

**Report of the Chief Constable to the Chair and Members
of the Operational Policing Panel
24th November 2011**

**Executive & Presenting Officer: Mr Adrian Roberts, Temporary Assistant
Chief Constable (Territorial Operations)**

Status: For information

Force Performance Report - April to October 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 2011/12 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 Priority Indicator Set and associated improvement targets is shown in Appendix 1.

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 (KPI's) within the Priority Indicator Set, each with an associated performance target. Performance data is currently available in relation to 8 of the 9 KPI's with the remaining one yet to be assessed. The following table provides an overview of current performance against the KPI's. For a more detailed breakdown, please refer to Appendix 1.

Table 1: Summary of Priority Indicator KPI Assessment

Performance Assessment	Number of KPI's
Green	6
Amber	1
Red	1
Yet to be assessed	1

3.5 Performance Highlights

- **Recorded crime** is now showing an overall year to date increase of 1.3% (335 more crimes) when compared to last year. However, reductions have been achieved in the volume crime areas of assault with less serious injury (down 6.9% or 176 less offences) and assault without injury (down 12.3% or 170 less offences). 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.
- **Public confidence** remains high. According to the Local Public Confidence Survey, the percentage of people who think the police in the local area are doing a good or excellent job is currently 69.9% and represents an improvement on last year. The percentage of people who, taking everything into account, have confidence in their local police is

¹. This is a slight deterioration when compared to last year however statistically both are considered to be stable.

- Furthermore, according to the British Crime Survey Cleveland Police have once again out performed all other Forces in England and Wales in relation to the perceived ability to work with the local council and deal with local issues (currently 63.1%²).
- **Victim** or '**user**' **satisfaction** remains high. The latest figures show that 84.2%³ of people surveyed were satisfied with the service received from Cleveland Police.
- The Force is making significant progress in relation to the **Protective Services Improvement Plan**. The current status of the plan is: 0 red actions, 6 amber actions, 12 green actions and 73 discharged actions.
- The **Budget Monitoring Report** to 31st August 2011 received by Members of the Policy & Resources Panel on 27th October reported that the Authority has pressures against the expenditure plan for 2011/12 but has sufficient predicted underspends to more than cover these pressures and, therefore, an underspending of £100k is forecast after taking account of medical retirement expenditure in respect of 9 officers.

3.6 Areas for Improvement:

- Increases have been observed in relation to a number of **acquisitive crime** categories; house burglary (up 6.7% or 92 more crimes) vehicle crime (up 5.8% or 101 more crimes), robbery (up 15.1% or 25 more crimes) and other theft (up 7.2% or 535 more crimes). Criminal Damage, which until October was showing a decrease, is also now observing an increase (up 2.7% or 148 crimes). A significant proportion of the increase in burglary, vehicle crime, other theft and criminal damage relates to increases of metal theft; this being a global and national phenomenon.
- Projections show that the current trend will not deliver the year end crime reduction target due, in significant measure, to the unprecedented drop in recorded crime in the severe winter of 2010. A critical incident has been declared and a Volume Crime Gold Group established to drive remedial action. This includes the calculation of a 'crime gap' that sets out the recovery target for crime reduction necessary to achieve the year end target. This is recalculated daily based on actual performance. At 31st October the recovery target stood at 2,315 crimes which equates to 463 crimes per month for the remainder of the year. This is set out in the graph at Appendix 3. A media strategy has been developed to assist in managing these pressures.

¹ Based on telephone interviews conducted during April to September 2011.

² Based on face to face interviews conducted during the 12 months ending June 2011.

³ Based on telephone interviews conducted during the 12 months ending September 2011.

- The overall ***sanction detection rate*** currently stands at 36.8%. This is fractionally below the annual target for 2011/12 is to maintain a detection rate of at least 37%.
- Whilst ***antisocial behaviour incidents*** have decreased (down 1.9% or 537 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 October 2011 31,053 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, Response Officers, or both.

3.9 Appendix 4 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 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 95.1% 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. It is intended that further refinements be made to the call back process including the provision of improved updates on the outcome events or incidents involving members of the community.

3.12 Future Challenges

Members will wish to note that December 2010 and January 2011 represented wholly exceptional months in terms of particularly low levels of volume crime. This is believed to have been contributed to by the abnormal weather conditions. The consequence is that the force faces a particular challenge over this next six months in relation to volume crime reduction when compared against last year. The force is taking active steps to manage these challenges. This position is being exacerbated by a significant pressure in relation to metal theft and other acquisitive crime types, seemingly driven by global economic and national recessionary issues.

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 continues to achieve high levels of public confidence and satisfaction whilst reducing antisocial behaviour.

5.2 An aggressive action plan has been put in place to drive reductions in volume crime and progress will continue to be reported to members.

Jacqui Cheer
Temporary 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

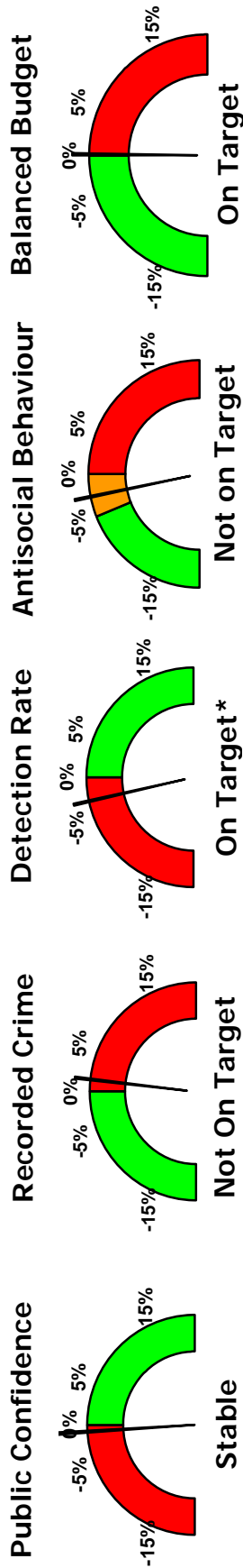
Keeping you safe

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

Delivering value for money

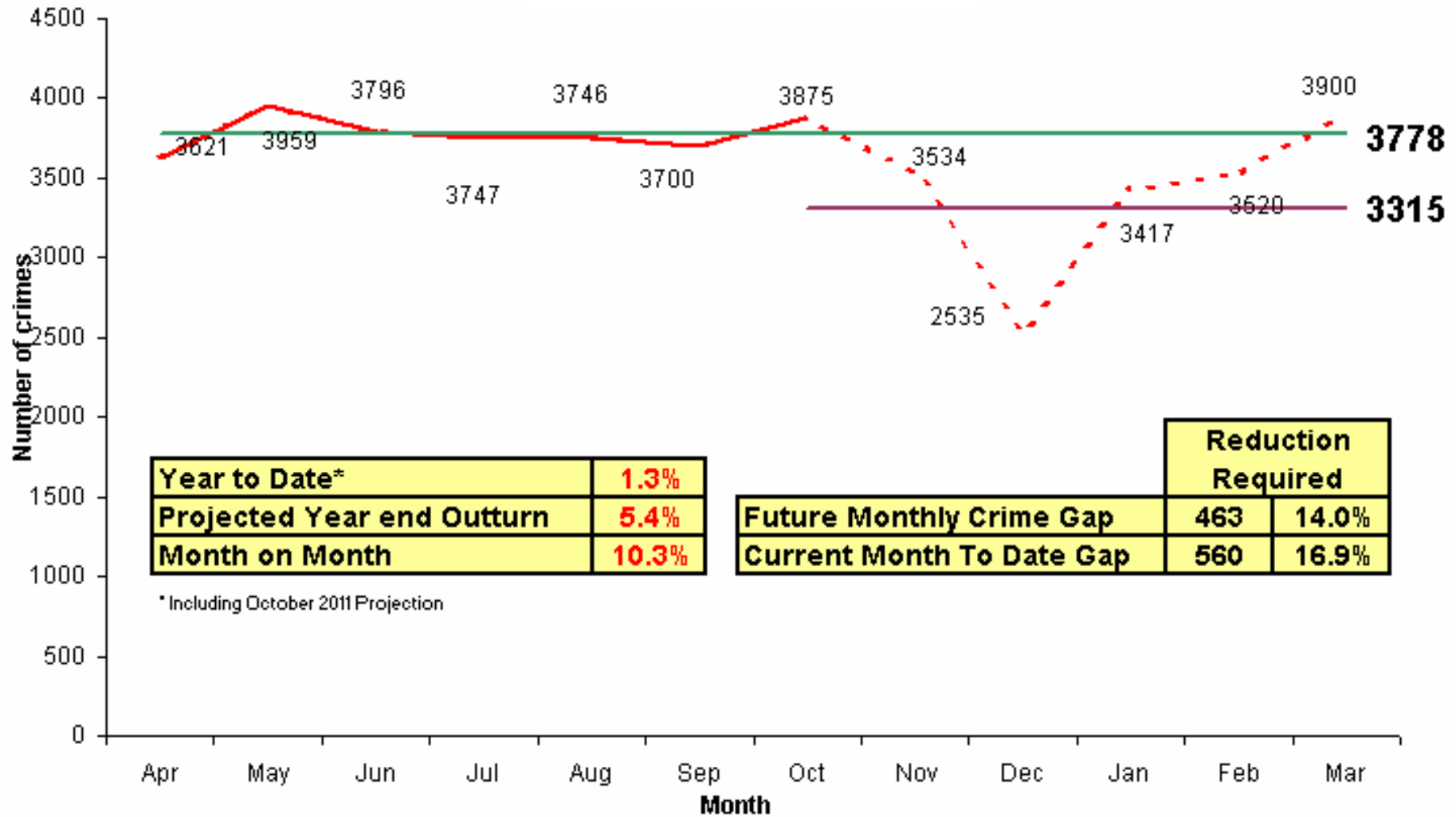
- Setting a balanced budget for 2011/12
- Delivering a break even position or under spending for 2011/12

Appendix 2 –Assessment against the Priority Indicator Set



	Performance	Direction	Delivery
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	84.90%	Stable	Stable
KPI 2: The percentage of people who think that the police in the local area are doing a 'good' or 'excellent' job	69.90%	Stable	Stable
PRIORITY AREA: Reducing Crime			
KPI 3: Total number of recorded crimes	26447 (1.3%)	Increasing	Not On Target
KPI 4: Overall sanction detection rate	37% (-2.9pp)	Falling	On Target*
<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	32489 (-2.7%)	Decreasing	Not on Target
<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	15.90%	Baseline being established	Delivery
KPI 7: Progress against the Protective Services Improvement Plan	Red 0 Amber 6 Green 12 (73)	Progressing	On Target
<i>* Green actions - the figure inside the brackets refers to those actions discharged.</i>			
PRIORITY AREA: Delivering a balanced budget			
KPI 8: Setting a balanced budget for 2011-12		Achieved	Delivery
KPI 9: Deliver a 'break even' position or an under spend for 2011-12		On Target	Delivery

Appendix 3 – Crime Gap



* Including October 2011 Projection

Year to Date*	1.3%
Projected Year end Outturn	5.4%
Month on Month	10.3%

		Reduction Required	
Future Monthly Crime Gap	463	14.0%	
Current Month To Date Gap	560	16.9%	

- **Actual 2011/12**
 - ⋯ **Performance 2010/11**
 - **Current Month projection**
 - **Current Monthly Average**
 - **Required Monthly Average ***
- * To achieve year end target