



**Report of the Chief Constable to the Chair and Members
of the Operational Policing Panel
9th February 2012**

**Executive & Presenting Officer: Mr Adrian Roberts, Temporary Assistant
Chief Constable**

Status: For information

Force Performance Report - Year to Date April to December 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 on 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 aims 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 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 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	5
Amber	1
Red	2
Yet to be assessed	1

3.5 Context

Force performance needs to be seen in the context of the Force's achievement in recent years:

- Crime in Cleveland has been falling over successive years with 2010 being the lowest year on record, with 31,000 fewer victims of crime than in 1991.
- Detection rates in Cleveland remain amongst the highest in the country with the national average detection rate in 2010 being 27.8%.
- Winter 2010 represented extraordinary weather conditions which created an exceptionally low base-line for subsequent comparison.
- Global economic and recessionary factors are creating further ongoing challenges, particularly in regard to metal theft and acquisitive crime.
- Notwithstanding these factors the Force has witnessed month on month crime reduction which is forecast to continue in January 2012, and a current YTD detection rate of 37.2%, which is above target.

3.6 Performance Highlights

- **Recorded crime** is now showing a year to date increase. Notwithstanding an actual 12% decrease in crime between November 2011 and December

2011, the low 2010 baseline means that Year to Date figures show an increase of 4.4% (1,426 more crimes) when compared to the same period last year. Reductions have been achieved in the volume crime areas of assault with less serious injury (down 5.1% or 164 less offences) and assault without injury (down 9.5% or 162 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. This remains a challenge but the gap is closing.

- **Anti Social Behaviour** is now showing a year to date decrease of exactly 5%. This reduction puts the Force on course to achieve the targeted reduction of 5% for the 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 70.5% and represents an improvement on last year. The percentage of people who, taking everything into account, have confidence in their local police is 85.4%¹. Variations against 2nd quarter and last year are not statistically significant and the indicator is 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. This was measured as 64.3%² for the year ending 31st December 2011.
- **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 December 2011 to be presented to Members of the Policy & Resources Panel on 16th February 2012 reports a forecast breakeven position, excluding Operation Sacristy costs forecast to be £1.44m in the current year.

3.7 Areas for Improvement:

- Increases have been observed in relation to a number of **acquisitive crime** categories: house burglary (up 6.2% or 108 more crimes); vehicle

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

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

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

crime (up 15.7% or 333 more crimes); robbery (up 6.7% or 14 more crimes), and other theft (up 11.0% or 978 more crimes). Increases are also being experienced in Criminal Damage (up 5.7% or 391 crimes) and other burglary (up 15.5% of 284 crimes).

- However, despite the year to date increase recorded in December, due in significant measure to the unprecedented drop in recorded crime in the severe winter of 2010, falls are forecast for January 2012 and the remaining months of the year. Overall, achievement against the year end objective of an overall crime reduction is a challenge, but the gap is closing almost daily.
- As previously reported, a critical incident has been declared and a Chief Officer led 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 December the recovery target stood at 1791 crimes which equates to a reduction of 597 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. Crime performance is scrutinised daily by T/ACC Territorial Policing and a flexible approach adopted to ensure assets from across the Force are brought to bear against areas of particular need.
- At 37.1% the overall **sanction detection rate**, as at 31st December 2011, is above the 2011/12 target of 37% and remains on course to be met.

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 December 2011 37,458 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 83.4% 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 94.2% 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.

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 majority of the 2011/12 Policing Plan Priorities. The Force continues to achieve high levels of public confidence and satisfaction whilst reducing antisocial behaviour. Progress against our year end objective of an overall reduction in crime is continuing and the forecast gap narrowing. Considerable effort is being put into driving forward this agenda.

- 5.2 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.

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

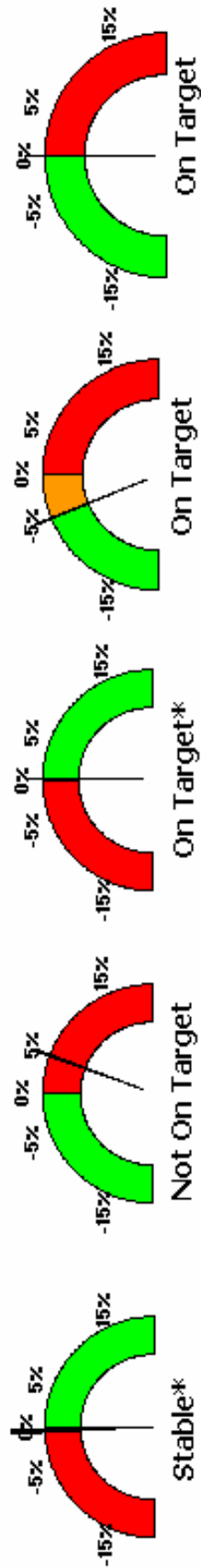
- Making progress in implementing the Protective Services Improvement Plan
- Measuring the percentage of people whose quality of life is affected by fear of crime or antisocial behaviour.

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



	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	85.40%	Stable	Stable*
KPI 2: The percentage of people who think that the police in the local area are doing a 'good' or 'excellent' job	70.50%	Increasing	On Target
PRIORITY AREA: Reducing Crime			
KPI 3: Total number of recorded crimes	33607 (4.4%)	Increasing	Not On Target
KPI 4: Overall sanction detection rate	37% (-2.8pp)	Falling	On Target*
<i>Please note: a 0% maintenance target has been set for the sanction detection rate</i>			
PRIORITY AREA: Reducing antisocial behaviour			
KPI 5: Number of incidents of antisocial behaviour	39313 (-5%)	Decreasing	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	16.40%	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 reduction tracking report

