



**Police and Crime Panel Meeting
20 June 2014
Report of the Police and Crime Commissioner**

POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT 2013/2014

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 to the end of the performance year 2013/2014.

PCC's review of 2013/2014 performance

The full year performance data against the measures set out in the 2013 Police and Crime Plan is attached at Annex A to this report.

Overall, total crime increased by 0.2% as compared to the 12 months to 31st March 2013.

This was a particularly challenging year for Devon & Cornwall Police. Demand was unusually high with an exceptional number of summer visitors and severe storms and flooding lasting several weeks in the winter months. In addition, marked changes in criminal behaviour affected recorded crime not just in Devon & Cornwall but also elsewhere in the country and these have added to the problems faced, driving specific increases in volume crime.

The Force adapted well to meet these challenges, adopting a more proactive response to low level violence, targeting acquisitive crime and the offenders responsible for crime increases. In light of the challenges that were faced in 2013/2014, it is commendable that the Force ended the year with overall crime in a break-even position.

The Force has continued to drive down serious acquisitive crime in Devon & Cornwall, making it one of the safest places to live, work or visit. This is reflected in an increase in public confidence with the force moving up 6 places in the national ranking to the 7th best position (as of April 2014).

The new approach to performance management will provide a more sophisticated measurement and assessment of police activity and is explained in more detail in a separate paper to the Police and Crime Panel.

The work done to mitigate the impact of the challenges faced in 2013/14 means that we are now in a strong position to drive towards delivering improvements in some of the remaining areas of concern.

The PCC remains concerned at the persistently high levels of violent crime in Devon & Cornwall. A higher rate of recorded violent crime is seen in Devon & Cornwall than in Greater Manchester, West Midlands or Merseyside. Reducing violent crime is a specific focus of the refreshed Police and Crime Plan and one of the target outcomes looked for from the alcohol-related crime delivery plan. Victim satisfaction is another area where performance remains of concern. Acknowledging this, the Force is developing a new approach to this issue which will focus on ensuring satisfaction for all victims regardless of whether the incident is screened out.

Three key significant improvements that the PCC will look for over the next few months are a more developed understanding of the drivers of problematic areas of crime (including violence, sexual offences, domestic abuse and public order offences), a sharper response to emerging performance threats and in the longer term the development of more innovative strategies for balancing demand with available resources.

The OPCC is well placed to play a supportive role in helping the Force to deliver in these areas through our scrutiny processes and through mediating more collaborative working on some of the stickier issues.

Contact for further information

Andrew White

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

chiefexecutivesupport@devonandcornwall.pnn.police.uk

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FORCE PERFORMANCE TO 31 MARCH 2014 AGAINST TARGETS IN THE POLICE AND CRIME PLAN

Reducing crime and bringing offenders to justice

To reduce crime

	Force Target	Rolling 12 months
%age reduction in total crime	-2%	+0.2%

Total crime increased by 0.2% as compared to the 12 months to 31st March 2013. This year has seen exceptional demands placed upon the police in Devon and Cornwall in particular bad weather and flooding, high numbers of missing persons and section 136 detentions and a high number of summer visitors. We would clearly have liked to see the total crime figure reduce, however we recognise that the total crime figure is complex and contains many variables such as increased reporting of domestic abuse and sexual violence that distort this figure. Key issues driving overall crime include increases in violence without injury, shoplifting, other theft and public order offences. Reductions in serious acquisitive crime including domestic burglary, robbery (commercial and personal) and vehicle offences continue to support Devon & Cornwall as one of the safest places to live, work or visit.

To reduce violence against the person

	Force Target	Rolling 12 months
% reduction in violence against the person	-2%	+0.8%

Violence against the person (excluding domestic) increased by 0.8% as compared to the 12 months to 31st March 2013. Levels of violent crime in Devon & Cornwall are far too high. We believe that alcohol is one of the main drivers of violent crime. The new Police & Crime Plan focuses on this issue through the priority to reduce alcohol-related harm.

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%	33.8%

The positive outcome rate ended the performance year below the Force target at 33.8%. The performance framework going forward will reflect the new national outcomes measures and will enable us to understand with greater clarity the barriers to achieving a positive outcome.

To increase victims' satisfaction with the police

	Force Target	Force Actual
Overall satisfaction	88.0%	84.6%

The victim satisfaction rate has maintained the improvements in victim satisfaction apparent since June 2013. However victim satisfaction ended the performance year below the Force target at 84.6%. Performance improvements appeared to be driven by improvements in satisfaction relating to vehicle crime following changes to the crime screening policy. Violent crime satisfaction rates remained low.

Listening and responding to the public

To increase public confidence in the police

	Force Target	Force Actual
Public confidence (local survey)	64.0%	66.8%

The public confidence rate as measured by the Crime Survey for England and Wales has increased recently and is currently achieving the attainment level. Relative to all forces in England & Wales Devon & Cornwall is now ranked 7th.

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

The 101 caller satisfaction rate indicates 83.3% satisfaction for callers generating an incident log or crime record through the 101 number. 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.

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. Officer numbers were 3081 at the conclusion 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.

The special constable strength was at 627 at the end of the performance year. For the forthcoming year performance against this target will be measured in the number of hours worked.