

**Devon and Cornwall Police Authority Performance Management Committee
26 September 2006**

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Joint Report of the 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 2006/2007.**

Introduction / Summary

1. This briefing provides details of the latest Force's performance against the Annual Policing Plan Targets, and also Statutory Performance Indicator performance.

2. **Citizen Focus (2005/06):**

In the period April to June 2006, 74.5% of service users were satisfied with the overall service provided by the police, which is below the 2006/07 target level (80%). Racist incident satisfaction in the same period was 66.7%, a decrease on previous levels.

3. **Reducing Crime:**

BCS comparable crime has increased by 1.0% comparing April to August 2006 with April to August 2005. This is a slight reversal of the reducing trend in 2005/6. The increase is largely due to increases in criminal damage, which increased by 8.3% comparing April to August 2006 with April to August 2005. The Force has one of the lowest crime rates nationally and in the family of similar family, however it is projected at present that a 0.3% increase in BCS comparable crime will be recorded at year end.

4. **Investigating Crime:**

The Force currently has a 23.9% sanction detection rate (April to August 2006). Sanction detection is currently showing a performance plateau with the trend showing very slight change compared to the increasing trend over 2005/6. Linked to sanction detection are the offences brought to justice. Compared to April to July 2001 the current performance for April to July 2006 has an increase of 22.0% in offences brought to justice, 4.4 percentage points above the target rate of 17.6%. Domestic violence detection for April to August 2006 is 39.9%, below the year end target of 65.0%. 50 supply offences have been brought to justice, compared with 116 last year (when saw a large number of offences BTJ recorded in Torquay and Exeter). Assets recovered as part of the proceeds of crime act have totalled £87,469 for April to July 2006.

5. **Promoting Public Safety:**

An 8.2% decrease in RTCs has been recorded (April to August 2006 compared to April to August 2005). A continuing reduction in recent months / years in RTCs is being seen.

6. Providing Assistance:

April to August 2006 performance shows that 83% of 999 calls were answered within 10 seconds (below target, 90.0%), and 89.6% of non-emergency calls answered within 30 seconds, (below level, 90%).

7. Resource Usage:

Cashable savings for reinvestment and efficiency gains are measured at the year end. However, sufficient savings have been identified such that the target will be achieved.

8. Local Domain:

Criminal damage has increased by 8.3% (April to August 2006 compared to April to August 2005), whilst violent crime in a public place has decreased by 5.7% (total violent crime minus harassment). The current targets for these offences are a 3% reduction to impact positively on the perceived level of anti-social behaviour. 62.6% of uniformed operational officers time is spent on visible policing activities (above the target of 60%). The next ABC survey to measure performance against this target is being conducted in October.

Contact for further information

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Summary of Performance at Force Level (Force Targets)

	FORCE PERFORMANCE (time period in brackets)	ON TARGET?	FORCAST TO BE ACHIEVED?
DOMAIN: Citizen Focus			
Target 1 - To achieve at least a 80% level of service users who are satisfied overall with the service provided by the police.	74.5% (April 2006 to June 2006)	NO	NO
Target 2 - To achieve at least a 80% level of victims of racist incidents who are satisfied with the overall service provided by the police.	66.7% (April 2006 to June 2006)	NO	NO
DOMAIN: Reducing Crime			
Target 3 - To achieve a minimum reduction of 7% in BCS comparable recorded crime.	+1.0% (April to August 2006)	NO	NO
DOMAIN: Investigating Crime			
Target 4 - To increase the number of offences brought to justice by a minimum of 17.6%.	22.0% (April to July 2006)	YES	YES
Target 5 - To achieve a minimum sanction detection rate of 27% for total crime.	23.9% (April to August 2006)	NO	NO
Target 6 - To increase the amount of assets recovered as part of the proceeds of crime act to a minimum of £1.53 million.	£87,469 (April 2005 to July 2006)	NO	NO
Target 7 – To achieve a minimum increase of 5% in the number of supply offences brought to justice for Class A Drugs.	-56.9% (April to July 2006)	NO	NO
Target 8 – To achieve a minimum detection rate of 65% for domestic violence crime.	39.9% (April to August 2006)	NO	NO
DOMAIN: Promoting Public Safety			
Target 9 - To reduce the number of people killed or seriously injured in RTCs, by a minimum of 3%.	-8.2% (April to August 2006)	YES	YES
DOMAIN: Providing Assistance			
Target 10 - To answer a minimum of 90% of 999 calls in 10 seconds.	83.0% (April to August 2006)	NO	NO
Target 11 - To answer a minimum of 90% of non-emergency calls in 30 seconds	89.6% (April to August 2006)	NO	YES
DOMAIN: Resource Useage			
Target 12 - To achieve a minimum of £7.39 million of efficiency savings for reinvestment and in overall terms of a minimum of £3.69 million in cashable gains	N/A	N/A	YES
DOMAIN: Local Domain			
Target 13 - To achieve a minimum of 60% of uniformed operational officers time spent on visible policing activity.	62.6% (As at May 2006 ABC Survey)	YES	YES
Target 14 - To reduce anti-social behaviour through achieving a minimum reduction of 3% of violent crime in a public place.	-5.7% (April to August 2006)	YES	YES
Target 15 - To reduce anti-social behaviour through achieving a minimum of 3% reduction in criminal damage.	+8.3% (April to August 2006)	NO	NO
Target 16 - To increase the percentage of the population of Devon, Cornwall and the Isles of Scilly who are aware of either the names of staff within their local Neighbourhood Beat Team or where they can find out that name to 30%	NA	NA	NA

Summary of Performance at Force Level (Statutory Performance Indicators)

		Current Performance	Position in Family
DOMAIN: Citizen Focus			
Satisfaction with making contact		82.7%	-
Satisfaction with actions taken		73.2%	-
Satisfaction with being kept informed		64.4%	-
Satisfaction with treatment by staff		83.6%	-
Satisfaction with overall service		74.5%	-
Public confidence		52.4%	-
Satisfaction of victims of racist incidents		66.7%	-
Comparative satisfaction for white users and users of ethnic minority	White users	79.4%	-
	Ethnic minority users	72.4%	-
Percentage of PACE searches which led to arrest by ethnicity of the person searched	White persons	10.0%	N/A
	Minority ethnic groups	11.9%	N/A
Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim	White persons	36.1%	N/A
	Minority ethnic groups	25.8%	N/A
DOMAIN: Reducing Crime			
Risk of personal crime		5.7%	3 rd
Comparative risk of household crime		16.8%	5 th
Violent crime per 1,000 population		7.5	3 rd
Life threatening crime and gun crime per 1,000 population		0.12	5 th
Acquisitive crime per 1,000 population		6.5	3 rd
DOMAIN: Investigating Crime			
Percentage offences brought to justice rate		25.2%	6 th
Percentage overall sanction detection rate		23.9%	5 th
Domestic violence arrest rate		15.7	N/A
Value of cash and confiscated orders		N/A	N/A
DOMAIN: Promoting Public Safety			
Road traffic safety (casualty rate)		1.6	N/A
Residents fear of crime	Fear of burglary	9.6%	6 th
	Fear of car crime	12.4%	7 th
	Fear of violent crime	13.1%	5 th
Perceptions of anti-social behaviour		13.0%	5 th
Perceptions of local drug use		21.1%	4 th
DOMAIN: Providing Assistance			
Front line policing – % time spent on front line duties		64.3%	N/A
DOMAIN: Resource Usage			
Proportion of police recruits from minority ethnic groups compared to the proportion of people from minority ethnic groups in the economically active population		N/A	N/A
Percentage of female police officers compared to the overall Force strength		22.0%	N/A
Delivery of efficiency targets	% Cashable efficiency gains achieved	N/A	N/A
	% Non-cashable efficiency gains achieved	N/A	N/A
Officer sick absence		N/A	N/A
Staff sick absence		N/A	N/A