

**Police and Crime Panel Meeting
01 July 2016
Report of the Police and Crime Commissioner**

POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT

1. Introduction

The Performance Management framework used to monitor police performance against the existing police and crime plan from the previous Commissioner is currently being reviewed. The new framework will need to reflect the focus of the early draft of the Police & Crime Plan. This report will therefore provide a brief narrative overview of existing police performance. It will then focus largely on describing the new approaches to performance management, in particular how police performance will be monitored, developing plans to ensure effective scrutiny in key areas of delivery and performance and how it is proposed that local police performance will be communicated more effectively to the public.

2. The PCC's assessment of current performance

Total reported crime has reduced by 5% in Devon and Cornwall against a national position of 8% increase in the last 12 months. The latest reported public confidence data indicates that the public of Devon & Cornwall has the highest rate of confidence in the police nationally.

The Force has the third lowest rate of offending which is now 45 offences per 1000 population.

The main driver of performance improvement is the continuing good performance across the spectrum of acquisitive crime, particularly in relation to serious acquisitive crime (burglary and vehicle offences).

- Devon & Cornwall is ranked the 2nd lowest for domestic burglary and ranked the 3rd lowest for vehicle crime.
- Overall the Force continues to have the 2nd lowest rate of theft nationally.
- Reductions in all other theft offences (13%), public order offences (8%), shoplifting (12%), and criminal damage (7%) have also contributed to the good performance.

There has been increases in violence against the person (9%) in Devon & Cornwall but these are considerably less than the rate of increase for England and Wales (27%)

- Violence with injury has increased by 7% in Devon and Cornwall compared with a national increase of 15%.
- A re-focus regarding the recording of offences under the Dangerous Dog Act (1991) has contributed to increases in violence with injury offences.

- Offending rates in both categories of violent crime remain below the national average in Devon and Cornwall.

For sexual offences, the number of recorded offences in Devon & Cornwall continue to increase (13%) although the rate of increase is less than that seen nationally (29%). For this crime type we are around the national average.

The two key performance challenges remain increasing the involvement of the public in the policing mission and improvements to the 101 Service. An update on the Citizens in Policing Strategy is provided under a separate item on this agenda.

The 101 service has delivered significant performance improvements over the last three months

- average call answer times for non-urgent 101 calls reduced from a peak of over 10 minutes in February to less than two and a half minutes in April rising to 3 minutes and 50 seconds in May.
- The percentage of calls answered within 10 minutes has been in the region of 90% for the last two months.

This has been achieved through the realisation of changes initiated over a year ago as well as more recent interventions including:

- A significant recruitment programme to fill vacancies within the call centre
- An increase in the effectiveness of call triage at the first point of contact
- A focus on increasing the use of alternative channels of communication (e-mail for example)
- The transfer of a large part of the crime recording function out of the call centre
- Publication of direct dial contact numbers for frequently used departments on the website
- A reduction in the amount of research undertaken by call handlers
- Reviews undertaken by Dorset police and BT

Performance in June has dipped due to operational constraints involved in the installation of the new telephony platform. We will be watching performance closely and would expect to see this dip reverse now installation is complete. This platform is now live in both Call Centres and will provide opportunities for further modernisation in the next few months.

Finally a new resource management tool is being introduced that will allow resource requirement to be more closely matched to demand.

However, despite these improvements performance remains fragile and we expect that the improved levels will not be sustained over the peak summer period.

3. The PCC's approach to Police Performance Management

The Commissioner is keen to ensure that Police Performance has greater meaning to the public and that local relevant performance measures are readily available to the public of Devon and Cornwall. To support this a map-based web page is being developed that will provide key local information that will describe both the public's experience of crime and anti-social behaviour and how police activity is affecting public perception and fear of crime.

In addition a limited suite of strategic performance measures are being developed to enable the Commissioner to monitor performance against the priorities contained in the Police and Crime Plan. This is covered in a separate report to this meeting on the development of the Police and Crime Plan. The aim is to present these in a way that is more accessible.

4. The PCC's Scrutiny of Police Performance

The Commissioner has identified two main challenges with the previous Performance & Accountability Board (PAB) approach to Police Performance scrutiny. Firstly despite considerable effort by the office, it was not possible to encourage significant numbers of the public or their representatives to attend the meetings. Secondly the content tended to be both superficial and repetitious.

The current proposal is to replace the PAB meetings with more detailed and issue specific scrutiny meetings is being discussed with the Chief Constable. We propose that issues will be selected by reference to a broad range of performance indicators and publications from Her Majesty's Inspectorate, the Independent Police Complaints Commission or other statutory partners. Where appropriate a review will be undertaken and a report co-produced with the police or other partners to support the meeting. The outcomes from the meeting will be summarised on the website and the potential to include other data or interviews is being explored.

The first of these meetings is planned for 23rd June and will focus on safeguarding, specifically considering the several reports and recommendations provided by HMIC in this area over the last 6 months.

It is intended to adopt a similar methodology to examine the issues of modern slavery, female genital mutilation and people trafficking at a further future meeting. Police and Crime Panel members will be invited to attend and engage in the process. We would welcome your thoughts on how we can best engage Panel members in this work and in our performance management work more generally.

5. Future reporting to the Police & Crime Panel

Future reports to the Police and Crime Panel will include a report containing the strategic outcomes against the Police and Crime Plan plus a narrative that will describe any scrutiny activity undertaken including links to any relevant reports.

Contact for further information

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