

Devon and Cornwall Police Authority Performance Management Committee  
28 November 2006  
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Joint Report of Force Performance Analyst and the Chief Constable

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## Performance Against The Annual Policing Plan (Targets)

### Recommendation(s):

- i. That the Committee notes 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 :**

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 1.2% comparing April to October 2006 with April to October 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 9.8% comparing April to October 2006 with April to October 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 0.5% increase in BCS comparable crime will be recorded at year end.

4. **Investigating Crime:**

The Force currently has a 24.4% sanction detection rate (April to October 2006). Sanction detection is currently showing a performance plateau compared to the increasing trend over 2005/6, and is not on target (27%). Linked to sanction detection are the offences brought to justice. Compared to April to September 2001 the current performance for April to September 2006 has an increase of 27.2% in offences brought to justice, 9.6 percentage points above the target rate of 17.6%. Domestic violence detection for April to October 2006 is 40.7%, below the year end target of 65.0%, although an increasing trend is being seen. 107 supply offences have been brought to justice, compared with 162 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 £124,139.27 for April to September 2006.

**5. Promoting Public Safety:**

A 2.5% decrease in RTCs has been recorded (April to October 2006 compared to April to October 2005). A continuing reduction in recent months / years in RTCs is being seen with the year end target projected to be achieved.

**6. Providing Assistance:**

April to October 2006 performance shows that 81.2% of 999 calls were answered within 10 seconds (below target, 90.0%), and 89.5% 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 9.8% (April to October 2006 compared to April to October 2005), whilst violent crime in a public place has decreased by 4.5% (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 has been conducted and is in the process of being analysed.

	<b>FORCE PERFORMANCE</b> (time period in brackets)	<b>ON TARGET?</b>	<b>FORCAST TO BE ACHIEVED?</b>
<b>DOMAIN: Citizen Focus</b>			
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
<b>DOMAIN: Reducing Crime</b>			
Target 3 - To achieve a minimum reduction of 7% in BCS comparable recorded crime.	+1.2% (April to October 2006)	NO	NO
<b>DOMAIN: Investigating Crime</b>			
Target 4 - To increase the number of offences brought to justice by a minimum of 17.6%.	27.2% (April to September 2006)	YES	YES
Target 5 - To achieve a minimum sanction detection rate of 27% for total crime.	24.4% (April to October 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.	£124,139.27 (April to October 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.	-34.0% (April to September 2006)	NO	NO
Target 8 - To achieve a minimum detection rate of 65% for domestic violence crime.	40.7% (April to October 2006)	NO	NO
<b>DOMAIN: Promoting Public Safety</b>			
Target 9 - To reduce the number of people killed or seriously injured in RTCs, by a minimum of 3%.	+2.5% (April to October 2006)	NO	NO
<b>DOMAIN: Providing Assistance</b>			
Target 10 - To answer a minimum of 90% of 999 calls in 10 seconds.	81.2% (April to October 2006)	NO	NO
Target 11 - To answer a minimum of 90% of non-emergency calls in 30 seconds	89.5% (April to October 2006)	NO	NO
<b>DOMAIN: Resource Usage</b>			
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
<b>DOMAIN: Local Domain</b>			
Target 13 - To achieve a minimum of 60% of uniformed operational officers time spent on visible policing activity.	62.6% (April to September 2006)	YES	YES
Target 14 - To reduce anti-social behaviour through achieving a minimum reduction of 3% of violent crime in a public place.	-4.9% (April to September 2006)	YES	YES
Target 15 - To reduce anti-social behaviour through achieving a minimum of 3% reduction in criminal damage.	+9.8% (April to October 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%	25.7%	NA	NA

## Summary of Performance at Force Level (Statutory Performance Indicators)

		Current Performance	Position in Family
<b>DOMAIN: Citizen Focus</b>			
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		51.2%	6 <sup>th</sup>
Satisfaction of victims of racist incidents		66.7%	-
Comparative satisfaction for white users and users of ethnic minority	White users	75.7%	-
	Ethnic minority users	71.4%	-
Percentage of PACE searches which led to arrest by ethnicity of the person searched	White persons	10.3%	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	34.7%	N/A
	Minority ethnic groups	28.6%	N/A
<b>DOMAIN: Reducing Crime</b>			
Risk of personal crime		4.6%	2 <sup>nd</sup>
Comparative risk of household crime		17.3%	5 <sup>th</sup>
Violent crime per 1,000 population		8.9	5 <sup>th</sup>
Life threatening crime and gun crime per 1,000 population		0.16	5 <sup>th</sup>
Acquisitive crime per 1,000 population		7.6	4 <sup>th</sup>
<b>DOMAIN: Investigating Crime</b>			
Percentage offences brought to justice rate		25.6%	5 <sup>th</sup>
Percentage overall sanction detection rate		24.4%	6 <sup>th</sup>
Domestic violence arrest rate		15.8	N/A
Value of cash and confiscated orders per 1,000 population		6.2	N/A
<b>DOMAIN: Promoting Public Safety</b>			
Road traffic safety (casualty rate)		2.6	N/A
Residents fear of crime	Fear of burglary	7.9%	3 <sup>rd</sup>
	Fear of car crime	10.2%	6 <sup>th</sup>
	Fear of violent crime	11.7%	6 <sup>th</sup>
Perceptions of anti-social behaviour		12.4%	6 <sup>th</sup>
Perceptions of local drug use		20.0%	3 <sup>rd</sup>
<b>DOMAIN: Providing Assistance</b>			
Front line policing – % time spent on front line duties		64.3%	N/A
<b>DOMAIN: Resource Usage</b>			
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

**Contact: for further information**

Dr Richard Bullock

Force Performance Analyst

Telephone: 01392 452812

E-mail: richard.bullock@devonandcornwall.pnn.police.uk