%	YES	YES
Target 5 - To achieve a minimum sanction detection rate of 22.1% for total crime.	24.0%	YES	YES
Target 6 -To achieve a minimum detection rate of 65% for Domestic Violence crimes.	48.3%	NO	NO
Target 7 - To increase the amount of assets recovered as part of the proceeds of crime act to a minimum of £1.3 million	£235,189	NO	NO
DOMAIN: Promoting Public Safety			
Target 8 - To ensure all neighbourhood beat managers complete on average more than 6 hours on beat related activities per shift.	7 hours	YES	YES
Target 9 - To increase the percentage of time uniformed operational officers spend on visible policing activities on 60%.	59.1%	NO	YES
Target 10 -To increase the percentage of the population of Devon, Cornwall and the Isles of Scilly who are aware of either the name of their local NBMs or where they can out that name to 25%	28.0%	YES	YES
Target 11 - To reduce the number of people killed or seriously injured in RTCs, by a minimum of 3%.	-10.2%	YES	YES
Target 12 - To ensure no increase in the number of anti social behaviour incidents.	16.7%	NO	NO
DOMAIN: Providing Assistance			
Target 13 - To answer a minimum of 90% of 999 calls in 10 seconds.	86.7%	NO	NO
Target 14 - To answer a minimum of 90% of non-emergency calls in 30 seconds	91.1%	YES	YES
DOMAIN: Organisational Capability			
Target 15 - To achieve a strength of 3,500 police officers by 31 March 2006.	3,439	YES	YES
Target 16 - To operate within (+/- 0.5%) of the overall funding base approved by the Police Authority.	0.2%	YES	YES
Target 17 - To generate at least £3.65 million of cashable savings for reinvestment and in overall terms achieve no less than £3.65 million in efficiency gains.	N/A	N/A	YES