

**Report of the Chief Constable to the Chair and Members
of the Operational Policing Panel
21st July 2011**

**Executive & Presenting Officer: Mr Dave Pickard, Assistant Chief Constable
(Territorial Operations)**

Status: For information

Force Performance Report - April to June 2011

1. Purpose

- 1.1 To update Members on Force performance against the 2011/12 Policing Plan Priority.

2. Recommendations

- 2.1 That members note Force performance against targets.

3. Reasons

3.1 Policing Plan Priority 2011/12

The Policing Plan Priority for 2010/11 is '*to continue to deliver Putting People First by making progress in the priority areas that matter to you*':

- Reducing crime
- Reducing antisocial behaviour
- Keeping you safe
- Delivering value for money

- 3.2 Progress against the Policing Plan Priority is monitored using the Priority Indicator Set. The Priority Indicator Set provides a suite of key performance measures (i.e. 'a performance dashboard'), which aim to reflect outcome performance in relation to the local policing priority and the Chief Constable's vision of Putting People First. A full breakdown of performance against the

3.3 Summary of Performance Against the Priority Indicator Set

Performance against the Priority Indicator Set is assessed using a 'traffic light' system whereby:

GREEN shows performance has improved and the Force is on track to achieve the annual target.

AMBER shows performance has improved but the Force needs to make further progress in order to achieve the annual target.

RED shows performance has deteriorated and the Force requires significant improvement in order to achieve the annual target.

3.4 For 2011/12, there are 9 key performance indicators (KPIs) within the Priority Indicator Set, each with an associated performance target. Performance data is currently available in relation to 5 of the 9 KPIs with the remainder being updated on a quarterly basis. The following table provides an overview of current performance against the KPIs. For a more detailed breakdown, please refer to Appendix 1.

Performance Assessment	Number of KPIs
Green	3
Amber	1
Red	1
Yet to be assessed	4

3.5 Performance Highlights

- **Recorded crime** continues to fall. Year to date figures show a decrease of 3.9% (461 less crimes) when compared to last year. Reductions have been achieved in the volume crime areas of violence (down 15.0%, 377 less crimes) and criminal damage (down 8.7%, 218 less crimes). The annual target for 2011/12 is to achieve an overall reduction in the total number of crimes recorded when compared to the previous year.
- The Force is making significant progress in relation to the **Protective Services Improvement Plan**. The current action status is: 0 red, 10 amber, 14 non- discharged green, 65 discharged green.
- The Budget Monitoring Report to May 2011 received by Members at the Policy & Resources Panel on 30th June forecast an overall breakeven position for 2011/12. This comprised several separate elements:
 - Changes to the assumptions made in setting the 2011/12 budget that created a pressure of £650k that was separately reported in the Long Term Financial Plan update to Members of 23rd June 2011.
 - In year cost pressures of £80k.
 - Identified cost savings to rebalance the 2011/12 budget.

3.6 Areas for Improvement

- Increases have been observed in relation to a number of ***acquisitive crime*** categories: house burglary (up 9.5% or 56 more crimes); vehicle crime (up 11.4% or 89 more crimes); robbery (up 45.5% or 30 more crimes), and other theft (up 3.9% or 128 more crimes).
- There has been a slight reduction in the overall ***sanction detection rate***, currently 36.7% (down 1.5 percentage points when compared to the previous year). The annual target for 2011/12 is to maintain a detection rate of at least 37%.
- Whilst ***anti-social behaviour incidents*** have decreased (down 2.2% or 304 less incidents) further improvements are required in order to achieve the annual reduction target of 5%.

3.7 'Call Back' Quality Sampling

A key part of the outsourcing partnership requires Steria to contact members of the community who have recently received a service from Cleveland Police.

- 3.8 Between April and June 2011 15,216 members of the community were contacted by Steria and surveyed on their views about the overall quality of service that they received, either from the control room, responding officers, or both.
- 3.9 Appendix 3 to this report provides an overview of the quality of service and the views of the service recipients. The scale of 1 – 5 used within the telephone survey represents a continuum of service from 1 (poor) to 5 (excellent).
- 3.10 It can be seen that the overall level of satisfaction with Cleveland Police is high with over 84% of recipients expressing a satisfaction level that was either 'very good' or 'excellent' concerning the response of officers attending to their call or incident, and 95% of recipients receiving a control room service indicating similar satisfaction.
- 3.11 The Police Authority should take confidence and satisfaction from the positive results achieved in the year to date. Further refinements will be made to the call back process including provision to provide an improved update on the outcome of the event or incident involving the member of the community.

4. **Implications**

4.1 Finance

There are no financial implications arising from this report.

4.2 Diversity and Equal Opportunities

There are no diversity or equal opportunities implications arising from this report.

4.3 Human Rights Act

There are no Human Rights Act implications arising from this report.

4.4 Sustainability

There are no sustainability implications arising from this report.

4.5 Risk

There are no risk implications arising from this report.

5. Conclusions

5.1 The Force is making good progress in relation to the delivery of the 2011/12 Policing Plan Priority. The Force continues to achieve high levels of public confidence and satisfaction whilst reducing crime and antisocial behaviour.

5.2 It is recognised that further improvements could be made in relation to incidents of antisocial behaviour, the sanction detection rate and certain acquisitive crime categories. However, the achievements detailed above have and will continue to assist us to achieve our vision of Putting People First and help us to make our communities and neighbourhoods safer places to live and work.

Sean Price
Chief Constable

Prepared by Corporate Planning and Governance

Appendix 1 – Performance Targets for 2011/12

Details of Force performance target for 2011/12 and the priority indicator set are shown below.

Putting People First

- Improving the percentage of people who, taking everything into account, have confidence in the police in this area'
- Improving the percentage of people who think that the police in the local area are doing a 'good' or 'excellent' job.

Reducing crime

- Reducing total recorded crime
- Maintaining a sanction detection rate of at least 37%

Reducing anti-social behaviour

- Reducing total recorded anti-social behaviour

Keeping you safe

- Making progress in implementing the Protective Services Improvement Plan
- Measuring the percentage of people whose quality of life is affected by fear of crime or antisocial behaviour.

Delivering value for money

- Setting a balanced budget for 2011/12
- Delivering a break even position or under spending for 2011/12

Appendix 2 –Assessment against the Priority Indicator Set

Public Confidence	Recorded Crime	Detection Rate	Antisocial Behaviour	Balanced Budget
Dial will appear here when data is available	<p>Decreasing</p>	<p>Not on Target</p>	<p>Decreasing</p>	Dial will appear here when data is available
POLICING PRIORITY: Delivering Putting People First				
KPI 1: The percentage of people who, taking everything into account, have confidence in the police in this area				
KPI 2: The percentage of people who think that the police in the local area are doing a 'good' or 'excellent' job				
PRIORITY AREA: Reducing Crime				
KPI 3: Total number of recorded crimes				
KPI 4: Overall sanction detection rate				
<i>Please note: a 37% maintenance target has been set for the sanction detection rate</i>				
PRIORITY AREA: Reducing antisocial behaviour				
KPI 5: Number of incidents of antisocial behaviour				
<i>Please note: a 5% reduction target has been set for incidents of antisocial behaviour</i>				
PRIORITY AREA: Keeping you safe				
KPI 6: Percentage of people who's quality of life is affected by fear of crime and antisocial behaviour				
KPI 7: Progress against the Protective Services Improvement Plan				
<i>* Green actions - the figure outside the brackets refers to those actions non-discharged, the figure inside refers to those actions discharged.</i>				
PRIORITY AREA: Delivering a balanced budget				
KPI 8: Setting a balanced budget for 2011-12				
KPI 9: Deliver a 'break even' position or an under spend for 2011-12				