



Police and Crime Commissioner for Devon and Cornwall

Police and Crime Panel Meeting
7 February 2014
Report of the Police and Crime Commissioner

POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT

1. Introduction

This report to the Police and Crime Panel presents an update on the Police and Crime Commissioner's objectives as set out in the Police and Crime Plan. The report also gives an account of Force performance against the four-year, high-level improvement targets as set out in the Police and Crime Plan. At the time of writing the OPCC is undertaking a fundamental review of crime and performance measures to ensure that the new plan has a set of measures that are more useful in assessing actual crime levels and police performance.

2. Force Performance to 31st December 2013 against targets in the Police and Crime Plan

Reducing crime and bringing offenders to justice

To reduce crime

	Force Target	Rolling 12 months	Performance year to-date
%age reduction in total crime	-2%	-2.6%	+0.4%

Total crime has reduced by -2.6% as compared to the 12 months to 31st December 2012. However for the 9 months from 1st April to 31st December 2013 there was a +0.4% increase compared to the equivalent period in 2012. This means that it is unlikely that the Force will deliver the police and crime plan target reduction of -2%. Ongoing discussions with the Chief Constable and his team have focused on delivering the best possible outcome whilst ensuring that current standards of ethical recording and policing are maintained.

Office for National Statistics(ONS) data released on 23rd January for the 12 month period to end of September 2013 indicated that the Force has slipped a further two places in the national league tables to 14th, it was ranked 12th in data to June 2013. It must be pointed out that this data relates to the relative rate of offending per 1000 population and the actual rate of crime remains unchanged at 51 offences per 1000.

To reduce violence against the person

	Force Target	Rolling 12 months	Performance year to-date
% reduction in violence against the person	-2%	-2.2%	+0.5%

Violence against the person (excluding domestic), although currently meeting the target reduction for the rolling 12 months to 31st December 2013, for the 9 months from 1st April to 31st December 2013 there was a +0.5% increase compared to the equivalent period in 2012.

Giving victims and witnesses a stronger voice

To increase the percentage of crimes which result in a positive outcome

	Force Target	Force Actual
Positive outcome rate	38.0%	33.6%

The positive outcome rate remains below the Force target at 33.6% and is on a declining trend. This suggests that achieving an increase in positive outcome rate for this year will remain challenging and achieving the target of 38% even more so. A performance improvement programme has been developed and there is early evidence to suggest that the trend in police outcomes, which represents a set of precursor outcomes, has begun to improve over the last 4-6 weeks. These early signs of improvement are expected to impact the positive outcome trend over the next few weeks.

To increase victims' satisfaction with the police

	Force Target	Force Actual
Overall satisfaction	88.0%	84.9%

The victim satisfaction rate remains below the Force target at 84.9%. Although trends have been generally stable for the last year, there have been slight improvements since June. Performance improvements appear to be driven by improvements in satisfaction relating to vehicle crime following changes to the crime screening policy. Violent crime satisfaction rates remain low.

Listening and responding to the public

To increase public confidence in the police

	Force Target	Force Actual
Public confidence (local survey)	64.0%	64.4%

The public confidence rate as measured by the Crime Survey for England and Wales has increased recently and is currently achieving the attainment level. Local survey trends suggest that this measure is stable/increasing and will achieve the target at the end of the year.

To increase satisfaction with the police response to a non emergency matter

The 101 caller satisfaction rate indicates 94.4% satisfaction for callers generating an incident log or crime record. The level of correspondence on this issue received by the OPCC suggests that in some cases this does not reflect the public's experience. The OPCC and the Force are working together to identify the underlying causes of this difference in perception and to establish a way forward.

Providing strong leadership at all levels

To increase the percentage of the workforce who state they are well led.

The proportion of staff agreeing that overall, the Force is a good place to work has increased compared to previous surveys to 47.9%. However the survey measures relating to leadership indicate a high level of disagreement:

- I understand the direction the Force is going in (46.9% disagreed).
- Overall, senior leaders are making the best decisions for the good of the Force (49.7% disagreed).
- Overall, the senior leaders of the Force are doing a good job (45.3% disagreed).

Levels of agreement varied across ranks and units with those closer to the Chief Officer Team indicating more positive responses than lower ranks and more distributed units.

94.8% of staff surveyed reported knowing who the Police & Crime Commissioner is. However only 26.0% of staff agreed that they knew what his priorities were for Devon & Cornwall. In line with the release of the refreshed Police & Crime Plan the OPCS is working up a communications strategy to improve this figure.

Investing in policing for the future

To begin recruitment in order to maintain an establishment of at least 3,000 police officers

Recruitment is underway and transferees will be recruited into hard to fill posts. It is anticipated that current officer numbers will be maintained above the 3000 target until the end of the performance year. It remains the Commissioner's intention that this will be a sustained ambition in his Police and Crime Plan going forward.

To begin recruitment in order to achieve an establishment of at least 650 special constables by 31st March 2014.

Recruitment is underway, however attrition rates are currently high, especially with the opening of recruitment for police officers. The current strength is at 543, and with more than 100 new recruits scheduled to start between now and the year end it is anticipated that the Force will achieve this target.

Contact for further information

Andrew White

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

chiefexecutivesupport@devonandcornwall.pnn.police.uk

Report prepared 23 January 2014