

**DEVON AND CORNWALL POLICE AUTHORITY
PERFORMANCE MANAGEMENT AND AUDIT COMMITTEE
17 March 2005
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PERFORMANCE AGAINST THE ANNUAL POLICING PLAN (TARGETS)

STRATEGIC ISSUE FOR CONSIDERATION

1. This briefing provides details of the Force's performance for the period 1 April 2004 to 28 February 2005 against the Annual Policing Plan Targets and certain PPAF performance indicators. (April 2004 to January 2005 performance data is used for some targets). An accompanying PowerPoint presentation indicates trends and family performance of key areas not currently achieving target.

SUMMARY OF PERFORMANCE

2. **Citizen Focus:** 76.8% of service users are satisfied with the overall service provided by the police. This is above the year end target.

3. **Reducing Crime:** A 4.5% decrease in burglary and a 10.1% reduction in vehicle crime have been recorded year to date. Violent crime has risen by 9.4% year to date. This rise is largely due to an increase in alcohol related violence and increased reporting of domestic violence. However, the increase is a large improvement on earlier in the performance year. Hate crime repeat victims has seen an increase of 16.0% year to date, below year end target.

4. **Investigating Crime:** 55.1% of violent crime has been detected. This is below the target of a 60% detection rate for violent crime, although is steadily increasing through the year. Similarly detection rates for burglary and vehicle crime are below target (14.2% and 11.6% respectively). A rise of 8.2% in offences brought to justice has been recorded, below year end target, although nationally only 18 Forces achieving the government set target.

5. **Promoting Public Safety:** A 4.4% reduction in fatal and seriously injured casualties has been recorded year to date. This continues the trend of last year in casualty reduction. Neighbourhood beat managers spend an average of 5 hours 44 mins on beat related activity per shift, just below the 6 hour target.

6. **Providing Assistance:** 90.1% of 999 calls were answered within target time and 90.5% non emergency calls answered within target time.

7. **Organisational Capability:** The Force has a police officer strength of 3,363 officers. This is an increase of 53 officers over March 2004, and on target for 3,379 officers by year end.

RECOMMENDATION

8. The committee is recommended to note the Force's performance against the annual policing plan targets 2004/2005.

Maria Wallis
Chief Constable

Summary of Performance at Force Level

	FORCE PERFORMANCE	ON TARGET?
DOMAIN: Citizen Focus		
To achieve at least a 75% level of service users who are satisfied overall with the service provided by the police	76.8%	ON
DOMAIN: Reducing Crime		
To achieve a minimum reduction of 5% in domestic burglaries	-4.5%	OFF
To achieve a minimum reduction of 5% in violent crimes	9.4%	OFF
To achieve a minimum reduction of 5% in vehicle crimes	-10.1%	ON
To achieve a minimum reduction of 12% in the number of repeat domestic violence victims	113.0% (change in recording)	OFF
To achieve a minimum reduction of 5% in the number of repeat hate crime victims	16.0%	OFF
DOMAIN: Investigating Crime		
To increase the number of offences brought to justice by a minimum of 14.4%	8.2%	OFF
To increase the number of offenders brought to justice for the supply of Class 'A' drugs by a minimum of 5%	-13.0%	OFF
To achieve a minimum detection rate of 19% for domestic burglaries	14.2%	OFF
To achieve a minimum detection rate of 60% for violent crime	55.1%	OFF
To achieve a minimum detection rate of 13% for vehicle crime	11.6	OFF
To increase the amount of drug traffickers' and other major criminals' assets recovered to a minimum of £1.14 million	£976,968.71	ON
DOMAIN: Promoting Safety		
To ensure all neighbourhood beat managers complete more than 6 hours on neighbourhood beat related activities per shift	5 hours 44 mins	OFF
To increase the percentage of the population of Devon, Cornwall and the Isles of Scilly who are aware of the name of their neighbourhood beat manager by 100% from the 2003/4 baseline	26.7% increase (18.5% aware of name)	OFF
To reduce the number of people killed or seriously injured in road traffic collisions by a minimum of 3%	-4.4%	ON
DOMAIN: Providing Assistance		
To increase the percentage of respondents who are satisfied with the time taken for police to arrive at the incident by a minimum of 5%	NA	NA
To answer a minimum of 90% of 999 calls in 10 seconds	90.1%	ON
To answer a minimum of 90% of non-emergency calls in 30 seconds	90.5%	ON
To achieve at least a 90% satisfaction with the ease of contacting someone who could assist with their enquiry	85.1%	OFF

	FORCE PERFORMANCE	ON TARGET?
DOMAIN: Organisational Capability		
To achieve a strength of at least 3,379 police officers by 31 March 2005	3,363	ON
To operate within +/- 0.5% of the overall funding base approved by the police authority	0.1%	ON
To increase the percentage of police officers time available for frontline duties to no less than 67%	NA	NA
To generate at least £3 million of cashable savings for reinvestment and in overall terms achieve no less than £4.66 million in efficiency gains	£5,364,900 savings forecast	ON