



To: Business Coordination Board

From: Chief Constable

Date: 08 May 2014

PERFORMANCE UPDATE

1. Purpose

1.1 To discuss performance against the priorities identified in the Police and Crime Plan (P&CP) in the year ending 31st March 2014. Further data is available within the accompanying 'Performance Update' pack.

2. Recommendation

2.1 That the Board note the contents of this paper.

3. Background

3.1 Priorities identified in the P&CP are grouped within several areas. This report follows that structure and provides contextual information where possible to help understand current progress against priorities.

3.2 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.

4. Maintain Local Police Performance

Deal with local concerns

4.1 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 P&CP identifies local confidence as the measure of success in this area.

- 4.2 Achieving an improvement in public confidence has been challenging in recent months. The proportion of respondents to the local engagement survey that agree the police are dealing with the things that matter locally remains significantly deteriorated at year (the year to March 2014). In the 12 months to March 2014 68.9% (n=3636) agree; this has fallen from 72.3% in the baseline period. Cambridge City is the only area to maintain public confidence at levels comparable to their baseline 72.6% (n=595, baseline 72.5%)
- 4.3 The Crime Survey for England and Wales (CSEW) provides an additional measure of public confidence. The most recent data from the CSEW runs contrary to locally available data and identifies that an increasing proportion of the public have confidence in Cambridgeshire Police. The most recent data (for the 12 months to December 13) shows that 63.5% have confidence. This has improved from 58.1% for the same period in the previous year.
- 4.4 As a result, CSEW data show that public confidence in Cambridgeshire Police is comparable to peers.
- 4.5 While the two measures heading in different directions adds complexity (and context) to delivery, the organisation has undertaken analysis of local results. Following this analysis and the identification of common themes raised by respondents, work has been undertaken to draw up local plans to improve confidence rates. Force Performance Board (FPB) discussed the progress of this on 24th April. Supt Ixer is leading this work and has begun to consolidate the learning from local and national research and is creating a concise product to be delivered to local officers.
- 4.6 Whilst the lack of any real improvement to date highlights the inherent difficulties associated with a measure which can be subject to external influences; local plans will continue to flex to respond to respondents concerns.

Satisfaction with service delivery

- 4.7 Victims of crime are routinely surveyed in an attempt to understand (and improve) the quality of service given by the constabulary. At year end satisfaction rates were significantly improved compared to the baseline from 85.4% to 89.0% (n=1770).
- 4.8 As anticipated, data to December 2013 confirms service delivery in Cambridgeshire remains better than peers. The continuing improvements in recent months are likely to strengthen this position.

5. Continue To Tackle Crime and Disorder

Reduce the level of recorded crime

- 5.1 Although the long term indicators of crime reduction for both total recorded crime and Victim based crime continue to reflect an improvement compared to the baseline period (reductions of 5.3% and 3.5% respectively) the scale has reduced. The crime rate per 1000 population remains comparable to peers for both measures.

- 5.2 Monthly crime levels since December 2013 have been at or above those seen in the same period last year. However, it must be borne in mind that crime levels throughout 2013 were significantly lower than previous years. The only exception to this was December 2013 which was in all probability affected by a combination of effects including much colder weather.
- 5.3 Although December 2013 in isolation was not considered a reversal of the crime reduction trend, February and March 2014 have now seen the upward trend continue. Whilst the impact of the crime data integrity plan, which seeks to offer reassurance that crime recording in Cambridgeshire is honest and accurate may drive some of the recent increase, it is not possible to disaggregate this from any real increase in offending levels.
- 5.4 The Constabulary continues 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 the Force Performance Board monthly.

Reduce the perception of high ASB

- 5.5 The proportion of respondents that perceive a high level of Anti-Social Behaviour remains stable at year end at 0.9% (n=3636).
- 5.6 At year end, ASB incident levels have fallen by 3% when compared to the baseline (27,251 incidents in the 12 months to March 2014)

Improve the detection rate

- 5.7 Whilst Cambridgeshire's detection rate remains comparable to peers, the impact of falling detection rates in recent months has resulted in a deterioration compared to baseline (by 1.2ppts). The number of detections achieved has increased in the recent month; however the impact of increasing crime has prevented an improvement in detection rates from materialising.

Improve the management of dwelling burglary

- 5.8 Three measures are identified as indicators of successful management of dwelling burglary;
- Recorded Crime Rate
 - Detection Rate
 - Satisfaction Rate
- 5.9 Two of the three measures have improved, one significantly so. The satisfaction rate of victims identifies that service delivery in this area is better than peers and improved compared to the baseline.
- 5.10 The increasing trend in offences observed in the three months to December 2013 has abated, with a notable reduction in January and levels now below or comparable to last years in recent months. As a result, the significant reduction in crime levels has been maintained at year end (down by 12%) Despite the longer term reductions, this measure remains worse than peers.

- 5.11 The significant reduction in offences has not been seen in all command areas, with Cambridge City and South Cambridge recording an increase compared to baseline at year end. Both areas continue to prioritise reducing burglary levels through daily tasking processes.
- 5.12 The detection rate for these offences remains worse than the baseline period by 0.7ppts at year end, following lower detection rates than last year in 7 of the 12 months. However, the detection rate is now better than the peer group.
- 5.13 The Constabulary has successfully implemented changes lead by the Home Office to better understand the full range of crime outcomes (where the police were unable to detect the offence). The intention of this work is to improve the transparency of the entirety of police recorded crime and will allow more informed discussion to take place. The next quarterly performance report will include this data and will be actively monitored as part of the performance framework going forward.

Asset recovery

- 5.14 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 £2,277,970 at year end.

Organised Crime Groups

- 5.15 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.
- 5.16 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.
- 5.17 At year end, a significant reduction in the harm caused by OCGs operating within Cambridgeshire (1630 to 1406) has been achieved.
- 5.18 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 785).

Perception of drug misuse

- 5.19 Perception of drug misuse in Cambridgeshire has fallen to 9% in the year ending March 2014; this is an improvement of 5ppts on the baseline position. All command areas have contributed to this improvement.

6. Keeping People Safe

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

- 6.1 The domestic incident to prosecution ratio failed to improve against baseline at October month end, a lack of CPS data since then prevents comment on the end of year position.
- 6.2 Whilst the detection measure remains 4.6ppts lower than at the baseline (44.8%), providing a better service to victims remains the primary focus for the organisation. Greater emphasis is placed on dealing with the needs of the victim and safeguarding them for further abuse. Often this will be supported by a criminal justice sanction, but this is not the only way to protect a victim from further harm.
- 6.3 The HMIC revisit of the organisations approach to Domestic Abuse in February resulted in a positive assessment of the organisations response to the initial inspection. HMIC acknowledged the now wider ownership of safeguarding and that process changes within the MARU, FCR and DAISU were good and sustainable. It is recognised that this high risk area is one that requires constant focus as such is subject to on-going monitoring through the strategic performance framework.
- 6.4 Improvements to police understanding of a wider range of standardised outcomes will allow a more informed discussion to take place regarding police outcomes. This data will inform the emerging performance picture into the next year.

Integrated Offender Management

- 6.5 The success of the IOM scheme is measured by our partners in the scheme; a summary of performance using a monitoring cohort taken at 1st working day of September 2012 informs this commentary. Whilst the methodology used does not conform to the PCP measurement criteria, the resulting analysis can be taken as an indication of progress towards the stated objective.
- 6.6 Whilst offending reduced, the severity of offending increased for 8% of the cohort; for the majority (70%) offending frequency and severity reduced indicating a move away from previous behaviours is achievable.
- 6.7 The future of the performance commentary from our partners is currently under discussion.

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

- 6.8 Achieving an improvement in detection rates for victims of hate crime has proved challenging, with the year ending on a 5.9ppt deterioration compared to the baseline. Detection rates have fluctuated throughout the year; however, sustaining month on month rates better than last year has proved difficult. The constabulary Hate Crime Steering group meet quarterly in order to coordinate making improvements in this area.

- 6.9 The satisfaction rate for victims of Racist incidents has finished the year with a marginal improvement on the baseline position (78.9% v 78.7%).
- 6.10 The Hate Crime Steering Group meets quarterly in order to coordinate making improvements in this area; in addition provide(s) a mechanism through which to monitor the strategic aims of the group which are (working in partnership) to; reduce the risk of incidents of hate crime, to encourage hate crime reporting and to ensure the effective prosecution of offenders .

7. Maintain the Resilience of Protective Services

Reduce the number of people killed or seriously injured (KSI)

- 7.1 For the 12 months to January, the number of people killed or seriously injured on the road of Cambridgeshire is significantly higher than at the baseline (392 v 371); although performance remains comparable to peers.

8. Other Matters

Sickness Management

- 8.1 Both officer and staff sickness levels have shown good reductions at year end when compared to the baseline (officer sickness down from 7.8 to 6.3, staff sickness down from 8.9 to 7.2). The majority of departments/directorates have seen sickness either improve or remain comparable to the baseline for both officer and staff sickness. This is indicative of robust management together with scrutiny through the Force People Board (with oversight of performance data at FPB).

BIBLIOGRAPHY

Source Document (s)	Contact Officer	Location
	Neil Stacey	Cambridgeshire Police & Crime Commissioner, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA