



**Police and Crime Panel Meeting
19 December 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 performance measures set out in the Police and Crime Plan 2014-2017.

2. The Performance Framework

The Police and Crime Plan 2014-2017 adopted a bold, new approach to performance management. This new approach has worked well for the first half of the current performance year with scrutiny focusing on the identified headline measures. In addition the last 6 months has allowed us to further consider and develop some of the secondary measures that were outlined in the Police & Crime Plan. Some of these measures will be sufficiently robust by the end of the current performance year to be added to the list of measures reported. Others may need further adjustment; for example measures of 101 call service performance. These changes will be presented to the Police & Crime Panel in the New Year.

3. Performance against the measures set out in the Police and Crime Plan 2014-2017

The most recent performance data against the measures set out in the 2014- 2017 Police and Crime Plan is attached at Appendix 2 to this report. This Report was presented to the PCC at the Performance and Accountability Board on 19 November 2014.

The PCC would draw the attention of the Police and Crime Panel to the following matters.

a) Areas of improvement

The long-term trend in victim-based crime continues to be down. Monthly comparisons show that it has remained below the 3 year average for the first 7 months of the current performance year.

Key trends within victim-based crime include long term reductions in serious acquisitive crime and an emerging downward trend in shoplifting. Total crime (a secondary measure) is also showing a reduction of 3.5%. Within this local differences exist, with urban areas facing specific challenges of their own.

b) Areas of Significant Challenge

Violence without injury remains a particular challenge and forms the focus of activity related to the Police & Crime Plan priority to reduce alcohol-related harm.

Starting in December there will be a trial on the use of breathalysers in licensed premises in Torbay. The resulting data will be analysed with interest and Exeter University will carry out an evaluation to see if it has any impact. The findings will be reported to the Panel. A similar pilot in Norwich last year showed a significant impact with a 30% reduction in violence and sexual violence in the ENTE.

c) Areas Requiring Better Understanding

Trends in sexual abuse and domestic abuse continue to rise as reported previously. A detailed understanding of what is driving this trend is needed before we can be satisfied that this reflects increased confidence to come forward among victims. This area will form the subject of a deep dive meeting in December which will consider analysis of trends and examine the service provided to these particularly vulnerable victims.

d) Areas where measures are still being developed

In a number of areas, work is continuing to develop the baseline data and reporting arrangements that are required to enable us to assess performance against the new framework. The need for this additional work was noted in the June 2014 report to the Police and Crime Panel.

4. Revisions to the format for the PCC's Performance and Accountability Board

The PCC's Performance and Accountability Board (PAB) is the formal mechanism at which the PCC holds the Chief Constable to account for the performance of the Force. The PAB meets bi-monthly in public in different locations across the peninsula (deep dives are held in private in the intervening months). The Board also serves as the Strategic Delivery Board for the Priority 1 within the Police and Crime Plan - *Cutting crime, keeping Devon and Cornwall safe*.

The last report highlighted some changes to the format that sought to better reflect the issues that are of greatest concern to the public. Two such meetings have now been held with increasing levels of public engagement at the meetings. These meetings will continue to develop and there are plans to consult with local councillors to identify concerns as well as reviewing the issues raised by the public in correspondence.

We would welcome the support of the Panel members in developing this meeting format further and in seeking to represent the issues that most concern the public.

Contact for further information

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THE NEW PERFORMANCE MANAGEMENT FRAMEWORK FOR 2014-2017

The measures take a 3 tiered approach to provide a focused direction of travel as follows:



The revised approach has been risk assessed for reliability and validity. During this process it became clear that some measures require considerable further development in order to establish a valid baseline. In other areas we recognised as part of the risk assessment process that some of the measures lack robustness, as they do not properly distinguish those areas where we are actively seeking increased reporting, such as total crime per 1000 population. As a result of this the analysis the new performance framework adopts headline measures (those that are robust with available baseline information) and secondary measures (including those that require further development but which may become headline measures at a later point and those that are less robust).

OPCC PERFORMANCE FRAMEWORK

Outcomes	Headline Measure	Attainment	Secondary measure	Attainment
To make our area a safer place to live work and visit - reducing the likelihood that people will become victims of crime	Victim based crime (excluding domestic and sexual abuse and hate crime)	Improvement in performance is expected*	Total number of recorded crimes per 1000 popn	
			Victim based crime specific to rural areas	Current good performance should be maintained
			Victim based crime specific to urban areas	Current good performance should be maintained
			Number of recorded domestic burglary offences per 1000 households	Current good performance should be maintained
	Number of recorded DA crimes and non-crime incidents			Numbers of recorded repeat victims of domestic abuse as proportion of all

			recorded DA	
			Measure of how effective the DASSP process is at identifying, managing and bringing to justice the most serious DA offenders	Subject to baseline
			Victim satisfaction with support and outcome	Subject to baseline
	Number of recorded sexual offences		Victim satisfaction with support and outcome	Subject to baseline
	Number of recorded hate crimes			
	%age of 101 callers satisfied with the overall service	Current good performance should be maintained	%age of 999 calls answered in target	Current good performance should be maintained
			%age of abandoned non-urgent FEC calls	Transformation of performance is required
	Police officer establishment (above 3000)	Minimum 3,000 officers required	Proportion of workforce allocated to operational frontline duties	Current good performance should be maintained
Outcomes	Headline Measure	Attainment	Secondary measure	Attainment
To reduce the crime and harm caused by the misuse of alcohol	Number of recorded violence against the person (excluding DA) offences per 1000 popn	Transformation of performance is required	Number of recorded alcohol-related violent crime offences per 1000 popn (excluding DA)	Transformation of performance is required
Outcomes	Headline Measure	Attainment	Secondary measure	Attainment
To make every penny count in protecting policing for the long term.	Cost /1000 population (VfM measure)	Current good performance should be maintained		
	Cost savings achieved through collaboration	Transformation of performance is required	Average number of working days lost through sickness	Current good performance should be maintained
Outcomes	Headline Measure	Attainment	Secondary measure	Attainment

To promote an effective criminal justice system for our area, delivering a high quality service for victims, witnesses and society	Public confidence from CSEW	Current good performance should be maintained	New outcomes framework measure(s)	To be developed
			Case outcome timeliness measure	Subject to baseline
Outcomes	Headline Measure	Attainment	Secondary measure	Attainment
To deliver a high quality victim support service across our area.	Victim satisfaction	Improvement in performance is expected	Satisfaction of victims of violent crime	Improvement in performance is expected
			Timelines of victim contacts and updates	Subject to baseline
			Complaints allegation rate per 1000 employees	Subject to baseline
Outcomes	Headline Measure	Attainment	Secondary measure	Attainment
To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer.	Number of hours of service provided by special constables	Minimum of 150,000 hours required	Satisfaction of specials, volunteers and watch co-ordinators	Subject to baseline
	Number of /hours worked by volunteers	Transformation of performance is required		