



**To:** Business Co-ordination Board

**From:** Chief Constable

**Date:** 22nd July 2013

## PERFORMANCE UPDATE

### 1. Purpose

- 1.1. To discuss performance against the priorities identified in the Police and Crime Plan (PCP). Further data is available within the accompanying 'Performance Update' pack.

### 2. Background

- 2.1. Priorities identified in the PCP are grouped within several areas. This report follows that structure and provides contextual information where possible to help understand current progress against priorities.
- 2.2. This report acknowledges the impact of supporting management information in order to understand detailed performance against plan measures. In the main this detail is omitted, however where relevant can be provided.

### 3. Maintain Local Police Performance

#### Deal with local concerns

- 3.1. Dealing with local concerns is an important measure of police engagement and gives an indication of how successful the constabulary are at meeting residents expectations. The PCP identifies the local confidence as the measure of success in this area.
- 3.2. Respondents to the Policing in Cambridgeshire (PiC) survey are asked *to what extent they agree that the police deal with the things that matter to people in my community*. Current data suggests 72.5% (n=3530) agree. This has increased from the baseline period (72.3%) and represents a strong start to the year.
- 3.3. Although not all areas have improved against their respective baseline measures (South Cambs, Fenland and Cambs City), particular improvements have been identified in Huntingdonshire over recent months.
- 3.4. Following identification of falling confidence rates in Huntingdonshire at the start of the year, the District Commander submitted a paper to the Force Performance Board in June. This identifies the actions taken that have led to the improvement and has been shared with all areas in order that they consider the mechanisms highlighted.

#### Satisfaction with service delivery

- 3.5. Victims of crime are routinely surveyed in an attempt to understand (and improve) the quality of service given by the constabulary. Current data shows an improvement against the baseline period from 85.4% to 86.1% (n=1757).
- 3.6. All Territorial policing areas with the exception of Peterborough have improved, with biggest improvements in East Cambs. Emerging concerns with the quality of service in Cambridge City identified earlier in the year have stabilised and reversed – rates in each of the last three months have been above their baseline (88.5%, 95.8% and 84.0% respectively).

#### **Increase the number of Special Constables**

- 3.7. The number of active Special constables has remained stable at 249. On-going data cleansing (as Specials become inactive) and Special Constables joining the regular force (15 this year) has resulted in this number remaining lower than hoped.
- 3.8. The next intake is planned for early September and will recruit in the region of 30 new volunteers. It is hoped that the publicity around the BBC documentary is likely to attract interest.

#### **4. Continue to Tackle Crime and Disorder**

##### **Reduce the level of recorded crime**

- 4.1. The level of recorded crime (and Victim Based crime specifically) has continued to fall. This is true of all Territorial policing areas – with significantly lower crime levels recorded in Peterborough particularly.
- 4.2. At a more detailed level, certain crime types have been identified as going against the reducing trend. Recognising that prioritisation decisions are made with Threat / Risk / Harm in mind, Shoplifting and Theft from a Vehicle have both been discussed at recent Force Performance Board meetings. A greater understanding of Theft from Vehicle offences has been tasked which will allow the constabulary to identify proportionate crime prevention activity.

##### **Reduce the Perception of High ASB**

- 4.3. Survey data shows the proportion of residents that perceive a high level of ASB in their area remains very low. Currently standing at 0.9% (n=3530) the constabulary will work to maintain this rate. Survey data is available to local officers and is routinely scrutinised to understand the cause of ASB where relevant.
- 4.4. Command and Control data shows there were fewer incidents of ASB compared to the baseline figure. Although the volume of high/medium risk victims is lower than in June last year, ASB performance is under continual scrutiny by the Force lead. Work is on-going to ensure compliance with risk assessment processes, crime recording and ASB incident coding. This includes quality assuring recorded calls to check the use of the ASB question set by call handlers, which in the past has been shown to be inconsistent

##### **Improve the Detection Rate**

- 4.5. The total detection rate has marginally improved (by 0.1 ppt). Although the detection rate in June was higher than the previous month (and higher than the same period last year) this is likely to be an area where any improvements are hard fought.

- 4.6. Analysis to understand the effect of changing profile of recorded crime on detection rates was presented to the Performance Board (FPB) in May. It highlighted that a greater proportion of recorded crime is in crime groups where historically there has been an absence of solvability factors, and the detection rates are lower.
- 4.7. Although the impact of this changing profile of recorded crime is likely to create a downward pressure on total detection rates, the constabulary continue to monitor and attempt to improve performance.

#### **Improve the Management of Dwelling Burglary**

- 4.8. Three measures are identified as indicators of successful management of dwelling burglary;
- Recorded Crime Rate
  - Detection Rate
  - Satisfaction Rate
- 4.9. The number of dwelling burglaries is at its lowest point on record, with 153 recorded in June. This represents an improvement of 6.2% compared to the baseline (with more than 10% reduction in both East Cambs and Peterborough).
- 4.10. However, this success has not translated to the detection rate which has significantly deteriorated compared to the baseline. Only one of the last three months has seen the detection rate above the baseline (April) and this remains an area where further improvements are needed.
- 4.11. The force lead on dwelling burglary submitted a strategic paper to FPB in June outlining his delivery plan to achieve this objective. A range of actions are detailed which include the creation of a bimonthly strategic group to harness pockets of good practice, identify and resolve blockages.
- 4.12. It is expected that by including a **range** of force resources (including Central Intel Bureau, Contact Management, Joint Protective Services Scenes of Crime Officers, Corporate Comms) performance in this area will be better understood and improved.
- 4.13. The satisfaction rate of burglary victims has continued to improve and stands at 93.6% (n=423). Each of the last three months has shown victim satisfaction rates above the baseline period – with **all** victims satisfied in several TPC areas.

#### **Asset Recovery**

- 4.14. The PCP identifies a strategic requirement to increase the volume and value of assets removed from criminals. Data showing the total value of assets removed shows a significant improvement, from a baseline figure of £1,502,063 to £2,118,334 up to the end of June. Acknowledging the long lead times associated with proceeds of crime act (POCA) work, this represents good progress towards achieving the goal.

#### **Perception of Drug Misuse**

- 4.15. The perception of Drug Misuse remains low and continues to improve. Compared to the baseline, an improvement of 1.3ppts is seen for the period to June 2013.
- 4.16. Although perception of drug misuse is highest in Cambridge City (19.7% n=575), improvements are recorded and it currently stands at its lowest rate in this area. Greatest

percentage point improvements are been seen in East Cambs and Peterborough (2.7pts and 2.4 pts respectively).

## **5. Keeping People Safe**

### **Improve the ratio of domestic violence incidents to prosecutions / Detection rate for Domestic Abuse (DA) crime**

- 5.1. Both of the above indicators have marginally deteriorated compared to the baseline figures. In part this is a product of good performance last year (on creation of the Domestic Abuse Investigation and Safeguarding Unit (DAISU). However, it is recognised that this high risk area is one that requires constant focus.
- 5.2. The force lead on DA presented a comprehensive paper to the FPB in June detailing a range of considerations. Good performance in this area is influenced by a range of factors, some of which fall outside the remit of the DAISU per se (for example speed of response of TPC resources to immediate graded incidents). Work is in hand to better manage these interdependencies with the expectation of improvements to working practices.
- 5.3. In addition, within the unit supervision and leadership has been bolstered.

### **Integrated Offender Management**

- 5.4. The success of the IOM scheme is measured by our partners in the scheme. Two reports from partners (Cambridgeshire and Peterborough) are due to be considered by the strategic group and will be presented through the constabulary mechanism once finalised.

### **Improve the Hate Crime Detection Rate / Improve Satisfaction rate for Victims of Racist Incidents**

- 5.5. Both of the above measures relating to hate crime have deteriorated compared to last year. Two of the last three months have seen the hate crime detection rate below the same period last year resulting in deterioration from the high point in April.
- 5.6. The satisfaction rate for racist incidents has also deteriorated. Smaller sample sizes in this area make district level data potentially misleading (the distribution of victims isn't equal across all areas). However, the slight deterioration from 78.7% to 74.6% (n= 138) is on the agenda for discussion at FPB in July.

## **6. Maintain the Resilience of Protective Services**

### **Reduce the number of people Killed or Seriously Injured (KSI)**

- 6.1. The number of people killed or seriously has marginally increased compared to the baseline. Since the margin of change is small no additional action has been taken at this stage.

## **7. Other Matters**

### **Contact Management**

- 7.1. Call handling data for emergency call handling remains good. Over 95% of calls have been answered within 10 seconds each month since December 2012. Call abandonment rates for emergency calls remain constant at just 0.1% of calls.
- 7.2. Non emergency call handling data has been less consistent. However, following a fall in performance to March, more recent data shows an improvement. More than 90% of non

emergency calls were answered within target (30 secs) with an average waiting time of 7 seconds. As a result of technical issues in June, data showing abandonment rates isn't available. However, data to the end of May generally indicates a small improvement.

### **Sickness Management**

- 7.3. Officer and staff sickness rates have fallen, from 7.8 days and 8.9 days to 7.4 days and 8.6 days respectively. Although there are areas where sickness has increased, the direction of travel is good and sickness continues to be managed robustly and is managed through the force People Board (with oversight of performance data at FPB).

## **8. Recommendation**

- 8.1 The Board is invited to note the report.