

**Police and Crime Panel  
7 July 2017  
Report of the Police and Crime Commissioner**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER'S  
PERFORMANCE REPORT**

**1. Introduction**

As described at the Panel meeting in February 2017, the following report is based on the strategic measures published in the PCC's Police and Crime Plan "Safe, Resilient and Connected Communities" in January 2017.

As previously, it includes the baseline data against each headline measure, plus attainment data unless otherwise stated for the 12 months to end of May 2017. 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 strategic indicators set out in the Police and Crime Plan**

The OPCC's assessment of performance to-date against the headline strategic indicators for the performance year ended 31<sup>st</sup> May 2017 is contained in Appendix 1.

All indicators show that they are currently achieving the expected attainment levels. It should be noted that a number of the strategic indicators which relate to connectivity have not been included at this time as they relate to the local survey data. The baseline survey has now been carried out – see section 5 of this report.

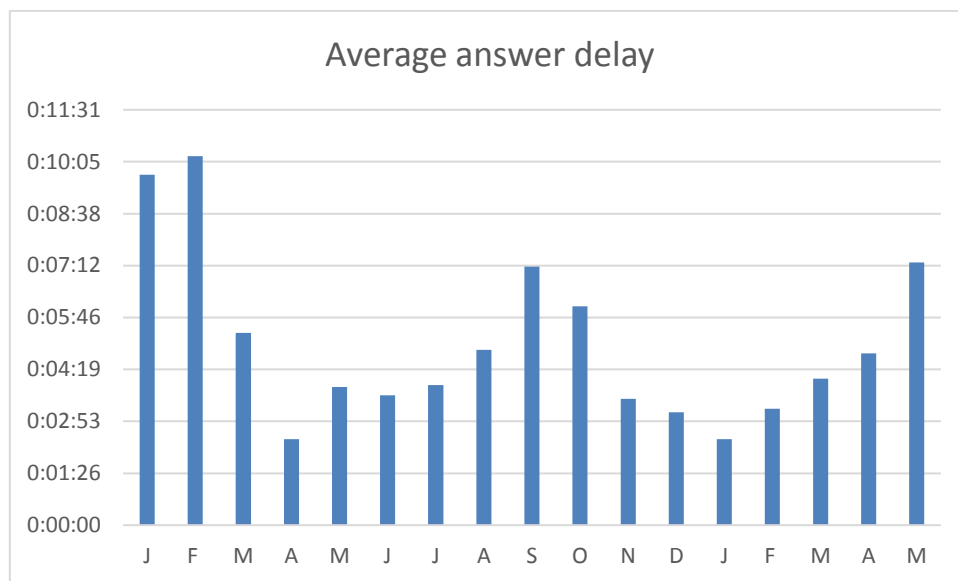
There has been a small reduction in the satisfaction of victims with their overall experience however levels remain where we would want them to be in broad terms. This indicator is currently being developed as the existing measure only samples a small number of offences categories and it is expected that in future reporting will reflect a much broader range of victimisation.

**3. 101 Performance**

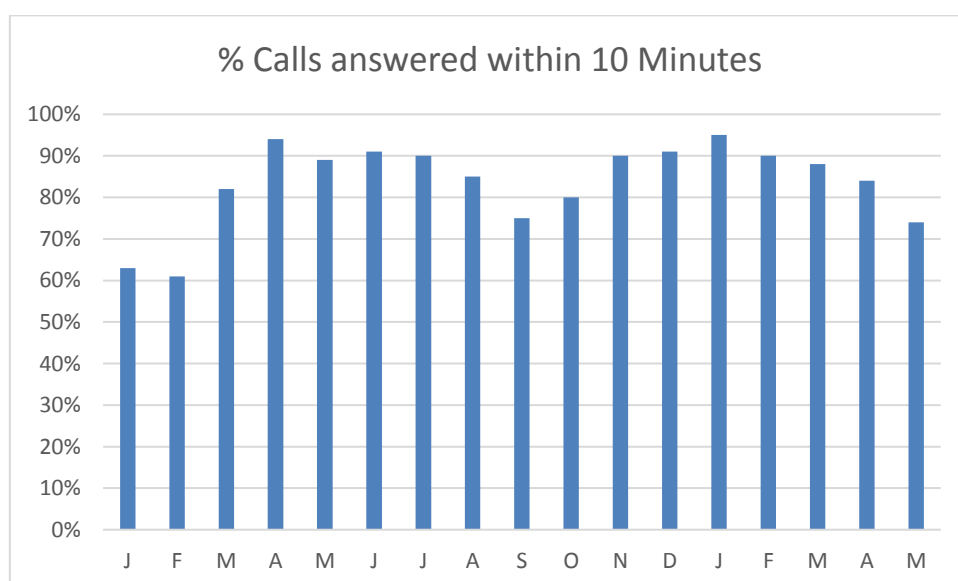
The Chief Constable implemented an action plan in response to the Commissioner's concerns about waiting times for the public to get through on the 101 non-urgent

contact number. 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 April 2017 this improved to 3 and a half minutes.

However during May 2017 performance has been challenged by a series of concurrent issues including abstractions to support the national response to recent high profile incidents, local changes in shift patterns and the need to deliver training ahead of the peak summer period as well as unusually high demand. Performance has dipped as a result of these challenges but work is underway now to recover the situation. These challenges have resulted in an increase in waiting times in May 2017 to an average of 7 minutes as shown on the chart.



Similar drops in performance has been observed in the percentage of callers waiting for less than 10 minutes in May 2017.



A task group has been convened to address the current performance challenges and to ensure that future performance is secure. That group has identified a number of additional actions that could improve performance. A key concern has been the

potential for long waiting times to impact on recorded crime. A number of immediate changes have resulted in a significant improvement in the times that members of the public are waiting to provide crime details. Further work is focusing on ensuring that resources match anticipated demand more closely and that the public are aware of the opportunities to use alternative channels such as the internet and email to report information or crime.

It is of note that performance continued to be to a high standard during the peak period of summer demand last year. The challenge will be maintaining these performance improvements in the future but work is underway as described above.

#### **4. Crime Data Integrity**

In February Her Majesty's Inspectorate published the results of their inspection into the accuracy and timeliness of crime recording in Devon & Cornwall. That report indicated that the accuracy of crime recording in Devon & Cornwall was 'inadequate'.

The Chief Constable has convened a Gold Group to address the concerns and to deliver significant and urgent improvements. The OPCC is represented on the group and at the Commissioners request a victim's representative has recently been added to the membership. An extensive action plan has been developed and delivery is progressing well.

Evidence is beginning to emerge that suggests that the action plan is delivering improved standards of crime recording. For example there was a 24% increase in recorded crime in Devon & Cornwall in the three months to end of May 2017, compared to the equivalent period in 2016.

It remains too early to be able to formally report on progress through audit results at this stage, however this data will follow once it is available.

In addition to the Gold Group, the Commissioner is supporting a workshop bringing together key stakeholders working with victims of sexual offences. The aim of the workshop is to inform the approach that the police should take with victims who report offences to third party agencies but do not want to proceed with an investigation. The guidance in this area is unclear and the Commissioner is keen to ensure that any approach adopted does not discourage victims from coming forwards to seek support.

#### **5. Performance Scrutiny**

The OPCC is developing a new approach to performance oversight and scrutiny. This will include detailed consideration of thematic areas of policing as well as monitoring ongoing performance and the police response to external scrutiny.

The Oversight and Scrutiny Meetings will include representatives from other stakeholder agencies and where appropriate representatives of victims or invested

community groups. Members of the Police & Crime Panel will also be invited to attend the meetings.

The first thematic areas to be considered are Modern Slavery and Counter Terrorism.

## **6. Baseline Public Perception Survey Results**

As set out in the Police and Crime Plan, the Commissioner intends to carry out regular surveying to track progress on connectivity and public attitudes to policing over the lifetime of the plan.

The baseline OPCC Public Perception Survey took place in May/June 2017 with a sample of 800 residents of Devon & Cornwall. The survey was undertaken by an external company who applied robust method to ensure that the sample was of statistically significant and representative of the demography of the area.

The baseline survey was undertaken by telephone and is based upon a similar national survey carried out on behalf of HMIC in 2016. The results are currently being analysed and will be presented to the Panel at the next meeting.

The survey is also being undertaken in an online format. This will add to the understanding that we have already gathered and will allow us to formally test the limitations of online surveying as a method for exploring the public's views.

### **Contact for further information**

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Report prepared 14 June 2017