



To: Chief Constable

From: Chief Constable

Date: 22 January 2014

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 this detail 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. The proportion of respondents to the local engagement survey that agree the police are dealing with the things that matter locally has significantly deteriorated. In the 12 months to December 2013 70.3% (n=3602) agree; this has fallen from 72.3% in

the baseline period. This deterioration is evident in all areas apart from Huntingdonshire where confidence has improved from 72.3% to 77.7% (n=622).

- 3.3. Performance is significantly worse than peers.
- 3.4. Recent analysis presented to Force Performance Board (FPB) in December identified two main themes from survey respondents comments;
- Community engagement / Visibility
 - Local issues affecting daily life
- 3.5. These themes support research conducted by the NPIA and previous corporate analysis. Following FPB in December this analysis has been used distributed to local command teams along with district specific analysis of local priorities. Cognisant of these two pieces of analysis and the good practise in Huntingdonshire each district will now draw up a local plan to improve confidence rates. This will be tracked by FPB in February.

Satisfaction with service delivery

- 3.6. 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 88.4% (n=1761).
- 3.7. Data to September confirms service delivery in Cambridgeshire to be better than peers. Further improvements in recent months are likely to consolidate this position.

Increase the number of Special Constables

- 3.8. The number of active Special Constables remains below the target at 283. In addition the number of hours worked has fallen further.
- 3.9. It is anticipated that the appointment of a new Head of Special Constabulary will result in improvements to both of these indicators following their arrival in post.

4. Continue to Tackle Crime and Disorder

Reduce the level of recorded crime

- 4.1. The long term indicators of crime reduction for both Total recorded crime and Victim based crime continue to reflect a significant improvement compared to the baseline period (reductions of 6.9% and 5.3% respectively). The crime rate per 1000 population remains comparable to peers for both measures.
- 4.2. On a monthly basis although the number of offences has been below the same period last year for more than two years, this was not the case in December. There were 4.7% more offences in Dec 2013 than Dec 2012).
- 4.3. However, closer scrutiny of the data shows that the number of offences recorded in December 2012 was much lower than usual (an outlier) this was likely to be the result of a combination of effects including much colder weather. As a result this comparison is potentially misleading.

- 4.4. Although it is recognised that the crime reduction trend will not continue indefinitely, in isolation this is not necessarily a good signal of the reversal of this trend. Crime figures for January are projected to be below January 2013.
- 4.5. The Constabulary continue to scrutinise crime recording processes to give assurance of data quality standards. The Crime Data Integrity group meet monthly and report results of audit work to FPB monthly.

Reduce the Perception of High ASB

- 4.6. The proportion of respondents that perceive a high level of Anti Social Behaviour remains stable at 0.9% (n=3602).
- 4.7. Total ASB incident levels have fallen compared to the baseline. Following the increase reported last quarter (28,173 for the 12 months to Sept) there has been a reduction to 27,243.

Improve the Detection Rate

- 4.8. The detection rate remains comparable to peers, however although the rate in two of the last three months has been above the baseline, the total detection rate (inc RJ) remains below the baseline period by 0.7 pts.

Improve the Management of Dwelling Burglary

- 4.9. Three measures are identified as indicators of successful management of dwelling burglary;
- Recorded Crime Rate
 - Detection Rate
 - Satisfaction Rate
- 4.10. Two of the three measures have significantly improved. The satisfaction rate of victims identifies that service delivery in this area is better than peers and improved compared to the baseline.
- 4.11. While the strategic indicator shows a significant reduction in Burglaries there has been an increase in recent months. In each of the last three months more offences were recorded than the same period last year. Despite the longer term reductions, this measure remains worse than peers.
- 4.12. This increase is not seen in all command areas, it is more prevalent in Cambridge City and South Cambridgeshire. Both areas have prioritised reducing burglary levels through daily tasking processes.
- 4.13. The detection rate for these offences remains worse than the baseline period, however performance has improved since last quarter (from 16.0 for the 12 months to Sept to 19.2% to December). The detection rate remains comparable to peer group.

- 4.14. The strategic burglary group continue to meet quarterly in order to implement a series of actions designed to improve performance in this area and report to the FPB.

Asset Recovery

- 4.15. 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 £2,209,901 up to the end of December. Acknowledging the long lead times associated with proceeds of crime act (POCA) work, this represents continued progress towards achieving the objective.

Organised Crime Groups

- 4.16. Two measures are identified to assess OCG performance. The total 'harm' caused by OCGs is measured and represented numerically using a national framework. The strategic intent of the constabulary is to reduce this value within the year.
- 4.17. The first measure is an aggregate of individual harm scores for all known OCGs currently operating in Cambridgeshire. The measure specifically recognises that effective management of OCGs is likely to identify new groups within the year and as a result the total harm score may not necessarily reduce. As previously unknown groups are recognised the value may increase.
- 4.18. Current figures show a significant reduction in the harm caused by OCGs operating withing Cambridgeshire (1630 to 1374).
- 4.19. The second measure is an indicator of efforts to disrupt and reduce the harm caused by the groups identified at the start of the plan. This 'cohort' will remain the same and therefore a reduction in harm caused by these groups is expected. The total harm caused by the original cohort has been reduced significantly (from 1630 to 793).

Perception of Drug Misuse

- 4.20. The perception of Drug Misuse remains low and continues to improve. Compared to the baseline, an improvement of 4.1pts is seen for the period to December 2013.

5. *Keeping People Safe*

Improve the ratio of domestic violence incidents to prosecutions / Detection rate for Domestic abuse crime

- 5.1. Both of the above indicators have marginally deteriorated compared to the baseline figures. However, it is recognised that this high risk area is one that requires constant focus.
- 5.2. The HMIC inspection of DA in December has identified a range of areas for improvement. This feedback has been incorporated into an action plan and changes will be discussed and implemented as necessary.

- 5.3. The strategic lead continues to report quarterly to the FPB, and will report on progress of implementation of actions.

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. The detection rate in this area continues to fluctuate. The current, measure reflects a deterioration of 0.1pts compared to the baseline. The constabulary Hate Crime Steering group meet quarterly in order to coordinate making improvements in this area.
- 5.6. The satisfaction rate for victims of Racist incidents has fallen and as a result of very small sample sizes fluctuates on a monthly basis.

Maintain the Resilience of Protective Services

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

- 5.7. The number of people killed or seriously has fallen compared to the baseline and performance is comparable to peers.

6. *Other Matters*

Contact Management

- 6.1. Primary call handling data for emergency call handling remains good. 96.8% of calls in the 12 months to September were answered within 10 seconds. However, due to recent system upgrades we are currently unable to provide non-emergency (or secondary) call handling data. Work is on-going to resolve this issue.

Sickness Management

- 6.2. Officer and staff sickness rates have fallen, from 7.8 days and 8.9 days to 6.6 days and 7.7 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).