

Police and Crime Panel

6 October 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.

The reporting format remains the same as that established through consultation with and advice from the Police & Crime Panel. It includes the baseline data against each headline measure, plus attainment data unless otherwise stated for the 12 months to end of August 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.

In March this year Devon & Cornwall Police and the Office of the Police & Crime Commissioner published agreed service standards for contact, local policing and victims and witnesses. With effect from December this report will contain additional detailed information tracking progress against the published service standards.

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 against the headline strategic indicators for the performance year ended 31st August 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 local survey data which is still in development. The baseline survey has now been carried out – see section 5 of this report.

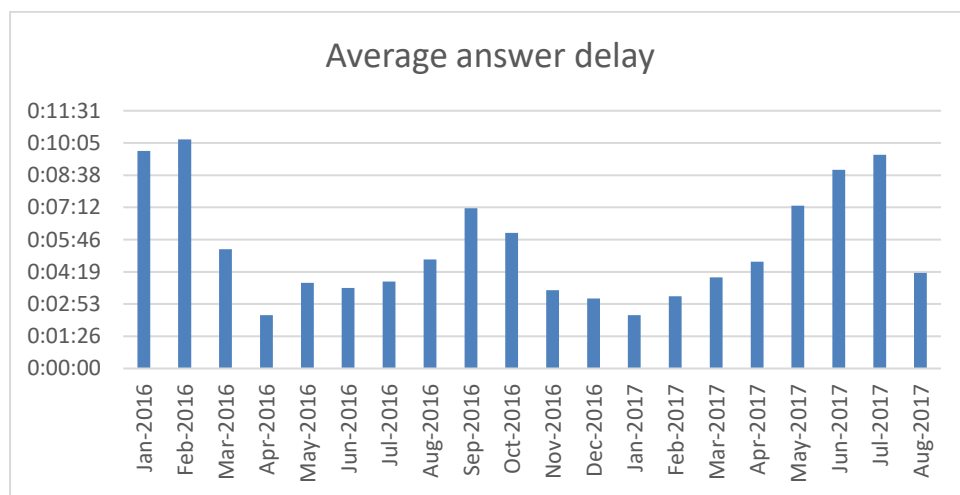
There are a number of measures where baseline data and current performance data is available, yet is difficult at this time to interpret whether the performance objective is being attained due to either a lack of clarity in public expectation (immediate incident attendance for example) or where it is difficult to gauge the expected direction of travel at this time (repeat victimisation for example). Further work is ongoing to provide clarity on these issues including the immediate attendance review. Further clarity on the expectations and judgements will be provided in the December report.

3. 101 Performance

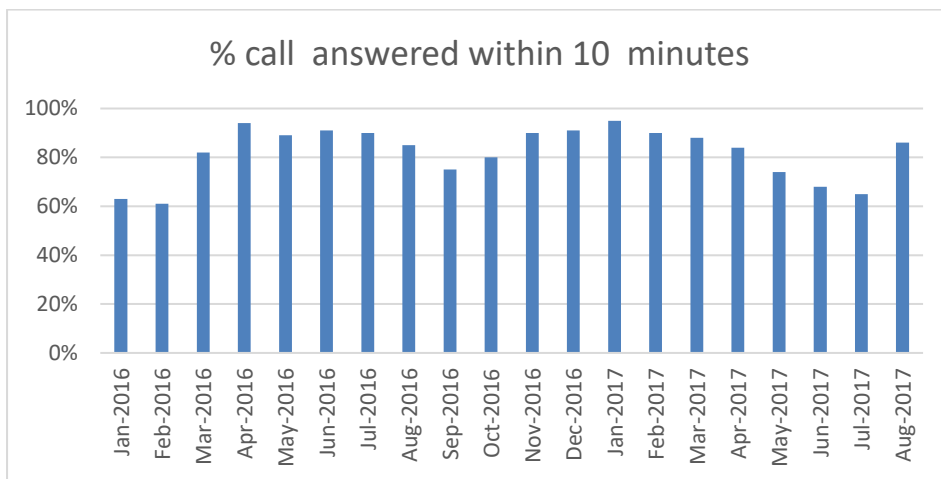
We have previously reported on the improvements in the 101 non-emergency service that were delivered in 2016.

As reported to the Police and Crime Panel meeting in July 2017, performance in May 2017 was challenged by a series of concurrent issues. These included 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.

Force performance dipped as a result of these challenges over the early summer period but following further significant work the situation has been recovered and the average wait time during August 2017, the peak period of summer demand, was 4 minutes and 16 seconds.



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



It is important to note that while the early summer period saw some performance challenges on 101, the performance in relation to emergency 999 calls was maintained to a high standard throughout with more than 90% of calls answered within 10 seconds throughout.

The challenge will be maintaining these performance improvements and work to deliver sustainable improvements is focusing on introducing more effective resource management tools, delivering technological improvements that will allow callers to be transferred directly to the appropriate area and the introduction and promotion of alternative contact methods.

There are currently more than 5000 email contacts per month via the 101 non-emergency email address (101@dcp.police.uk). The average time to respond to email contact has ranged between 2 and 8 hours during 2017 with more than 98% of emails responded to within 24 hours.

4. Crime Data Integrity

In February 2017 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 immediately 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 Commissioner's request a victim's representative has recently been added to the membership. An extensive action plan was developed and delivery has been 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 29% increase in recorded crime in Devon & Cornwall in the three months to end of August 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 supported a workshop bringing together key stakeholders working with victims of sexual offences. The aim of the workshop was 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. As a result of this workshop the Commissioner has written to the APCC lead for violence against women and girls and to HMIC seeking national consistency and clarity of the position.

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 area to be considered was Counter Terrorism – with future meetings scheduled on Sexual Offences and Modern Slavery over the next few months. It is intended that summaries will be published following these meetings – where appropriate.

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 Commissioner is convening a broad workshop – involving Devon and Cornwall Police and partners to consider and discuss these findings and to look at how they can inform wider policy work and the development of detailed connectivity plans as well as helping us to identify a meaningful set of measures on connectivity.

Contact for further information

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