

**Report of the Chief Constable to the Chair and Members
of the Operational Policing Panel
29th September 2011**

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

Status: For information

Force Performance Report - April to August 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 8 of the 9 KPIs with the remaining one yet to be assessed. The following table provides an overview of current performance against the KPIs. 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	7
Amber	1
Red	0
Yet to be assessed	1

3.5 Performance Highlights

- **Recorded crime** has continued to fall. Year to date figures show a decrease of 0.3% (51 less crimes) when compared to last year. Reductions have been achieved in the volume crime areas of assault with less serious injury (down 9.2% or 173 fewer offences), assault without injury (down 16.7% or 177 fewer offences) and criminal damage (down 0.4% or 14 fewer 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.
- Although showing a slight reduction compared to last years at 37.1%, the overall **sanction detection rate** is above the annual target for 2011/12 of at least 37%.
- **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 70.3% whilst the percentage of people who, taking everything into account, have confidence in their local

¹. Both of these figures represent an improvement when compared to last year (67.4% and 85.8% respectively).

- Furthermore, according to the British Crime Survey Cleveland Police has 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 59.0%²).
- **Victim** or '**user**' **satisfaction** remains high. The latest figures show that 83.3%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, 11 amber actions, 8 green actions and 72 discharged actions.
- The **Budget Monitoring Report** to June 2011 received by Members at the Policy & Resources Panel on 25th August forecast an overall breakeven position for 2011/12. However, the full impact of Operation Sacristy is not yet factored into the forecast.

3.6 Areas for Improvement:

- Increases have been observed in relation to a number of **acquisitive crime** categories: house burglary (up 7.8% or 77 more crimes); vehicle crime (up 4.1% or 51 more crimes); robbery (up 33.0% or 35 more crimes), and other theft (up 6.6% or 348 more crimes).
- Whilst **antisocial behaviour incidents** have decreased (down 2.2% or 527 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 August 2011 23,710 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 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).

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

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

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

- 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. 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 this challenge.

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 and certain acquisitive crime categories. However, the achievements detailed above have and will continue to assist us to achieve our

5.3 Over the next six months the force will be actively managing the challenge of volume crime reduction.

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.

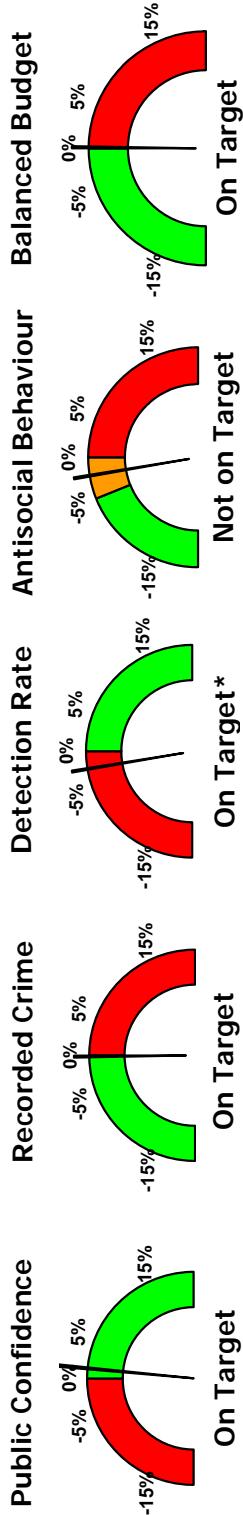
Delivering value for money

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

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Appendix 2 – Assessment against the Priority Indicator Set



POLICING PRIORITY: Delivering Putting People First		Performance	Direction	Delivery
KPI 1:	The percentage of people who, taking everything into account, have confidence in the police in this area	87.00%	Stable	On Target
KPI 2:	The percentage of people who think that the police in the local area are doing a 'good' or 'excellent' job	70.30%	Stable	On Target
PRIORITY AREA: Reducing Crime		Performance	Direction	Delivery
KPI 3:	Total number of recorded crimes	18866 (-0.3%)	Decreasing	On Target
KPI 4:	Overall sanction detection rate	37.1% (-2.3pp)	Falling	On Target*
<i>Please note: a 37% maintenance target has been set for the sanction detection rate</i>				
PRIORITY AREA: Reducing antisocial behaviour		Performance	Direction	Delivery
KPI 5:	Number of incidents of antisocial behaviour	23414 (-2.2%)	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		Performance	Direction	Delivery
KPI 6:	Percentage of people whose 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 11 Green 8 (72)	Progressing	On Target
<i>* Green actions - the figure inside the brackets refers to those actions discharged.</i>				
PRIORITY AREA: Delivering a balanced budget		Performance	Direction	Delivery
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