

**Report of the Chief Constable to the Chair and Members
of the Operational Policing Panel
20th May 2010**

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

Status: For information

Force Performance Report (April 2009 to March 2010)

1. Purpose

1.1 To update Members on Force performance against the 2009-10 Policing Plan Priority.

2. Recommendations

2.1 That Members note and comment 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 suite of key performance measures 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 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 14 are green, 0 are amber and 4 are red. The Force has therefore failed to achieve the required target in 4 areas.

3.5 Performance Highlights

- **Public confidence** remains high. Performance against the National Confidence measure currently stands at 54.62%¹. Whilst this figure is slightly lower than the annual target of 58%, Cleveland Police remain one of the highest performing forces in the country (currently within the top third, in 9th position). However, the latest Local Public Confidence (LPC) Survey results are 71.0%² for the 'national' question but rising to 86.0% for 'the percentage of people who agree that, taking everything into account, they have confidence in the police in this area'.
- **Victim or 'user' satisfaction** remains high. The latest figures show that 84.1% of people surveyed were satisfied with the service received from Cleveland Police. This figure exceeds the annual target of 83.3%
- **Recorded crime** has fallen significantly. The annual target for 2009-10 was a reduction of 5%. End of year figures show a decrease of 14.2% (7,841 less crimes) when compared to last year. Significant reductions have been achieved in all headline target crime categories (Overall Violent Crime, Serious Acquisitive Crime, Criminal Damage and Other Theft).
- The overall **sanction detection rate** has improved. The annual target for 2009-10 was to maintain a level of at least 37%. End of year figures show the detection rate to be 39.8%, an improvement of 2.1% when compared to last year.

¹ Based on the latest BCS data release which reports on interviews conducted between January 2009 and December 2009.

² Based on the LPC baseline survey using data collected between October 2009 and January 2010

- **Anti-social behaviour** (ASB) incidents have fallen. Between April 2009 and March 2010 there was a decrease of 2.5% (more than 1,500 fewer incidents) when compared to last year. The annual target for 2009-10 was to reduce ASB by 2%.
- **Sickness levels** have improved in relation to both Police Officers and Police Staff. During 2009/10, the percentage of working hours lost due to sickness for Police Officers was 2.67% and for Police Staff was 3.79%. Both of these figures represent significant improvements on last year and are within target.
- Results from the British Crime Survey show that **overall perceptions of ASB** have improved. The latest figures³ show that 18.5% of local residents perceive ASB to be a problem. This is a significant improvement when compared to 22.6% for the same period last year. The current level is slightly below the annual target for 2009-10 of 18.6%. However, the LPC results suggest a lower level of perceived ASB, the latest figure being 7.7⁴%.

3.6 Areas for Improvement:

- There have been significant decreases in the percentage of people who perceive **drunk and rowdy behaviour** to be a problem (currently 25.0%). This is a significant improvement when compared to the same period last year (30.1%). The current level remains above the annual targets for 2009-10 (23.3%). Again, the LPC survey results suggest lower levels of concern, the latest figures being 18.0%⁵.
- There have been slight decreases in the percentage of people who **perceive drug use or dealing** to be a problem (currently 31.9%). Levels are significantly less than the same period last year (36.3%) but remain above the annual target level of 2009-10 (27.8%). Again, the LPC survey results suggest lower levels of concern, the latest figures being 18.4%⁶.
- **Most Serious Violence Offences** (MSV) have increased. During 2009-10 there was an increase of 2.8%, an additional 9 crimes when compared to last year. The annual target for 2009-10 was to reduce MSV by 4.2% (13 less crimes).

3.7 In responding to the issue of an increase in offences of Most Serious Violence (MSV) Cleveland Police initiated a full analysis and problem profile to determine the exact nature of the offences. This has revealed that the number of offences is very low when compared with the overall number of crimes recorded across the Cleveland Policing area.

³ Based on the latest BCS data release which reports on interviews conducted between January 2009 and December 2009

⁴ Calculation includes 'don't know' responses.

⁵ Calculations include 'don't know' responses.

⁶ Calculations include 'don't know' responses.

- 3.8 These offences are clearly at the more serious end of the scale and include matters of murder, manslaughter, grievous bodily harm, wounding and some offences of racially aggravated offending. Importantly, the analysis has identified linkages with three key areas of police and partnership activities:
- The overall issue of 'alcohol' and how alcohol is consumed and subsequently affects behaviour across Teesside on the part of offenders;
 - Violence within the home in the form of domestic violence and domestic abuse accounts for a significant number of the MSV offences that have been recorded; and
 - Finally, that there is a clear trend emergent in respect of MSV offences within the night time economy of the Hartlepool policing district. Hartlepool received a 'red flag' in respect of alcohol issues within its recent Comprehensive Area Assessment (CAA). This important judgement by the Audit Commission indicated that there were widespread issues across the District concerning alcohol and its affect upon economic, social, health, criminal and attainment indicators.
- 3.9 The 2.8% overall increase experienced during 2009/10 was almost exclusively contained to offences recorded within the Hartlepool District and the District Commander is preparing a response plan that will look at issues in respect of the three areas of alcohol, domestic violence/domestic abuse and the night time economy.
- 3.10 The Force continues to put significant effort into tackling MSV effectively on the ground, both as a police force and as a partner agency. Equally important is the recording, investigation and finalisation of offences to make sure they are robustly and ethically recorded. An increase in MSV offences is a concern but the numbers are relatively small and a plan to achieve a reduction will be in place for 2010/11.
- 3.11 Drug and Alcohol Operations
Operation Tornado was the Force's biggest operation of the year involving over 500 officers in over 100 'mini-operations'. The aim of the operation was to minimise the harm caused by drugs and alcohol and the related antisocial behaviour and crime. During the course of 9 days officers made over 100 arrests.
- 3.12 The Alcohol Arrest Referral Scheme was introduced in conjunction with 'Addaction' a drug and alcohol treatment charity. They now receive over 230 referrals per month from arrestees who have problems with drink and drugs.
- 3.13 Each district also takes responsibility for local problems and has many operations throughout the year to combat alcohol and related disorder, such as Operations Staysafe, Hammer, and PIPSOL. These involve Street

Encounters, Stop Searches, issuing Antisocial behaviour forms, Fixed Penalty Notices, visiting local off-licenses, seizing alcohol from underage drinkers and seizing drugs.

- 3.14 Cleveland Police have also seized vast amounts of drugs through operations such as Kiev, Relentless and Basar which seized well over £4.7 million worth of drugs and were able to secure at least 134 years of jail time for the offenders

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 has made good progress in relation to the delivery of the 2009-10 Policing Plan Priority. The Force continues to achieve high levels of public confidence and satisfaction, reduce crime significantly and increase detections, whilst improving the level of sickness absence amongst officers and staff.
- 5.2 It is recognised that further improvements are still required in relation to the occurrence of the most serious violence and anti-social behaviour. However, the achievements detailed above will 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 Performance

Appendix 1 – Performance against the Priority Indicator Set




 CLEVELAND POLICE - FORCE PERFORMANCE DASHBOARD (Overview of performance against the Local Policing Plan & Priority Indicator Set) 						
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)	54.62%	54.00%	50.50%	58.00%	
DELIVERY MECHANISM: Deliver citizen focused policing to all our neighbourhoods						
SPI 2.1	Understanding Local Concerns (agencies)	51.50%	44.70%	46.20%	47.20%	
SPI 2.3	Confidence in Local Police	56.40%	48.40%	53.60%	48.40%	
SPI 1.1	Satisfaction with Overall Service (Police)	84.10%	82.40%	85.20%	83.30%	
DELIVERY MECHANISM: Reduce crime and antisocial behaviour and protect our neighbourhoods						
SPI 4.1	Perception of Anti Social Behaviour	18.55%	21.90%	18.30%	18.60%	
SPI 5.2	Serious Acquisitive Crime per 1000 Population	11.38	14.26	14.37	13.86	
SPI 5.3	Assault with less serious injury per 1000 population	7.85	8.23	6.476	7.95	
SPI 5.1	Serious violent crime per 1000 population	0.58	0.57	0.868	0.54	
LPI 1	Anti Social Behaviour Rate	112.30	115.61	89.06	113.30	
LPI 4	Other theft per 1000 population	20.49	24.47	14.50	22.98	
LPI 5	Criminal damage per 1000 population	19.90	24.56	15.57	22.18	
LPI 6	Assault without injury per 1000 population	4.05	5.27	2.36	4.98	
LPI 2	Total Recorded crime per 1000 population	84.08	98.44	73.07	93.52	
LPI 3	Overall Sanction Detection Rate	39.79%	37.64%	33.07%	37.00%	
DELIVERY MECHANISM: Reduce the harm caused by drugs and alcohol						
SPI 4.2	Perception of drunk/rowdy behaviour	25.04%	26.60%	26.80%	23.30%	
SPI 4.3	Perception of local drug use / drug dealing	31.88%	31.90%	31.50%	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	2.67%	3.25%	3.60%	3.00%	
SPI 13.2	Percentage of Police staff working hours lost due to sickness	3.79%	4.43%	4.30%	4.40%	
Note: All crime and Incident data is 12 months data ending March 2010. BCS and User Satisfaction data is data is 12 months ending December 2009. Sickness data is 6 months data ending September 09						

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.