

**Report of the Chief Constable to the Chair and Members
of the Operational Policing Panel
23rd September 2009**

**Executive & Presenting Officer: Mr Sean White, Assistant Chief Constable
(Territorial Operations)**

Status: For information

Force Performance Report (April to July 2009)

1 Purpose

- 1.1 To present to the Police Authority an update on Force performance against the 2009-10 Policing Plan Priority.

2 Recommendations

- 2.1 That Members note the contents of the report and scrutinise on Force performance against targets.

3 Reasons

3.1 Policing Plan Priority 2009-10

The Policing Plan Priority for 2009-10 is '*to enhance public confidence in Cleveland Police*'. In order to deliver this priority Cleveland Police will:

- Deliver citizen focused policing to all our neighbourhoods.
- Reduce crime, antisocial behaviour and protect neighbourhoods.
- Reduce the harm caused by drugs and alcohol.
- Ensure efficient and effective use of our people and the public's money.

- 3.2 Progress against the Policing Plan Priority is monitored using the Priority Indicator Set. The Priority Indicator Set provides a reduced suite of 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. The Priority Indicator Set has been developed

using the APACS framework, the National Indicator Set and the internal Performance Management Framework, and is the framework upon which to set specific performance improvement targets have been set. A full breakdown of performance against the Priority Indicator Set and associated improvement targets is shown in Appendix One.

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 the Force is on track to achieve the annual target.

AMBER shows the Force requires slight performance improvements in order to achieve the annual target.

RED shows the Force requires significant performance improvements in order to achieve the annual target.

3.4 For 2009-10, there are 18 performance measures within the Priority Indicator Set. Of these 10 are green, 3 are amber and 5 are red. The Force is therefore currently failing to achieve the required target in 8 areas.

3.5 Performance Highlights

- **Public Confidence** has increased. Performance against the National Confidence measure currently stands at 56.5%¹. This is slightly lower than the annual target of 58%. However, Cleveland Police remain one of the highest performing forces in the country (2nd).
- **Victim** or '**User**' **Satisfaction** remains high. The latest figures show that 83.3% of people surveyed were satisfied with the service received from Cleveland Police. The target for 2009-10 is to achieve a satisfaction level of 83.3%.
- **Recorded Crime** continues to fall significantly. The annual target for 2009-10 is a reduction of 5%. Year to date figures show a current decrease of 12.4% (2413 less crimes) when compared to last year. Significant reductions have been achieved in all of the target crime categories (Violent Crime, Serious Acquisitive Crime, Criminal Damage and Other Theft).
- The **Sanction Detection Rate** continues to improve. The annual target for 2009-10 is to maintain a level of at least 37%. Year to date figures show the current detection rate to be 39.5%, an improvement of 1.3% pts when compared to last year.

¹ Based on the latest BCS data release which reports on interviews conducted between April 2008 and March 2009.

- **Sickness levels** have improved in relation to both Police Officers and Police Staff. The percentage of working hours currently lost due to sickness for Police Officers is 2.65% and for Police Staff is 3.18%. Both of these figures represent significant improvements on last year.

3.6 Areas for Improvement

- **Anti Social Behaviour (ASB)** incidents have increased slightly. Between April and July 2009 there has been an increase of 1.7% (an additional 391 incidents) when compared to last year. The annual target for 2009-10 is to reduce ASB incidents by 2%.
- Results from the British Crime Survey show that overall perceptions of ASB have improved. The latest figures² show that 20.5% of local residents perceive ASB to be a problem. Whilst this is a slight improvement when compared to the previous figure, it remains some way above the annual target for 2009-10 of 18.6%
- There has been an increasing trend in the percentage of people who perceive drug use or dealing to be a problem (currently 36.1%). There has also been a slight increase in those who perceive drunk and rowdy behaviour to be a problem (currently 27.7%). The 2009-10 annual targets for these indicators is 27.8% and 23.3% respectively.

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 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.

² Based on the latest BCS data release which reports on interviews conducted between April 2008 and March 2009.

6 Conclusions

- 6.1 The Force has made good progress in relation to the delivery of the 2009-10 Policing Plan Priority. The Force continues to improve public confidence and satisfaction, reduce crime significantly and increase detections, whilst improving the level of sickness absence amongst officers and staff.
- 6.2 Whilst it is recognised that further improvements are still required in relation to the occurrence and perception of anti social behaviour, the achievements detailed above will assist us to achieve our vision of Putting People First and helping to make our communities and neighbourhoods safer places to live and work.

Sean Price
Chief Constable

Prepared by Corporate Planning and Performance

Appendix 1 - Performance against the Priority Indicator Set




<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> CLEVELAND POLICE - FORCE PERFORMANCE DASHBOARD (Overview of performance against the Local Policing Plan & Priority Indicator Set) </div> </div>						
Performance Indicator	Performance 2009-10	Performance Comparators			Performance Assessment	
		Last year	MSF Average	Annual Target		
LOCAL PRIORITY: To enhance public confidence in Cleveland Police by 'Putting People First'						
SPI 2.2	Dealing with local concerns (agencies)	56.50%	54.00%	49.50%	58.00%	
DELIVERY MECHANISM: Deliver citizen focused policing to all our neighbourhoods						
SPI 2.1	Understanding Local Concerns (agencies)	50.40%	44.70%	44.50%	47.20%	
SPI 2.3	Confidence in Local Police	55.60%	48.40%	52.00%	48.40%	
SPI 1.1	Satisfaction with Overall Service (Police)	83.30%	82.40%	84.00%	83.30%	
DELIVERY MECHANISM: Reduce crime and antisocial behaviour and protect our neighbourhoods						
SPI 4.1	Perception of Anti Social Behaviour	20.50%	21.90%	19.80%	18.60%	
SPI 5.2	Serious Acquisitive Crime per 1000 Population	12.76	14.26	15.58	13.86	
SPI 5.3	Assault with less serious injury per 1000 population	8.23	8.23	7.67	7.95	
SPI 5.1	Serious violent crime per 1000 population	0.64	0.57	1.04	0.54	
LPI 1	Anti Social Behaviour Rate	128.46	115.61	78.51	113.30	
LPI 4	Other theft per 1000 population	23.47	24.47	18.91	22.98	
LPI 5	Criminal damage per 1000 population	21.45	24.56	19.98	22.18	
LPI 6	Assault without injury per 1000 population	4.21	5.27	2.59	4.98	
LPI 2	Total Recorded crime per 1000 population	91.17	98.44	87.56	93.52	
LPI 3	Overall Sanction Detection Rate	39.52%	37.64%	33.04%	37.00%	
DELIVERY MECHANISM: Reduce the harm caused by drugs and alcohol						
SPI 4.2	Perception of drunk/rowdy behaviour	27.70%	26.60%	28.00%	23.30%	
SPI 4.3	Perception of local drug use / drug dealing	36.10%	31.90%	32.90%	27.80%	
DELIVERY MECHANISM: Ensure efficient and effective use of our people and the public's money						
SPI 12.1	Delivery of cashable and non cashable efficiency targets	0.00%	0.00%	-	No Target	No Data available
SPI 13.1	Percentage of police officer working hours lost due to sickness	2.65%	3.25%	3.83%	3.00%	
SPI 13.2	Percentage of Police staff working hours lost due to sickness	3.18%	4.43%	4.37%	4.40%	
Note: 'Performance 2009-10' is the PROJECTED performance for the end of year.						

Appendix 2 - Interpreting the 'performance assessment' symbols

The 'Performance Assessment' symbol provides an illustration of current performance against 3 comparative benchmarks. These are:




1. Historical Performance

Current performance is compared against that of the previous year. This assessment is illustrated one of the following direction symbols:

-  indicates an improved performance
-  indicates no change in performance
-  indicates deteriorated performance

2. MSF Comparison

Current performance is compared to the MSF average. This assessment is illustrated by the position of the direction symbol within the 'ladder' or box.

-  Better than average performance
-  Average Performance
-  Worse than average performance

3. Performance against annual target

The final element of the assessment is the background colour given to the ladder or box. This represents performance against the agreed target:

- GREEN** shows the Force is on track to achieve the annual target.
- AMBER** shows the Force requires slight performance improvements in order to achieve the annual target.
- RED** shows the Force requires significant performance improvements in order to achieve the annual target.