

Restricted

## PERFORMANCE SUMMARY FOR POLICE AUTHORITY

### 1. PERFORMANCE

- 1.1 A summary of performance against policing plan targets is attached at appendix 'A'.
- 1.2 **Citizen Focus** – Current performance for April to June 2007 shows overall satisfaction at 81.5%, just below target but with an improving trend being seen. However, the latest available MSF/national performance data (06/07) places this level of performance below family average. Racist incident satisfaction has risen to 88.9%, above the target.
- 1.3 **Reducing Crime** – Crime levels per 1,000 population is the 7<sup>th</sup> lowest nationally. Force performance is in the top quartile for 'total crime' and robbery and the middle quartile for vehicle crime, violent crime and domestic burglary. Performance against the 5% BCS comparator crime reduction target stands at a 4.3% decrease, with an improving trend being recorded. It is projected that this target will be achieved based on current weekly trends.
- 1.4 **Investigating Crime** – The sanction detection rate is showing a slight increasing trend, with a 25.8% detection rate in the period April to June 2007. The Force has middle quartile MSF performance for all detection categories. OBTJ performance shows a 16.6% increase over the 2001/2 baseline (April to May 07) although this target is projected to be achieved at year end. Asset seizure levels require improvement and work has been completed to ensure better management information to forecast anticipated results. At present projections indicate this target will be close to being achieved, although only £117,749 had been recovered April to May 2007. Domestic violence detection stands at 42.1%, not on target but an improving trend, and neither is major crime detection (a 30.0% detection rate stable trend but decrease in performance over the same period last year).
- 1.5 **Promoting Public Safety** – There have been 14 more people killed or seriously injured April to May 2007 compared with the equivalent period last year. An increasing trend in casualties is being recorded and the target is not projected to be achieved. Further work is underway to understand the causes of this recent increase.
- 1.6 **Providing Assistance** – Performance in answering 999 calls saw steady deterioration from May until September last year. Since then performance has approached the required target level (and exceeded it in November). However current performance is 87.3% of 999 calls answered within the target time of 10 seconds. The target for answering 90% of non emergency calls within 30 seconds is higher at 91.3%.
- 1.7 **Local Domain** – ABC surveys for measuring uniformed operational officers time spent on visible activity have been conducted and the data for this should be available in July. Last year 61% of time was spent on visible policing activity. Violent crime in a public place has increase by 14.4% year to date, largely due to increases in harassment. There has been a 6.3% decrease year to date for criminal damage, in direct contrast to the increasing trend seen for most of 2006/07.
- 1.8 **Resource Use** – The Force efficiency plan remains on course to deliver efficiency savings which will surpass the required target levels.

## CURRENT FORCE PERFORMANCE TO TARGETS APRIL to JUNE 2007

Target	Current Performance	Trend	MSF (8) <sup>1</sup>	Nat (43) <sup>1</sup>
Target 1 – To exceed an 82% level of service users who are satisfied overall with the service provided by the police	81.5%	↑	8 highest	9 highest
Target 2 – To exceed an 82% level of victims of racist incidents who are satisfied with the overall service provided by the police	88.9%	↑	5 highest	17 highest
Target 3 – To achieve a reduction of at least 5% in BCS comparable recorded crime	-4.3%	↑	3 lowest	7 lowest
Target 4 – To exceed a 34% increase in the number of offences brought to justice	16.6% <sup>2</sup>	↑	5 highest	
Target 5 – To exceed a 27% sanction detection rate for total crime	25.8%	↑	6 highest	25 highest
Target 6 – To exceed £2.3 million in the ammount of assets recovered as part of the proceeds of crime act	£117,749.48 <sup>2</sup>	↑		
Target 7 – To exceed a 5% increase in the total detection rate for domestic violence (target 45.4%)	+3.2 %pt (42.1% detection rate)	↑		
Target 8 – To exceed a 10% increase in the sanction detection rate for 'major crime' (target 46.6%)	-4.6%pt (30.0% detection rate)	↔		
Target 9 – To reduce the number of people killed or seriously injured in RTCs, by a minimum of 20 people	+14 <sup>2</sup>	↓	5 highest	
Target 10 – To answer a minimum of 90% of 999 calls in 10 seconds	87.3%	↔		
Target 11 – To answer a minimum of 90% of non-emergency calls in 30 seconds	91.3%	↔		
Target 12 – To achieve a minimum of £9.876 million of efficiency savings for reinvestment and in overall terms of a minimum of £6.271 million in cashable gains.				
Target 13 – To exceed 62% of uniformed operational officers time spent on visible policing activity	61.0% (April to March 06)	↔		
Target 14 – To reduce anti-social behaviour through achieving a reduction of at least 3% for violent crime in a public place	14.4%	↓		
Target 15 – To reduce anti-social behaviour through achieving a reduction of at least 2% in criminal damage	-6.3%	↑	3 lowest	16 lowest
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%	N/A	N/A		

<sup>1</sup> May 07 iQuanta data

<sup>2</sup> April to May 07 figures

↑	<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>
<b>MSF</b>	<i>Ranking in the Most Similar Forces</i>		