

**Police and Crime Panel
1 December 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 exactly 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 October 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 31st October 2017 is contained in Appendix 1.

Most 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.

Two indicators are listed as Red:

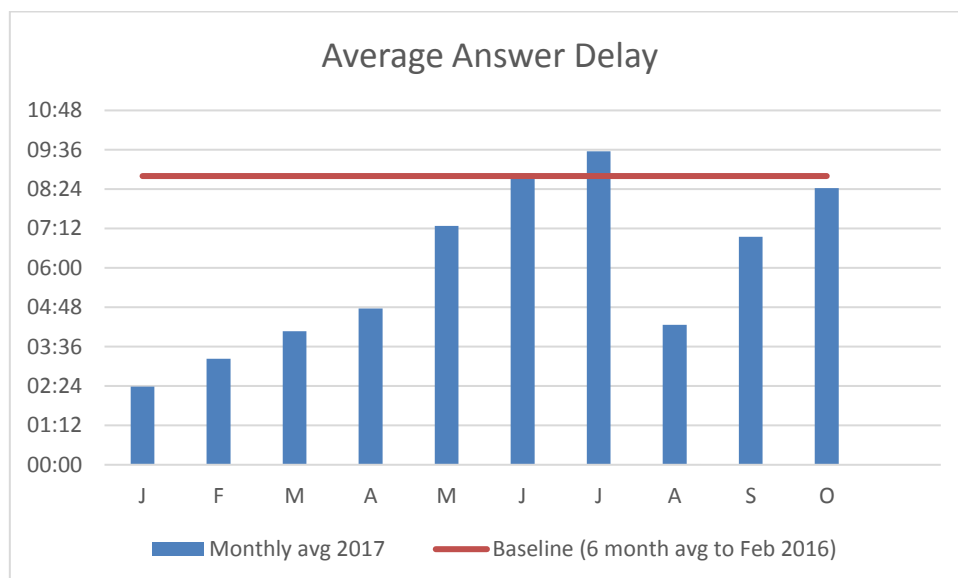
- 101 – which is discussed at section 3 of this report.
- Crime data integrity – graded red based on the original HMIC report earlier in 2017. A re-inspection is imminent and good progress appears to have been made as covered in section 4 of this report.

There are two 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 which will report in December.

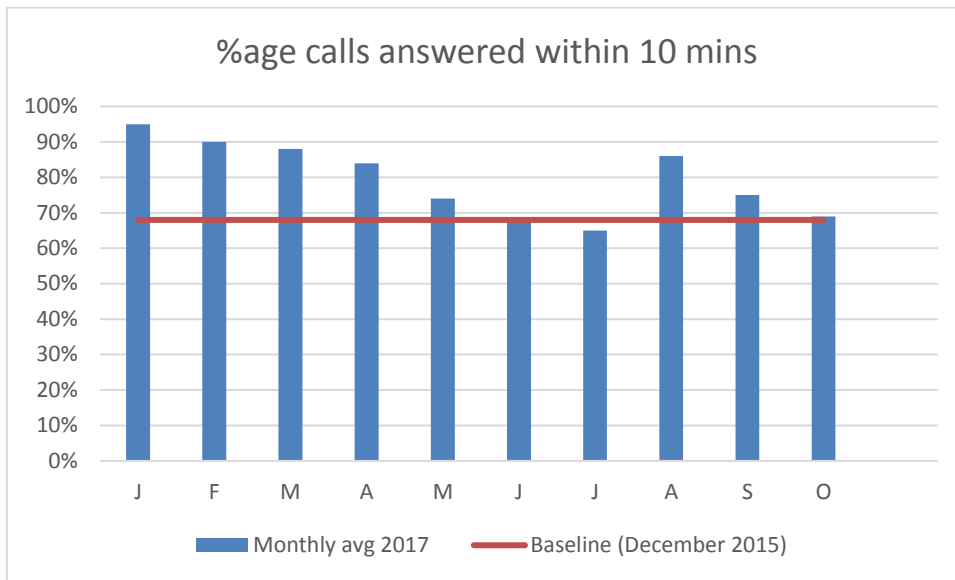
3. 101 Performance

The first part of 2017 saw improvements in the performance of the 101 emergency service. However, as reported previously, during May 2017 performance was 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 dipped as a result of these challenges but following further significant work the situation was recovered. The average wait time during August 2017, the peak period of summer demand, was 4 minutes and 16 seconds, a significant improvement in performance

However it is apparent from the Chart below that average wait times have begun to increase once again and during October 2017 were close to baseline performance.



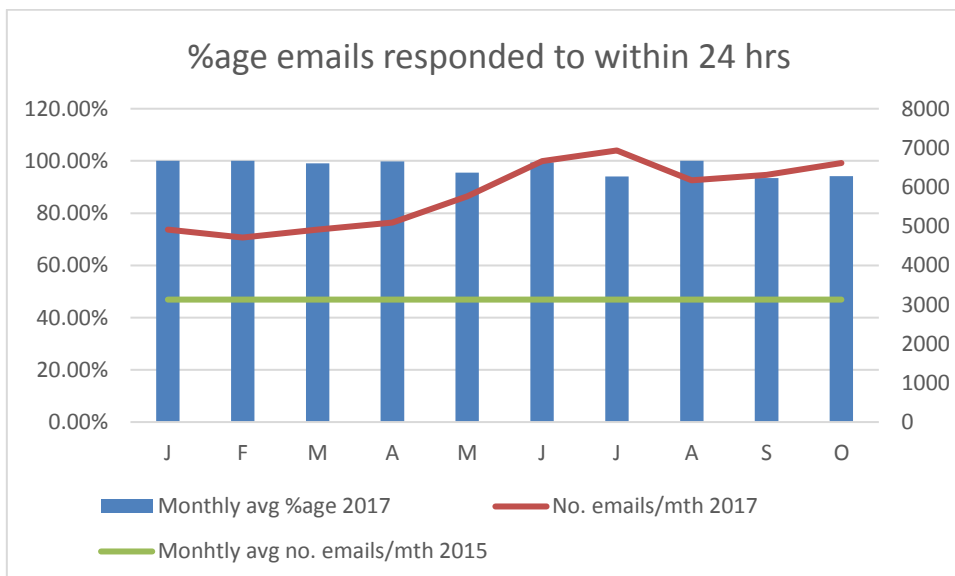
Similar performance has been observed in the percentage of callers waiting for less than 10 minutes.



The recent HMICFRS report on Efficiency in Devon & Cornwall also highlights concerns about the efficiency of call handling systems and processes and in particular concerns about the consistency of service provided to non-urgent calls to the 101 service.

The length of time that the public have to wait to get through to someone who can help them via the 101 number is frequently raised as an issue by the public. The Commissioner remains concerned about performance in this area and continues to challenge the Chief Constable to deliver sustained performance in response to calls for service through the 101 non- emergency contact number.

Performance in relation to emergency 999 calls has however been maintained to a high standard throughout with more than 95% of calls answered within 10 seconds throughout 2017.



In addition the volume of email messages responded to has almost doubled compared to the baseline monthly average during 2015. Despite this increase in volume the percentage of messages responded to within 24 hours has been remained above 90% throughout 2017.

The challenge for the 101 service will be to return performance to the levels seen in 2016

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 is now involved. 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 28% increase in recorded crime in Devon & Cornwall in the three months to end of October 2017, compared to the equivalent period in 2016.

A further inspection of performance in this area is scheduled for the end of November 2017 and indicative results will be available in December.

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.

Contact for further information

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