

**Police and Crime Panel**  
**15 June 2018**  
**Report of the Police and Crime Commissioner**

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

**1. Introduction**

This report provides an overview for the Police and Crime Panel of the OPCC's assessment of current performance against the strategic indicators for the Police and Crime Plan 2017-2020 'Safe, resilient and connected communities'.

**2. The Police and Crime Plan Strategic Indicators - context**

The current reporting arrangements in place for the Police and Crime Panel are based on the strategic indicators set out in the PCC's Police and Crime Plan "Safe, Resilient and Connected Communities".

The Panel have previously indicated that they would like to see the strategic indicator information reported in a more accessible format. A proposed new format was presented at the February 2018 Panel meeting and as a result it was agreed that the new visualised infographic would be used to report on performance against the strategic measures moving forward.

The Panel provided feedback on the prototype, identifying in particular that additional narrative was required to provide context to the infographics. In response to those comments a fuller narrative has been included below for each of the measures. The purpose of this is to provide narrative to support the infographic and the necessary interpretation required to explain the OPCC's judgement.

As part of the work of the OPCC to review the performance framework for the 2018/19 performance year, following the departure of the OPCC Customer Service and Performance Manager, it has become clear to the Commissioner and her team that the red/amber/green definitions used in the previous reporting is not wholly suited to the nature of the measures in the Police and Crime Plan. The previous categorisation of red/amber/green was based on each of the measures having a defined 'attainment' level – which is not the case for some of the indicators such as 'repeat victimisation' – where an increase may be a result of a number of factors, such as increased reporting in complex areas like domestic abuse.

In view of this the Commissioner has amended the categorisation of the red/amber/green as follows for this report and would welcome the Panel's views on this change.

RAG	Previous judgement key	New judgment key
	Currently achieving expected attainment level	<b>Content</b>
	Achievement of attainment level at risk	<b>Requires additional scrutiny</b>
	Not achieving expected attainment level	<b>Of concern – action being taken</b>

In the OPCC's view these new categorisations will provide a better linkage between performance management and scrutiny and better enable the Commissioner and the Panel to assess performance, identify issues of concern and understand where additional action here is required to ensure delivery of the Police and Crime Plan. For example, in the complex area of repeat victimisation - there is a need to look more closely at the underlying performance – to understand whether increases are across the spectrum or just in certain crime categories and to explore whether increases in certain categories are a result of wider factors or is a performance concern.

Where a matter is identified as 'requires additional scrutiny' it will be included within the PCC's Accountability and Scrutiny Plan. That scrutiny will enable the PCC to reach a judgement as to whether performance is acceptable or of concern. The findings of the scrutiny will be brought back to the Police and Crime Panel via this report and will inform future categorisation. Where an indicator is marked as red 'of concern – action being taken' an agreed course of action will be identified and reported on regularly. The Panel's views on this change in categorisation is requested.

### 3. Performance against the Police and Crime Plan Strategic Indicators - overall

The OPCC's assessment of performance to-date against the headline strategic indicators for the performance year ended 31<sup>st</sup> March 2018 show most indicators at Green – 'Content'. This is the latest data for all indicators that are available unless stated otherwise.

Summary:

	June 2018 Panel	February 2018 Panel
Green	9	7
Amber	2	2
Red	0	0
Ungraded	0	2
	11	11

During the previous Panel report, crime data integrity was graded as amber. HMICFRS's recent re-inspection of Devon and Cornwall Police and their report published in mid-April 2018 graded the force's crime recording compliance as 'Good', a vast improvement from the baseline grading of 'inadequate' in their 2016 Crime Data Integrity Report. This would have resulted in a 'Green' grading in this Panel, however this indicator will be replaced by an overall public confidence measure to allow for a more rounded view on public confidence. The PCC will continue to hold the Chief Constable to account for crime recording standards, but the strategic indicator for crime data integrity used in the Performance Report will be removed.

Of the two indicators graded amber (requires additional scrutiny) in this report one relates to repeat victimisation, and the other relates to immediate response times.

- Scrutiny of repeat victimisation has been scheduled into the PCC's Accountability and Scrutiny programme.
- The Commissioner's report on attendance times for immediate calls for service has been delayed by the departure of the OPCC Customer Service and Performance Manager but will be published in June 2018. This review is indicating that some areas may require additional scrutiny.

### 4. Commentary on strategic indicators infographic

#### Public Confidence – 'Police do a good/excellent job' **GREEN**

(based on 12 months to December 2017, released on the 26<sup>th</sup> April 2018)

At February's Panel meeting, which covered the 12 months to June 2017, 64% of survey respondents felt that Devon and Cornwall Police were doing a good or excellent job. In the

current report, which covers the year to December 2017, this figure has decreased to 60%, which is just below the national average of 62%. Both nationally, and in Devon and Cornwall this indicator has decreased since December 2015. Results from the OPCC's Public Perception Survey 2017 have shown that although 66% thought the police were doing a good/excellent job, only 6% thought that the police were doing a poor/very poor job. The remaining 28% thought the police were doing a fair job or have had no opinion. The Judgement will remain Green due to the low percentage of people perceiving the police to do a poor job. The previous baseline from 12 months to December 2014 has been changed to 2 years to December 2015 to be in line with the PCC's starting term and the same as the baselines of other indicators. This change has resulted in the baseline increasing from 65% to 68%.

### **Public Confidence – Overall confidence GREEN**

(based on 12 months to December 2017, released on 26<sup>th</sup> April 2018)

79% of surveyed respondents had confidence in Devon and Cornwall Police when 'taking everything into account', a slight decrease from 83% for the 12 months to June (the equivalent data for the February Panel). The baseline was set as 80%, measured from the 2 years up to December 2015. The OPCC will judge this to be Green due to the high level of overall confidence in Devon and Cornwall Police that respondents had. One caveat of the public confidence indicators is that although the questions ask about "police in this area", changing respondent's views of policing nationally may affect their confidence of Devon and Cornwall Police.

### **Priority Victim Satisfaction GREEN**

(May 2017 to March 2018)

The latest available survey data from Devon and Cornwall's Performance and Analysis Department indicates that nearly 77% of priority victims are satisfied with their overall experience with the police. This represents an increase in victim satisfaction compared against the baseline figure of 73% (which was taken from a 12 month average to the end of 2016). This is a positive trend that the OPCC expects to continue, or at least be maintained.

### **Repeat Victimization AMBER**

(12 months to March 2018)

Repeat victimisation has increased since this figure was last reported on. At February's Panel 30% of victims were classified as being repeat victims. Based on the latest available data, the percentage of victims of any offence that have reported an offence in the previous 12 months has risen to 32%. Repeat victimisation is a complex area and increases can represent enhanced services being provided to vulnerable victims in areas such as domestic abuse and can also be caused by improvements in crime data integrity. The OPCC will grade this Amber at this stage and this area has been scheduled into the PCC's Accountability and Scrutiny Programme as additional analysis is needed to understand what is driving this change in order to make an assessment.

### **Emergency Call (999) GREEN**

(12 months to March 2018)

Based on the latest available data, 95% of 999 calls are answered within 10 seconds. Performance continues to exceed the baseline figure of 91% and is consistent. This is an encouraging trend that the OPCC hopes to see maintained. The OPCC judgement remains Green.

### **Attendance time for Immediate calls for service: AMBER**

(Average (median) time for response – 12 months to March 2018)

The baseline figure of 14 minutes 3 seconds is taken from the 2 year average to the end of 2015. Based on the latest reporting period, the median time to attend an immediate incident is 14 minutes and 14 seconds across the Force as a whole. This is a 5 second increase from the previous Panel, which is most likely a result of the severe weather in February and March.

In isolation this figure appears positive and is well within the current target time for emergency attendance within 20 minutes. However this masks significant variation and this is notable in specific geographic locations, particularly remote rural areas. Due to the complexities that surround this topic, the timescale for completion of this has been extended to June 2018. This is an area that requires further scrutiny and so has been graded as Amber. The OPCC and the Force are continuing their work in this area to conclude whether changes to service standards are appropriate. The Commissioner intends to consult with the Panel on any new measure in this area prior to its adoption to seek their views.

### **Non Priority Calls (101) GREEN**

*(12 months to March 2018)*

Based on the latest available data, 75% of 101 non-priority calls are passed to someone who can help with the enquiry within 10 minutes. Although performance continues to exceed the baseline figure of 68% there has been a decrease in performance since this figure was reported at February's Panel meeting (80% based on the 12 months to November). The force has had significant investments in technology, such as improvements to IT systems, as well as the use of demand management software to better match resources to demand. These are expected to bring improvements to all of the Contact Management and Communications Unit, and as such the grading of Amber has been changed to Green. As discussed with the Panel previously the OPCC with the Commissioner and Devon and Cornwall Police to develop future performance standards in this area.

### **Emails (101) GREEN**

*(12 months to March 2018)*

98% of 101 emails are responded to within 24 hours. In fact if the figures for February 2018 and August 2017 are looked at in isolation, then 100% of emails received were answered within 24 hours. These figures are particularly encouraging and show a significant improvement in performance since the initial roll-out of contacting 101 by email. The OPCC continue to judge this as Green. The use of email as a way of contacting the police in a non-emergency situation is proving to be an effective and timely service and will be further promoted by the Commissioner and force over the coming months as a contact method. A new baseline of 98% has been set, measured from the first 12 months of operation that accurate data was available for. (12 months to December 2017).

### **Value for Money – Officer Cost 2017 GREEN**

The baseline of £94.40 per head of population is based on the national average and has been taken from the HMICFRS Value for Money Profile 2017, which was published in November 2017. For the same period, the officer cost per head of population in Devon and Cornwall is £91.40. In monetary terms the officer cost per head of population is £3.00 less per head of population compared with the national average.

### **Value for Money – Police Staff Cost 2017 GREEN**

The baseline of £40.10 per head of population is based on the national average and has been taken from the HMICFRS Value for Money Profile 2017, which was published in November 2017. For the same period, the Police staff cost per head of population in Devon and Cornwall is £36.20. In monetary terms the Police staff cost per head of population is £3.90 less per head of population compared with the national average.

### **Value for Money – OPCC Staff Cost 2017 GREEN**

The baseline of £4.10 per head of population is based on the national average and has been taken from the HMICFRS Value for Money Profile 2016, which was published in November 2016. For the same period, the OPCC staff cost per head of population in Devon and Cornwall is £3.90. In monetary terms the OPCC staff cost per head of population is 20p less per head of population compared with the national average. The most recent HMICFRS Value for Money Profile is not used as national OPCC staff costs are not included within the profile.

#### **4. Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS)**

Information on recent reports from HMICFRS relating to Devon and Cornwall Police are detailed within the Police and Crime Commissioner's Update Report, including the Commissioner's formal published response to those reports.

#### **5. A new performance information framework for 2018/19**

As reported at the February 2018 Panel meeting the OPCC Chief Executive is reviewing the existing performance information arrangements. It is intended that a broader dashboard of information will be submitted to the Police and Crime Panel from September 2018 which will include activity related to Pathfinder (the deferred caution scheme), citizens in policing and victim care.

#### **Contact for further information**

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