![Office of the Police and Crime Commissioner, Devon and Cornwall logo]

Police and Crime Panel Meeting
7 October 2016
Report of the Police and Crime Commissioner

OFFICE OF THE POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT

1. Introduction

In response to the feedback from the Police & Crime Panel at the last meeting this Performance Report presents an update on a limited set of the performance measures set out in the previous Police and Crime Plan 2015/16.

It is focused on the data in relation to the priority "To make our area a safer place to live work and visit – reducing the likelihood that people will become victims of crime".

As previously it includes the baseline data against each headline measure, plus attainment data unless otherwise stated for the 12 months to end of February 2016. This is followed by a narrative description of the presented data including additional explanatory material. Finally the report sets out the OPCC's judgement on police performance against each measure – using a red/amber/green grading to illustrate how strong or at risk the OPCC considers force performance to be against each measure.

2. The OPCC's assessment of performance against the headline measures set out in the Police and Crime Plan 2014-2017

The OPCC's assessment of performance to-date against the headline measures for the performance year ended 31st August 2016 is contained in Appendix 1.

The latest Crime Survey for England & Wales indicated that total reported crime had reduced by 4% in Devon and Cornwall against a national position of 9% increase over the 12 months to end of March 2016. **Devon & Cornwall are one of only two forces in England & Wales to have reported a reduction in crime in this period.[1]** The Force has the second lowest rate of recorded crime which is now 45 offences per 1000 population.

The latest reported public confidence data indicates that the public of Devon & Cornwall has the highest rate of confidence in the police nationally.

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).

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[1] City of London Police have also reported a reduction although they are not included in the ranking tables due to the outlying nature of their data.

- Devon and Cornwall is ranked the 2nd lowest for both domestic burglary and 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 (7%), shoplifting (12%), and criminal damage (6%) have also contributed to the good performance.

There have been increases in violence against the person (10%) in Devon & Cornwall but these are considerably less than the rate of increase for England and Wales (20%)
- Violence with injury has increased by 8% 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. Appendix 1 attached indicates that although there have been increases in both violence with and without injury over the last 12 months, much of the increase is explained. In addition to the changes to the violence with injury category above, increases in violence without injury are accounted for by inclusion of online harassment offences.

For sexual offences, the number of recorded offences in Devon & Cornwall continue to increase (7%) although the rate of increase is less that that seen nationally (21%). 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.

3. 101 Performance

The Panel will recall that the previous Police and Crime Commissioner challenged the Chief Constable to deliver significant improvement in the length of time that the public wait to get through to someone who can help in relation to non-emergency issues. The Chief Constable was set three specific objectives:

1. A sustainable and long term improvement in the service offering for non-urgent calls to the police to be delivered within a year.
2. A short-term uplift in performance and evidence of enabling activity to support delivery of the first objective within six months.
3. A specific reduction in the proportion of callers waiting for more than ten minutes in response to the additional resources made available by the Commissioner.

a. Activity

In response the Chief Constable implemented a Gold Group to address the issue with the same focus and commitment that is applied to any potential major incident. The Gold Group developed an action plan to deliver against the three objectives set out above. The key areas of activity described in the action plan were:
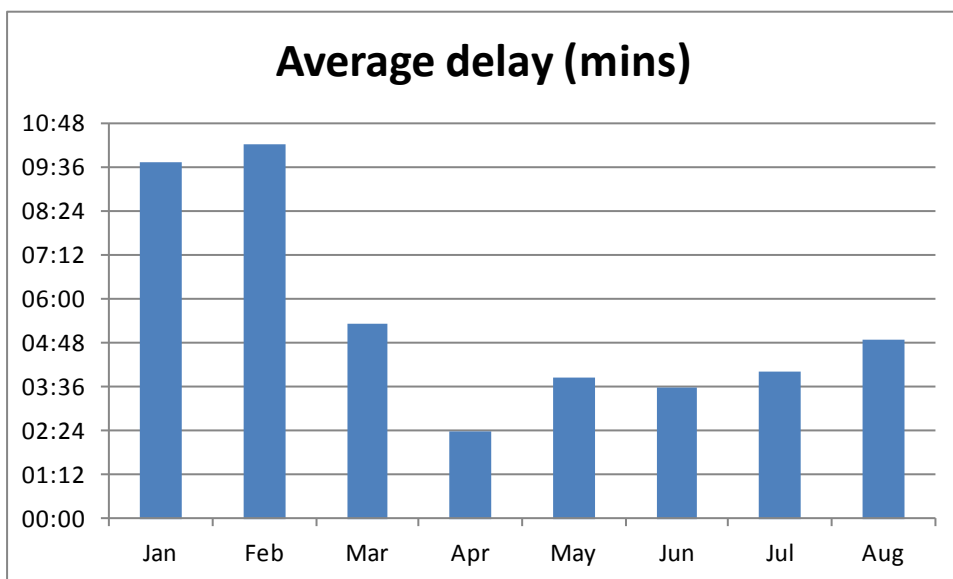- Ensuring that appropriate performance management data is available to enable the Call Centre and the Commissioner to track performance. This includes the early introduction of call management and resourcing software

that will facilitate live-time resource management decisions within the Call Centre.

- Reducing the volume of calls into the Call Centre through the promotion of direct dial options for high volume business areas (Custody for example), supporting the use of different contact channel (e-mail and web-report) and the introduction of technology to support greater self service call direction.
- Reducing the duration of calls by strengthening the support provided by specialist officers in the Call Centre to deal with complex calls, shifting background research functions away from the Call Centre, moving internal crime recording processes out of the Call Centre and addressing ICT barriers.
- The implementation of a new telephony system to support additional functionality.
- Addressing staffing issues

b. Performance

The action plan began to deliver improvements in average waiting times in March 2016. The average answer delay for non-urgent 101 calls was over 8 minutes in the six months to end of February 2016. In the six months to end of August 2016 this improved to 4 minutes. During the three months between March and June average answer times were below four minutes, rising to between four and five minutes in the peak summer season, July and August.

Average delay (mins)

Month	Delay
Jan	~09:45
Feb	~10:12
Mar	~05:15
Apr	~02:24
May	~03:50
Jun	~03:36
Jul	~04:05
Aug	~04:50

Similar improvements have been observed in the percentage of callers waiting for longer than 10 minutes.

% answered within 10 mins
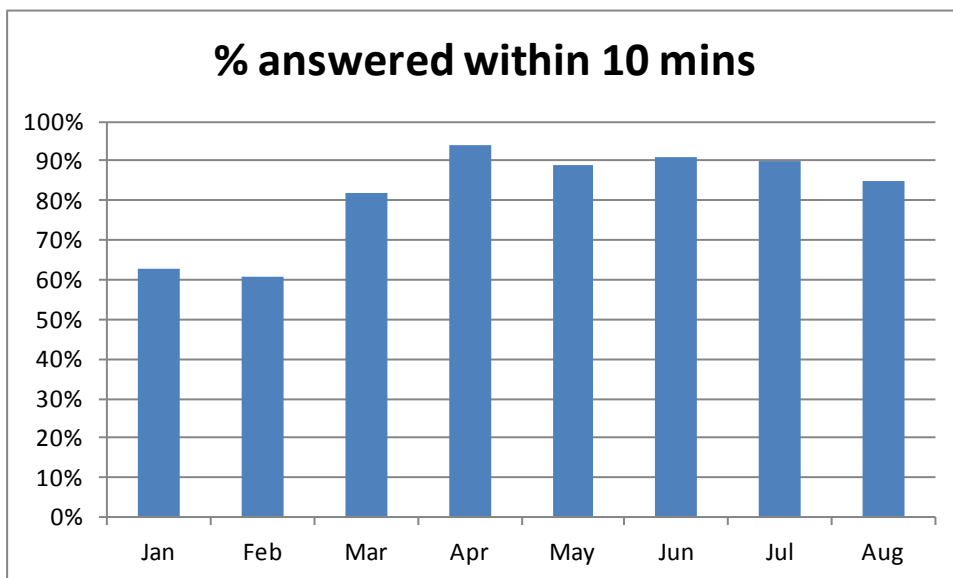
c. Future development

Ensuring that the police continue to deliver an acceptable level of performance to callers to the 101 service remains an imperative in the draft Police & Crime Plan. The Commissioner will continue to monitor performance in this area and ensure that standards are maintained.

Further system developments are underway. These will focus initially on the introduction of more effective workforce management systems that will allow resource to be better matched to demand, the introduction of webchat to divert further demand from the call centre and the introduction of IVR[2].

4. Future performance reporting

A new suite of performance measures are being developed to compliment the new Police and Crime Plan. Once agreed these will be reported to the Police and Crime Panel using the existing format. It is likely that the performance management framework will shift towards using more qualitative data with a stronger emphasis on the views of the public.

Contact for further information

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[2] **Interactive Voice Response (IVR**) is an automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipient