



**Police and Crime Panel Meeting
6 February 2015
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

As part of our work to refresh the Police and Crime Plan for 2015/16 we are re-examining the attainment levels for the existing measures. We are also considering whether additional secondary measures may be required to help us understand and track performance in relation to key issues such as levels of violence and the 101 service. We will come back to the Panel with any proposed changes to that framework in due course.

Many of the secondary measures that were identified in the Police and Crime Plan in 2014 required additional development, in particular to establish a baseline for performance. This work has been progressing and most of these measures will be sufficiently robust by the end of the current performance year to be added to the list of measures reported. Going forward the secondary measures will be subject to 6 monthly evaluation.

3. Monitoring the performance framework

The most recent performance data against the measures set out in the 2014- 2017 Police and Crime Plan is attached at Appendix 1 to this report. This Report was presented to the Commissioner at the Performance and Accountability Board (PAB) on 8th January 2015.

It is intended that the Panel will be provided with a detailed update on performance against the headline and secondary measures for the year 2014/15 at the Police and Crime Panel meeting in April 2015. Going forward into 2015/16 we intend to report on secondary measures on a 6 monthly basis.

4. The PCC's assessment of performance to date against the headline measures set out in the Police and Crime Plan 2014-2017

Key to judgements:

	Currently achieving expected attainment level
	Achievement of expected attainment at risk
	Not achieving expected attainment level

Priority 1 Outcome: To make our area a safer place to live work and visit - reducing the likelihood that people will become victims of crime

Headline Measure	Expected Attainment	PCC Assessment
Victim based crime (excluding domestic and sexual abuse and hate crime)	Improvement in performance is expected*	This performance measure is currently being attained with steady and ongoing downward trends over the performance year.
Number of recorded DA crimes and non-crime incidents	Increased public confidence to report	Trends in police recorded domestic abuse have been relatively stable during the current performance year suggesting that there is still some work to do to achieve attainment. However the measure is a fairly crude indicator of victim confidence to come forward. Secondary measures that are in development should better inform this picture.
Number of recorded sexual offences	Increased public confidence to report	Trends in police recorded sexual offences have been resolutely increasing and in particular increases in reporting of historic offences would suggest that this measure is being attained. Again however additional measures are being developed that will increase explanatory power against this headline attainment requirement.
Number of recorded hate crimes	Increased public confidence to report	Current police recorded hate crime trends are showing a 5% reduction against the same period 12 months ago. It must be noted that the numbers are small, however in the absence of evidence to suggest a real difference in levels of victimisation we must conclude that more effort is required in this area.
%age of 101 callers satisfied with the overall service	Current good performance should be maintained	Statistically currently being attained, however the long term trend is slightly downwards albeit not to a significant extent at this point. If it continues to follow this trend this attainment level will be compromised. The Chief

		Constable has been asked to provide a formal response and action plan to address the issues highlighted in the recent 101 review by the OPCC.
Police officer establishment (above 3000)	Minimum 3,000 officers required	Currently being attained

Priority 2 Outcome: To reduce the crime and harm caused by the misuse of alcohol

Headline Measure	Expected Attainment	PCC Assessment
Number of recorded violence against the person (excluding DA) offences per 1000 popn	Transformation of performance required	Current trends suggest that the more serious violence with injury is stable, however overall due to large increases in low level violence this measure is not achieving the transformation required. The Chief Constable will deliver an action plan to address this and also provide evidence that a possible transformation in severity of violence may be being achieved. It should be noted that the required transformation was expected by the end of the PCC term rather than to be delivered within a year.

Priority 3 Outcome: To make every penny count in protecting policing for the long term.

Headline Measure	Expected Attainment	PCC Assessment
Cost /1000 population (VfM measure)	Current good performance should be maintained	Evidence from the HMIC Value for Money profiles and the PEEL assessment indicate that this is currently being attained
Cost savings achieved through collaboration	Transformation of performance is required	Although we have yet to see a material change in this area we are confident that the plans in progress to develop a strategic alliance with Dorset will deliver this.

Priority 4 Outcome: To promote an effective criminal justice system for our area, delivering a high quality service for victims, witnesses and society

Headline Measure	Expected Attainment	PCC Assessment
Public confidence from CSEW	Current good performance should be maintained	Currently being attained

Priority 5 Outcome: To deliver a high quality victim support service across our area.

Headline Measure	Expected Attainment	PCC Assessment
Victim satisfaction	Improvement in	Although not statistically significant

	performance is expected	trends in this area have been gradually reducing over time. The Chief Constable will provide an action plan to describe how he will achieve this measure.
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Priority 6: Outcome: To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer

Headline Measure	Expected Attainment	PCC Assessment
Number of hours of service provided by special constables	Minimum of 150,000 hours required	Unverified recent data suggests that there has been some improvement in this area, however to achieve the target set this will need to gain traction over the next performance year. There are some real challenges that we are encouraging the police to address.
Number of /hours worked by volunteers	Transformation of performance is required	Recording difficulties continue to plague this measure. More work is required in order that this measure can be tracked.

Key observations and points to note

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 8 months of the current performance year.

The 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.

The significant challenge in relation to victim-based and total crime remains, in particular in terms of the significant increases we are seeing in violence without injury. This issue is addressed separately in this report.

Good levels of performance continue to be maintained in a number of areas. Police officer establishment continues to meet the attainment requirement to maintain current good performance with officer numbers above 3000. Likewise public confidence is another area where the attainment requirement was to maintain current good performance and the evidence from the Crime Survey for England & Wales suggests that this is being met.

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. The Commissioner has asked the Chief Constable to report to the next PAB meeting in March 2015 on a range of issues related to violence, in particular

- A number of initiatives are being taken forward to try to address this issue through the Police & Crime Plan objectives for the OPCC. The Commissioner has asked the Chief Constable to provide an action plan describing ongoing and planned activity to deliver the required transformation of performance in this area.
- Violence with injury appears to be relatively stable, in contrast to the general trend in violence. Within this category the force have indicated that we are seeing a shift in severity – and are moving away from the more serious offences towards offences involving less serious injury. I have asked for a breakdown of offences in this area to be able to understand any movements in severity

The Commissioner is concerned that levels of victim satisfaction continue to challenge Devon & Cornwall Police with trends showing a steady (albeit slow) decline in satisfaction. This is at odds with the attainment requirement to improve performance in this area. The Commissioner has asked the Chief Constable to report back to the PAB meeting in March 2015 setting out his plans to halt this steady decline and reverse the trend.

c) Areas Requiring Better Understanding

Trends in sexual 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 formed the subject of part of a deep dive meeting in December 2014. That deep dive considered an analysis of trends in this area and examined the service provided to these particularly vulnerable victims. In order to inform the future debate on how much we can rely on trends in reported crime to reflect trends in levels of victimisation the OPCC is engaging with 3rd sector support agencies. In particular the OPCC is seeking to gain their view of how effectively the police and their partners are supporting victims of sexual abuse.

Victim surveying has been implemented for sexual abuse by the police using 3rd parties to mediate the survey method. A similar method is being developed to measure the experience of victims of domestic abuse. Early data from the sexual abuse surveys should be available shortly.

The view of this office is that while the figures on sexual abuse show a consistently increasing trend we are not seeing a similar increase in relation to domestic abuse. In the area of domestic abuse the data patterns and trends suggest a process change that resulted in a short term increase which has now levelled off. As such there is little evidence to suggest that victims of domestic abuse are now more confident to come forward in Devon and Cornwall. The focus of our scrutiny in this area over the coming months will be on what activity is being undertaken by police and partners to increase reporting in these areas and in the area of hate crime.

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. This will form the focus of a future report to the Police & Crime Panel.

The secondary measure related to outcomes remains a particular challenge as we try to identify a meaningful baseline. The new performance year from 1 April 2015 will provide comparative data for other forces in England & Wales which will help to inform our understanding of performance in this area. The data relating to differences in outcome profiles for different offence categories is beginning to yield some interesting debate about what **good** might look like for different offence categories but further work is required in this area.

5. The PCC's Performance and Accountability Board

The PAB is the formal mechanism at which the Commissioner 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 Priority 1 within the Police and Crime Plan.

As you are aware we have made some changes to the format to better reflect the issues that are of greatest concern to the public. Three meetings have now been held using the new format and we continue to see an increasing level of public engagement at the meetings. We will continue to build on this format, for example the last meeting in Truro not only offered a formal response to issues raised during the open meeting but also an opportunity for the public to ask follow up questions of the Chief Constable and the Commissioner during an informal question and answer session at the end. 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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