



**Police and Crime Panel
14 June 2019
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 infographic would be used to report on performance against the strategic measures moving forward.

In response to comments from the Panel 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 the Commissioner amended the categorisation of the red/amber/green as follows:

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

These new categorisations 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.

Where a matter is identified as 'requires additional scrutiny' it will be included within the PCC's scrutiny programme. 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.

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 31st December 2018 show most indicators at Green – 'Content'. This is the latest data for all indicators that are available unless stated otherwise. The infographic for February 2019 is included at Annex 1.

Summary:

	June 2019 Panel	February 2019 Panel
Green	9	9
Amber	2	2
Red	0	0
Ungraded	0	0
	11	11

Two indicators have been graded as amber (requires additional scrutiny) in this report: Public Confidence '% of the public who say the police are doing a good/excellent job' and 'Repeat Victimisation'. Both of these areas are under active scrutiny by the Commissioner – to determine what if any action is required to address this issue.

i. Public Confidence – 'Police do a good/excellent job' **AMBER**

(Based on 12 months to December 2018, released on the 25th April 2019)

The latest publication which covers the 12 months to December 2018 – shows that the number of survey respondents who felt that Devon and Cornwall were doing a good or excellent job has remained at 62% as reported at the February Panel meeting. Our national rank for this measure also remains the same at 15th out of the 43 Force areas in England and Wales.

Although the survey results for this measure have remained stable since the February Panel, the Commissioner will continue to judge this measure as AMBER, until continuous improvement is evident and performance aligns more closely with the baseline attainment figure of 68%.

The latest survey period covers the calendar year 2018. During this period the Chief Constable launched his new Connectivity Strategy and local connectivity plans across the force area. Any positive impacts from this activity are not expected to be fully reflected in the latest release. This should start to become increasingly apparent in future releases of this data, which will be monitored closely over the year.

The Commissioner will continue to monitor the delivery of the force's Connect to Protect Framework and consider its impact on future releases of the Crime Survey for England and Wales Public Perception Survey results. The OPCC will also continue to look holistically at other sources of information which relate to people who have been in contact with the police. The Commissioner notes that the figures relating to the percentage of survey respondents who have confidence in the police remains consistently high, as do performance measures relating to victim satisfaction.

ii. Repeat Victimisation: **AMBER**

(12 months to March 2019)

At the October 2018 Panel meeting the Commissioner reported on an early finding from additional scrutiny activity that had commenced in this area - which has changed the measure used to monitor repeat victimisation to provide a truer reflection of repeat victimisation levels. The measure used previously (which was at 32% when last calculated) had counted offences not individual people or businesses. The new measure which focuses on individual people

and organisations as victims, not offence levels provides a better reflection of the true impact on individuals and businesses. This figure was reported at 25% at the February Panel Meeting and based on the latest available data remains at 25% - so a quarter of victims (people and organisations) of crime have also reported at least one offence in the previous 12 months.

Devon and Cornwall Police are carrying out additional analysis to better understand repeat victimisation in the area, including examination of people who have been the victim of more than 5 crimes. Activity is also taking place to examine further the treatment of businesses who are repeat victims of crime and to identify problem solving initiatives for businesses. The Commissioner has retained this measure at AMBER until the work described above has been carried out and presented back.

4. Commentary on GREEN strategic indicators

Public Confidence – Overall confidence GREEN

(Based on 12 months to December 2018, released on 25th April 2019)

At February's Panel meeting, which covered the 12 months to September 2018, 79% of survey respondents had confidence in Devon and Cornwall Police when 'taking everything into account'. The latest publication which covers the 12 months to December 2018, shows that this figure remains at 79% and slightly above the national average of 76%. Our performance for this measure has remained at 79% for the last five releases (Dec 2017, Mar, Jun, Sept and Dec 2018).

During this period our national rank has changed from the 18th to 14th and now 15th highest. However national rankings provide limited value as percentage levels separating police forces are so narrow that 0.1% change could mean a significant rise or fall up the rankings.

Given that survey results of overall public confidence have been consistent for some time in Devon and Cornwall and performance aligns closely with the baseline attainment figure of 80%, the OPCC judgement continues to be Green for this measure.

Priority Victim Satisfaction GREEN

(12 months to March 2019)

The latest available survey data indicates that 73% of priority victims are satisfied with their overall experience with the police. Performance against this measure remains stable from the February 2019 Panel meeting and attainment of the baseline figure of 73% has been achieved (which was taken from a 12 month average to the end of 2016).

Emergency Call (999) GREEN

(12 months to March 2019)

Based on the latest available data, 90% of 999 calls were answered within 10 seconds which is a slight decrease in attainment since the figure of 91% was reported at February's Panel meeting. However, the latest data reflects a period of significant increased demand on 999 services, locally and nationally. In 2018/19, 221,668 calls to 999 were answered compared to 199,698 in 2017/18. This equates to an 11% increase or 21,970 more calls. Although the proportion of 999 calls answered within 10 seconds has decreased slightly, performance continues to be strong for this measure and the OPCC is encouraged that despite the increase in demand the level of service has been maintained. The OPCC judgement continues to be Green for this measure.

Attendance time for Immediate calls for service: GREEN

(Average (median) time for response – 12 months to March 2019)

The baseline figure of 14 minutes 3 seconds is taken from the 2 year average to the end of 2015. For the 12 months to March 2019 the median time to attend an immediate incident was 14 minutes and 21 seconds across the Force as a whole.

The number of immediate incidents attended in 2018/19 compared with 2017/18 has increased by 4.3% or 3061 more immediate incidents attended. Despite the increase, Devon and Cornwall Police have managed to maintain good performance and attend 70% of these within the current aspirational time for emergency attendance of 20 minutes. In addition, the average (median) attendance time has only increased by 7 secs from 14 mins 14 secs to 14 mins 21 secs. However, it is recognised that this will mask significant variation in terms of incidents and geography.

Given the increase in demand in 2018/19 compared with 2017/18, it is encouraging that average attendance times have stayed relatively stable and performance has been maintained in this priority area. The OPCC judgement continues to be Green for this measure.

Following the Commissioner's review of response times at sector level in 2018 the OPCC continues to monitor performance in this area on a 6-monthly basis at Police Sector level. The information on responding to immediate incidents within 20 minutes, 30 minutes and 50+ minutes is published on the OPCC website. The next six monthly data set will be published by the end of June 2019. [Immediate Response Time Data - April to September 2018](#)

Non Priority Calls (101) GREEN

(12 months to March 2019)

Based on the latest available data, 67% of 101 non-priority calls that are not resolved at the 1st point of contact are passed to someone who can help with an enquiry within 10 minutes. This is a decrease since the February Panel meeting when this figure was reported at 69% and performance for this measure sits just below the baseline attainment figure of 68%.

The 101 non-emergency number deals with a large volume of calls each year - in 2018/19 nearly 632,000 101 calls were received. 47% of answered calls were resolved immediately without the need for members of the public to be transferred and wait additional time for their enquiry to be dealt with. This measure covers those calls that are not resolved at first point of contact which are referred through to the Force Enquiry Centre.

The 11% increase in 999 call demand in 2018/19 compared with 2017/18, is likely to have had an impact on the proportion of secondary contact 101 calls being answered within 10 minutes, as 999 calls are prioritised as they pose the greatest risk.

The 101 service has been closely monitored throughout the year and will continue to be monitored closely during the next few months with the introduction of Interactive Voice Routing (IVR) which will go live in June 2019 which will allow callers to self-navigate their calls to specific departments or personnel. It is anticipated that this will see a reduction of calls being managed by Switchboard, which will allow more capacity to manage secondary queues and prioritise those most vulnerable. Improvements such as IVR as well as continued focus on encouraging the use of digital channels where possible such as webchat, 101 email and online crime reporting are particularly important in view of the considerable upward trend in calls being received by the police, locally and nationally on 999 and 101.

In view of the clear increase in demand during the last 12 months and the need to prioritise high risk emergency calls over non-emergency calls, as well as the continued focus the Force have on process and ICT investments to improve the service, the OPCC judgement will remain at Green.

Emails (101) and texts GREEN

(12 months to March 2019)

A baseline of 98% has been set for this measure which is based on the first 12 months of operation that accurate data was available for (12 months to December 2017).

Based on the latest available data, 95% of 101 emails and texts are responded to within 24 hours. Performance for this measure remains strong, particularly in view of the increased number of emails and texts received in 2018/19 compared with 2017/18 – there has been a 21% (n=16,096) increase in the number of emails and texts received.

The OPCC continue to judge this as Green and are encouraged that an increasing number of people appear to be using email as a way of contacting the police in a non-emergency situation. This is proving to be an effective and timely service and will be further promoted by the Commissioner and force as an alternative contact method to phoning 101.

5. Funding and Resources information

At the February 2019 Police and Crime Panel meeting the Panel were advised that the previously provided value for money indicators on the infographic can no longer be updated due to changes in the HMICFRS Value for Money Profiles from which the data had previously been extracted. The OPCC advised that new indicators would be included within the infographic from June 2019 in their place:

- a) Funding per day per head – comparing Devon and Cornwall to the average of its most similar group (MSG) ¹ of forces, the national England and Wales average and the previous year;
- b) Funding composition – comparing Devon and Cornwall to the average of its MSG of forces, the national England and Wales average and the previous year
- c) Officer and staff numbers (full time equivalent – FTE)

Devon and Cornwall has 49p per person per day for policing in 2019/20². This is slightly lower than our force MSG average and 8p less per day per person when compared to the England and Wales average of 57p. This figure is based on total resource funding (grant and council tax). The 2019/20 total funding per head of population in Devon and Cornwall is £179.6 per year. If Devon and Cornwall received funding per head at the England and Wales average it would result in an additional £47 million per year in funding for Devon and Cornwall.

In terms of funding composition, for the 2019/20 financial year, council tax has contributed 41.5% of the available funding for Devon and Cornwall Police, compared to 39% in 2018/19.

4. New performance information section of OPCC website

In previous meetings the Panel have indicated a desire to access greater information regarding crime data within Devon and Cornwall.

In response to this, the OPCC has developed a new performance section of the OPCC website, which includes briefing documents on recorded crime based on the Office of National Statistics (ONS) data that are published quarterly. These briefings provide an overall profile for Devon and Cornwall every quarter as well as individual profiles for Devon, Cornwall, Plymouth and Torbay every 6 months.

Attached to this report as Annex 2 is the 'profile' for the whole of Devon and Cornwall for the 12 months to end of December 2018. The next area based crime profiles for the 12 months to March 2019 will be published on the OPCC website in July 2019 covering the period to 31st March 2019.

¹ Devon and Cornwall force MSG comprises of the following police force areas: Norfolk; North Wales; North Yorkshire; Suffolk; Warwickshire; West Mercia and Wiltshire.

² The funding per person is calculated on resident population and takes no account of the increase in population which results from tourism.

These profiles provide an overview of recorded crime and trends based on the main Home Office offence categories. It should be noted that the ONS data upon which the profile at Annex 2 is based relates to the year to the end of December 2018 as there is a delay in the publication of ONS data due to verification processes.

Views from the Panel are welcomed on the attached profile and on any refinements you might wish to see in future reporting cycles.

Contact for further information

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